

Annual Report 2018/19.

Artwork: P. McGowan, Service User. Sauchiehall Street

**Our values
underpin
everything
we do.**

we provide... quality

we are... people focused

we always... go the extra mile

we act with... integrity

Our Vision.

Very tailored high quality support

Accommodation that make you feel safe and secure

Leading the way in homelessness prevention and support

Unique, adaptive and flexible approach

Exceptionally skilled work force

Develop leaders who inspire and innovate



Chairman's Statement.

I am delighted to be able to report that in the face of significant sector challenges, where an environment of little or no certainty beyond a few months is the norm, BTHA has again performed extremely well and finished the 2018/19 year in robust health.

The financial statements for the year ended 31 March 2019 show a surplus of £424,598 (2018 - £329,471) and the Statement of Financial Position of the Association shows net assets of £5,376,632 (2018 - £4,953,285).

The Association continues to maintain sound financial management policies and enjoys a strong financial position. The results compare favourably to the budget set, with close control of all areas of income and cost resulting in a healthy performance.

The major internal reviews of the last couple of years were concluded very successfully towards the end of 2018 and the Association has also completed recruitment in vital areas of operation which will allow us to continue to invest in and improve efficiency, and identify further areas for development.

The continuing receipt of high performance ratings from sector regulators during the year is always pleasing and a positive stimulus to everyone. The retention of the silver Investors in People award is also a very public recognition of the maintaining of high standards at which all at BTHA aim!

Flexibility and innovation in service delivery, and stability in management and control over 40+ years have given the Association a firm foundation on which to build as we move towards the 2020's, and these continue to provide us a focus as we seek to support vulnerable and marginalised members of society in Scotland.

As always thank you to everyone, particularly to the project staff teams and Managers for all the fantastic work they do in partnership with service users and their families, and our statutory and third sector partners. Thank you also to the Committee of Management and the various Sub-Committees for all their work and also our Chief Executive, her executive team and the office staff team for their effort and commitment.



N Robinson
Chairman

A Message from our Chief Exec.



I would like to thank our Committee of Management for their commitment, their energy and their reassurance. It goes without saying that they help us focus on achieving our strategic aims and goals by making sure that we plan ahead as well as keeping us grounded on making sure we deliver on a daily basis for our service users.

I also want to thank all the staff teams across all our projects and HQ for their commitment and enthusiasm; our partners for funding our services, and finally a word of thanks to the people who use our services who amaze us every day by overcoming their many challenges to make better lives for themselves.

Finally, many thanks to all our funders as well as the amazing companies that have made donations to us throughout the year.



Fiona Stringfellow
Chief Executive Officer

2018/19 in review.

Job Evaluation & Salary Review.

This year we were pleased to conclude our Job Evaluation exercise and salary review, in partnership with our recognised union, UNISON. As a result of this extensive exercise, we can demonstrate to our staff and others that we deliver on Equal Pay for work of Equal Value.

This was a difficult and challenging exercise with many hurdles, but the end result is a pay system which is robust and will assist us going forward in ensuring that we retain and recruit the very best people to work in our services.

During the year, we signed up to a joint statement with UNISON to declare support in principle for the Fair Work framework produced by the Scottish Government. The framework focuses on 5 workforce elements around staff having an effective voice, opportunities, security in terms and conditions, fulfillment and respect in the work place. We value our staff highly and our board, in signing up to this agreement, are committed to taking initiatives around these elements forward to support and continue to develop a highly engaged workforce.

Fair Work.

Living Wage.

We are pleased to note that as part of the Job Evaluation exercise we now paying the Living Wage for staff which is a crucial part of ensuring we retain our staff and is a very important social policy to alleviate poverty in society.

The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017 came into force on the 1st April 2017 which means we need to publish an annual report on our gender pay gap. Last year we reported that our mean gender pay gap was 1.4%, and this year 1.2% with our median gap at zero. This compares very well with the median pay gap across the UK reported at 11.9%.

Gender Pay Gap.

Gender Pay Gap.

UK average median:
11.9%

median:
0%
mean:
1.4%

2017/18
last year.

median:
0%
mean:
1.2%

2018/19
this year.

Our Services.

Our Outcomes.

We provide 17 registered services over 25 sites in nine local authority areas in Scotland. On any given night, we accommodate and support up to 300 people.

Over 2018-19, we accommodated 955 service users in our supported accommodation projects. During the year, 453 service users moved on to more settled accommodation such as other temp accommodation (100), own tenancy local authority (227), own tenancy in the private sector (5), own tenancy Housing Association (27), rehab unit (8), and returned home (59).

Occupancy Agreements Granted.

914

2017/18
last year.

955

2018/19
this year.

Service User Satisfaction.

98

% of people who
rated the support
they received as
excellent/good

2017/18
last year.

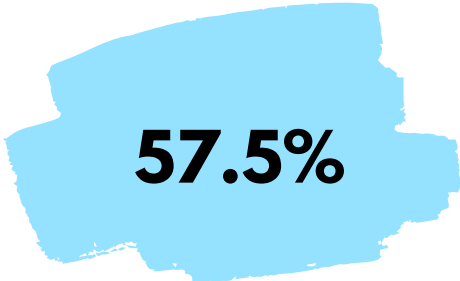
97

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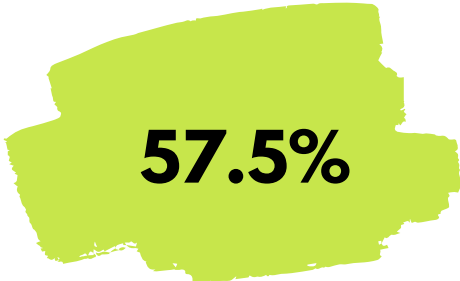
2018/19
this year.

Positive & Planned Moves

Unfortunately, 93 service users had their occupancies terminated, the vast majority for violence or vandalism.



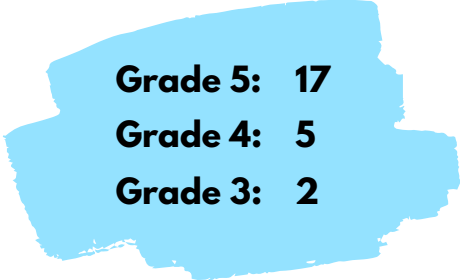
2017/18
last year.



2018/19
this year.

Care Inspectorate Reports.

In 2017/18, the Care Inspectorate undertook 12 inspections of our services. In 2018/19, the Care Inspectorate undertook 6 inspections of our services.



2017/18
last year.



2018/19
this year.



Ministerial Visit.

Somerset Place.

Housing Minister, Kevin Stewart, visited our Somerset Place project on the 8th March, 2019. His visit was prompted by an article that he had read in Scottish Housing News where care and support that had been received from our staff had been praised by a person that had used our services in the past. We had two young people staying in our services (Ben and Robert) who chatted with the Minister and were incredibly eloquent about what they wanted to see in the future for both themselves and homeless services.



Jimmy's Story. Renfrew.

"My name is Jimmy, my journey with the Blue Triangle started April 2018 when I left my home in Brandon due to family problems and other circumstances in my life that made me feel I had to get away. I had no money and no transport so I walked from Brandon to Paisley so I could be closer to family ties. The problems I was having lead me to a dark place with depression and anxiety being the only things I felt & I turned to alcohol and drugs. When I arrived in Scotland I was picked up by the police. I was in a sorry state, in bad health after walking 465 miles with very little to eat apart from what I hunted and killed along the way like rabbit, deer, fish and other wildlife.

With no money to finance my journey the police contacted my nearest relative who was an aunt; she came and picked me up and managed to secure me a place in the Blue Triangle in Renfrew. The dedicated staff team there started to help me start piecing my life back together by giving me accommodation, fixing out my benefits and set me up with doctors' appointments. They were very efficient and helped me out and supported me in all manners.

After 8 months to a year in the project staff had helped me build up enough confidence to feel I was ready to live independently and they helped me secure a house of my own. With the help from the council and grants my home was able to be furnished and feel like home. I also received a further 8 weeks of support to guide me through any major problems and I feel I can go to the project with problems that occur to this day.



During my time there they helped me become me again, I regained my confidence, allowed me to trust people again and taught me the life skills I needed to live independently. I owe my life to all who have helped me over the past year, as you will see in my pictures, my life has been transformed and I will be forever grateful to Blue triangle and their fantastic staff team for saving my life.

Jimmy xx



Complaints are how we learn, improve & grow.



Picture: Hamilton @ Wiston Lodge

Complaints Monitoring. Received.

In 2018/19, we received 0
equalities based complaints.

Stage 1: 10

Stage 2: 2

**2017/18
last year.**

Stage 1: 7

Stage 2: 5

**2018/19
this year.**

Complaints Monitoring. Upheld.

Stage 1: 5

Stage 2: 0

**2017/18
last year.**

Stage 1: 3

Stage 2: 2

**2018/19
this year.**

What are people saying?

“staff deal with incidents quickly; I feel safe staying here”

“staff do checks to make sure you’re okay and trigger your brain to cheer you up”

“it’s been life changing”

“I feel my mental health has improved since living in the Blue Triangle. I enjoy the security of having staff in the building 24/7. I enjoy the support I have in supported accommodation, people are interested in my well being”

“Yes, they look after your health, they get you registered with the doctors and the dentist”

Tyres & Talent. Lanark.

Lanark have a very talented resident, Thomasz, who has been extremely proactive and very creative in using his artistic skills of recycling used, worn and old tyres.

Some of his creations have been placed in the garden at our Lanark project and this has attracted very positive feedback from the local community.



Maintenance & Repairs. Total Jobs.

Emergency: 37
Non-Emergency: 638

2017/18
last year.

Emergency: 73
Non-Emergency: 734

2018/19
this year.

Maintenance & Repairs. Average Time.

Emergency: .54 hr
Non-Emergency: 1.12 days

2017/18
last year.

Emergency: 1.03 hr
Non-Emergency: 1.14 days

2018/19
this year.

Maintenance & Repairs. Within target timescales.

Emergency: 100%
Non-Emergency: 100%

2017/18
last year.

Emergency: 100%
Non-Emergency: 100%

2018/19
this year.

The Year Ahead & Beyond.

Digital Transformation.

We have recruited a Digital Transformation Manager who will be looking at developing our IT and telephony systems and enabling access to digital services for people staying in our projects

We will be developing a new learning and development strategy based on our training needs analysis of what our staff need to provide high quality services. This will involve talking to them and listening to their views. We will be taking the next steps to roll out and embed our new coaching approach so that staff feel supported and managers can ensure we achieve the best from people.

Workforce Development.

New Initiatives.

We will be recruiting a new Initiatives Officer whose task it will be to take the ideas that we have and turn them into new initiatives and services to meet the needs of the people that use our services and also deliver on our diversification agenda.

We will be looking at revising our governance in line with the newly issued Scottish Housing Regulator's standards of Governance and Financial Management; and the new order which will apply to all RSL's from October on Freedom of Information requirements.

Governance.

Trauma Informed.

We will be considering what changes are needed across our accommodation as well as offices to ensure that we meet the needs of a "trauma informed" environment. We will also carry out an options appraisal of our property to see what investment is needed for the future.



Donations
Received.

Thanks to:



Benview Resource Centre,
Alexandria

Carluke Baptist Church

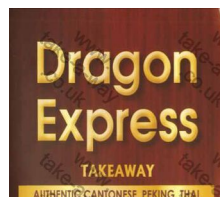
Ann Manning,
Lanark

William Smith,
Holland Street

St Nicholas Church,
Lanark



western lettings



Craig Lea Care Home, Renfrew



The State Hospital at Carstairs



Our Committee of Management.

Neil Robinson (Chair)

Frances Miller (Vice Chair)

Stuart Dryburgh

Deborah McGuire

Anthony Keith Jones

Heather Ward

Anna Davis

Mike Trant

Paul McGarry

Donald Simpson

Our Executive Team.

Fiona Stringfellow (Chief Executive Officer)

Graeme Holmes (Finance Director)

Ian Batt (Operations Director)



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