



annual report
2020/2021





a message from our chair

I am delighted to be able to report again that in the face of significant sector challenges, where an environment of little or no certainty beyond a few months continues to be the norm, Blue Triangle has again performed extremely well and finished the 2020/21 year in a very healthy position.

This has been a year of changes which our staff have embraced with positivity despite the pandemic which they have faced into with determination and resilience. This positivity has been led by our new Chief Executive, Iain Macfarlane, who I would formally like to welcome. Iain joined us in September, the same month that I took over from Neil Robinson as Chair. I would like to thank our outgoing Chief Executive Fiona Stringfellow and Neil Robinson for their significant commitment and energy over many years.

We have launched a transformation programme which will not only improve our efficiency and effectiveness internally but will also enable us to diversify our income in the future. It will change the way we work with other partners to fulfil our aim of supporting people and helping them thrive to live independent and fulfilling lives within a community. We have already made big strides with our technology ensuring digital inclusion with WiFi and devices to ensure connectivity for the people we support.

We have improved our accommodation, especially at Viewpark where we have made significant upgrades including ensuite facilities, made possible by a LandAid Grant, for which we are extremely grateful.

We have also started to improve our processes, enabling our staff to be more efficient and giving them more time to focus on the people we support. The staff have identified and implemented many of the improvements, taking ownership of ensuring our high standards are met and recorded, fulfilling our regulatory obligations, but reducing onerous paperwork.

I have been particularly impressed with our staff, who have shown unflinching love and commitment, always putting the people we support first and finding creative ways to help. Their success has been shown through our #AmazingPeople campaign where some of the very real stories have been shared.

Many of the people we support have addiction issues, and we are increasingly partnering with other organisations to maximise the help we are able to offer. This is exemplified by our exciting national partnership with Smart Recovery who are helping to train our staff and embed a proven recovery programme.

We are extremely grateful to the staff teams and managers for all their hard work, working with the people we support and their families and we are also very grateful to the central support team who are supporting and facilitating many of our improvements and to our Chief Executive and his executive team for spearheading our transformation. Finally I'd like to thank our insightful Committee of Management/Board of Trustees for their unwavering support and increased participation this year.



Anna Davis
Chair



804 people supported in our residential supported accommodation services

100+ people supported by our outreach support services

493 people we supported moved on from our accommodation in a planned and positive way

297 moved on to their own tenancy in the community

15 people we support took part in focus groups and 1-2-1 discussions to help shape our new mission, vision, values and visual identity

3 new intensive outreach & floating support services launched

10 new partnerships formed to expand the resources available to the people we support





a message from Iain Macfarlane

2020/21 has been a year like no other for everyone in Scotland, and that includes the staff and the people we support in Blue Triangle. COVID-19 presented us with significant operational challenges but despite the obstacles placed before us, our staff teams rose to the challenge and worked tirelessly and relentlessly to ensure that everyone we support continued to receive the high quality of care and support they expect.

The past year has also been one of renewal with my appointment as CEO on 31 August 2020, following the retirement of Fiona Stringfellow who served the organisation faithfully over the previous 10 years.

Given the changes to our strategic and policy context over the previous years, it was evident that significant changes were needed to drive service excellence internally across the organisation and in developing new services to ensure Blue Triangle is best positioned to offer innovative solutions to the changing social care landscape in Scotland. In late 2020 we therefore launched an ambitious transformation programme which will very much change the organisation from the inside out!

In addition, during Q1 2021 we developed a Strategic Narrative that was completed by our staff, the people we support, and our Board. This will form the foundation for our new Organisational Strategy to be implemented during 2021/22, which will position Blue Triangle uniquely as a national social landlord, care provider, and charity who operates at the intersection of social care and social justice across Scotland.

Our new Vision is for a country where everyone can access person-centred support, whenever, and for however long, they need it, and our Mission is to Empower People to Thrive. The foundations for everything we do are Love and Hope, and we live out our values by being Kind, Passionate, and Creative in everything we do.

I am excited about our new strategic direction and by the changes we have already delivered through our Transformation Programme, which cover improvements to our digital architecture, our property portfolio, our learning and development assets, our people development processes, and our whole approach to marketing and communications. Our #AmazingPeople campaign was launched in January 2021 and has had a significant impact in sharing positive Stories of Hope about the people we support, as we attempt to change the narrative about homelessness in Scotland. Our focus is on unlocking the potential in everyone and empowering them to thrive, whatever that means to them.

At the core of our strategy is partnership working and this started soon after I joined through a first of type partnership with Simon Community Scotland and Barnardo's in delivering community-based support to people experiencing homelessness across North Lanarkshire. As a not for profit, collaboration, not competition is vital if we are to offer solutions that help achieve the positive life-outcomes we all know are possible for the people we support.

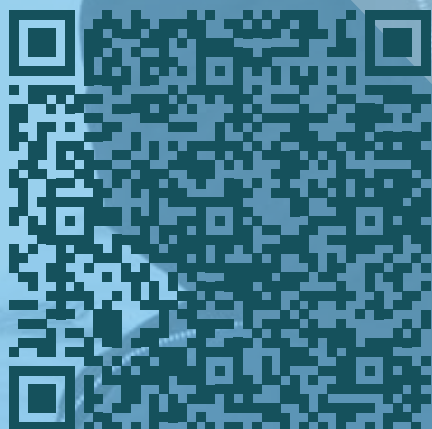
We also developed a national partnership with SMART Recovery UK, being the first social care organisation in the UK to do so, and we started to shape a unique Public Social Private Partnership (PSPP) approach with Scottish Football Clubs given their position as the Cathedrals of the People, the first being the design and development of a Recovery & Wellbeing Village with Hamilton Academical FC in South Lanarkshire. I am excited about the potential to partner with Football Clubs across Scotland, helping them to maximise their social impact in their local communities, making the Scottish Government's Call to Action for Social Renewal a reality in highly innovative and impactful ways.

Over the past year we have demonstrated our agility and resilience in responding to changing service delivery circumstances driven by COVID-19, whilst putting down strong foundations for future growth through the early phases of our Transformation Programme.

I want to put on record my humble thanks to my amazing staff teams in our services and in central support, all of whom have ensured we have been there to support the next person who walks in the door, despite new challenges arising almost daily and uncertainty continuing throughout the year. I also want to thank my amazing Board of Trustees who, as volunteers, have invested significant personal time in helping me to hit the ground running and to make some significant changes in recent months that will ensure we are best positioned as we move into what should be an exciting 2021/22 for Blue Triangle.




Iain Macfarlane
CEO



To view our **Audited Accounts, Annual Assurance Statement and Engagement Plan**, scan this QR code to visit our page on the Scottish Housing Regulator's website.



**Scottish Housing
Regulator**

A man with a beard and mustache, wearing a dark baseball cap with a white logo and a dark polo shirt with a white horizontal stripe across the chest. He is looking slightly to his right with a gentle smile. The background is a light blue gradient.

"They helped me get my **life back on track** after a very difficult time"

"I appreciate their **kindness** and **tolerance** as my behaviour at times was difficult"

"Staff gave me space when I needed it and are **patient** and I really enjoyed it here"

"The staff have been great, they have **taken me in time and time again**"

"I have not been the easiest person to work with but my keyworker has been great. He is very **understanding** and has a lot of **patience** with me. I have been difficult and it took time for me to even speak to him and others and even though I am very happy to be leaving and moving on, I am scared but **I know I can phone the project for help**"

"What I appreciate most about the support from the staff is they take time to talk to you and don't just push you to the side, I really enjoyed staying here it has made me a **whole different person** from when I moved in a year ago"

complaints & repairs

In 2020/2021,
100% of the
complaints we
received were
resolved within
SPSO timescales.

We received
7 stage 1
complaints in the
year and **3** of these
were upheld.

We received **0** stage 2
complaints.

On average, stage 1 com-
plaints were resolved within **4**
working days



In 2020/2021, we
carried out a total of **1106**
repairs.

On average, emergency repairs were
completed in under **1 hour**.

Non-emergency repairs were, on average, completed
within **1.17 days**.

100% of all repairs were completed within target
timescales.

In early 2021, we launched our **#AmazingPeople** campaign, highlighting the achievements and progress of the people we support as well as the good practice and successes of our staff.

The campaign was launched with a video called "Homelessness and Hope" which was filmed and produced by two members of staff from our Hamilton Clydesdale Street service, Robert and Ed. The video features some of the people that we support and their stories. You can watch the video by scanning the blue QR code on the next page!

The talented pair went on to create another video called "Mental Health, Support & Hope", you can watch this by scanning the red QR code!

You can see several of our **#AmazingPeople** that have been featured in this campaign across the following two pages! But don't forget to check Facebook for weekly updates! You can visit our facebook page easily by scanning the QR code below!





“I wanted to do my bit after I heard “the call” from Nicola Sturgeon, and I am still attending for follow ups”

#AMAZINGAILS
#AMAZINGPEOPLE



“I always wanted to come back to Blue Triangle. Now I hope to go on to do my SVQ in Health and Social Care.”

#AMAZINGALANA
#AMAZINGPEOPLE



“I’m ready for selection again should the current Scotland manager, Stevie Clarke, require my services”

#AMAZINGJOHN
#AMAZINGPEOPLE




“Having access to a proper computer really helped me. I have faith that Blue Triangle will keep up the noble work and I hope my example will motivate others to take ownership and encourage them to broaden their targets and goals moving forward into a better existence.”

#AMAZINGANDREW
#AMAZINGPEOPLE



“I enjoy doing this... this year especially, with the amount of people struggling with COVID-19 and losing jobs. It’s a lot of work however was worth doing to make sure kids woke up happy on Christmas morning.”

#AMAZINGJOHN
#AMAZINGPEOPLE



“We will be sad to see you go James, but we are so privileged to be part of your journey to wellness and independent living.”

#AMAZINGJAMES
#AMAZINGPEOPLE



“Cian’s Random Act of Kindness”

#AMAZINGCIAN
#AMAZINGPEOPLE



“Liam actively gets involved within the project and has worked really hard on building his confidence and independent life skills!”

#AMAZINGLIAM
#AMAZINGPEOPLE



“Even though it has been hard, I’m still glad I’ve stuck to it. College has taught me to be more independent and it has also gave me the incentive to get out of bed in the morning.”

#AMAZINGMICHAEL
#AMAZINGPEOPLE



“Our Residents and Staff at Hamilton (and beyond) have participated brilliantly with the process and there is a noted improvement in the confidence, self-esteem and hope of all the lovely people we are lucky enough to support!”

#AMAZINGED
#AMAZINGROBERT
#AMAZINGPEOPLE



“Euan has recently secured a part time job as a Kitchen Porter and is flourishing in his role”

#AMAZINGEUAN
#AMAZINGPEOPLE

“ Small gestures
make BIG
Impacts. ”



#AMAZINGLYNETTE
#AMAZINGBROOKE
#AMAZINGPEOPLE

“ Christopher is a magnificent
support towards another
one of our current residents
(who has been experiencing
similar difficulties with
alcohol) and has actually
managed to assist him by
advising & sharing his
experiences. ”



#AMAZINGCHRISTOPHER
#AMAZINGPEOPLE

“ For the first time ever,
James has been focusing on
his personal development
and investing his energy in
his recovery. ”

#AMAZINGJAMES
#AMAZINGPEOPLE



“ I spoke to my family and friends,
typed up a letter to post to
various companies and visited
some local shops, who were all
happy to help!
Some of the businesses will be
continuing with their donations
throughout the year as well! ”



#AMAZINGNATALIE
#AMAZINGPEOPLE



The Bench Before



The Bench After

“ To restore the bench
one of our relief
workers Michael,
shared his amazing
skills and worked
alongside our young
man to get our
bench looking as
good as new. ”

#AMAZINGPEOPLE

“ Hayley is the embodiment
of Love and Hope, the
foundations of all the
work we do at Blue
Triangle. ”



#AMAZINGHAYLEY
#AMAZINGPEOPLE

“ Simon is without a
doubt the most
courteous and amiable
person who comes into
our Project to do work. ”



#AMAZINGSIMON
#AMAZINGPEOPLE

“ The best thing about my job is
making a difference in
someone's life, watching people
flourish from support given by
myself and colleagues, giving
them the voice, confidence and
chance to realise their potential
and enable them to live fulfilled
lives. ”



#AMAZINGASHLY
#AMAZINGPEOPLE

“ I am looking forward to ensuring
those accommodated in Blue
Triangle and the local authority
supported accommodation services
become embedded within the
recovery community. This is
something I am really passionate
about! ”

#AMAZINGEMMA
#AMAZINGPEOPLE



“ Throughout his stay Ben
faced different challenges, he
was able to overcome and
conquer anything that was
thrown at him and some of
those were really tough times. ”

#AMAZINGBEN
#AMAZINGPEOPLE



“ Nathan is living proof that
despite hurdles in childhood,
young people can survive
AND thrive. We just know that
he is going to build a great life
for himself and cannot wait to
see him continue to flourish! ”

#AMAZINGNATHAN
#AMAZINGPEOPLE



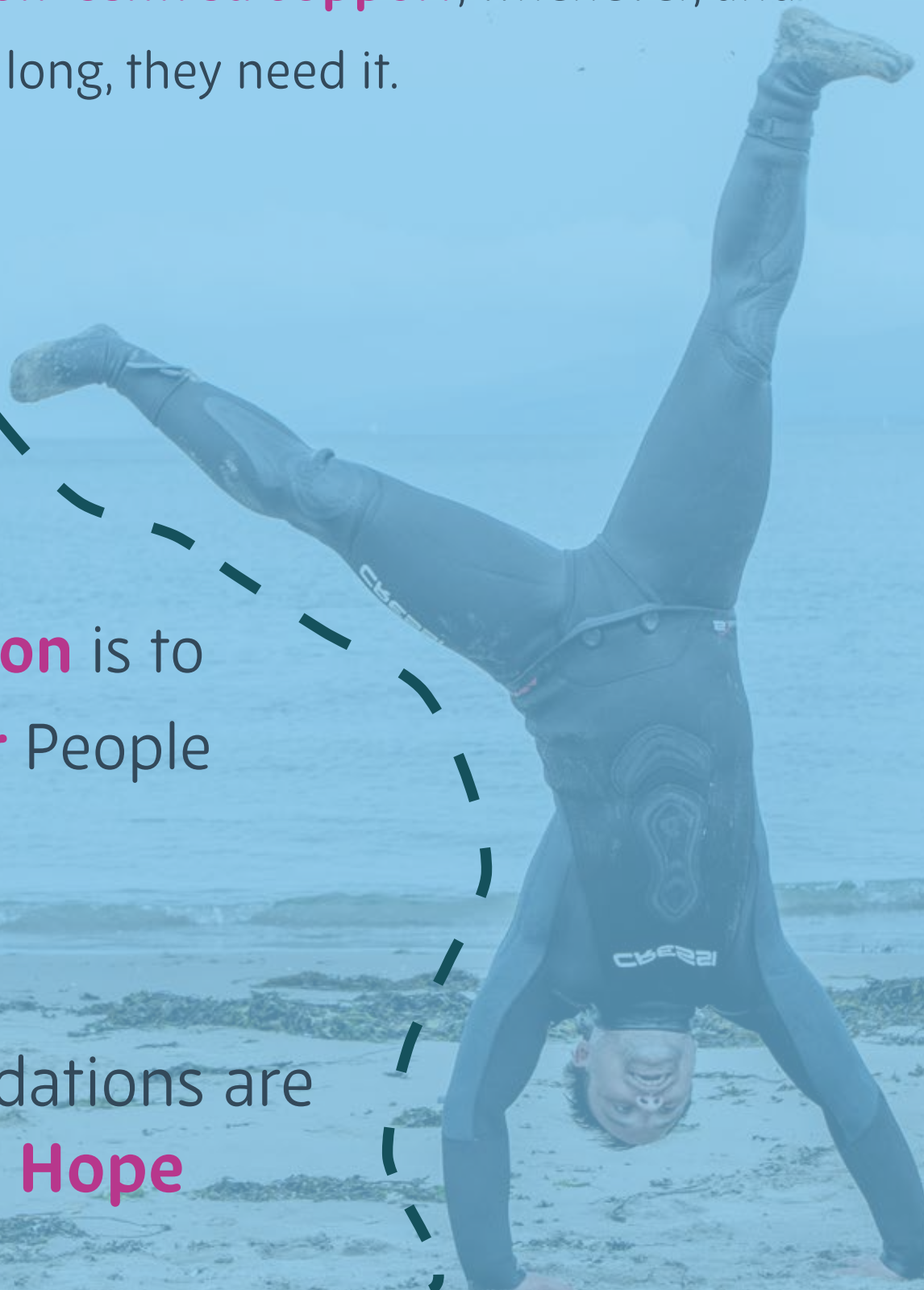
We are...



Our **Vision** is for a country where everyone can access **person-centred support**, whenever, and for however long, they need it.

Our **Mission** is to **Empower** People to **Thrive**

Our foundations are **Love** and **Hope**



97% of the people we accommodated rated the support they received as **"Good"** or **"Excellent"**

93% of the people we accomodated said that staff **"Always"** supported them to achieve their personal goals

93% of the people we accomodated said that staff **"Always"** helped them make informed choices to direct their own care and support

94% of the people we accommodated rated the safety and security of their accomodation as **"Good"** or **"Excellent"**





James' Story

James is one of the **#AmazingPeople** we supported in our Chalmers Court service in Ayr.

James needed support more than ever when he arrived at the project, and found the strength to reach out and begin his recovery journey with the support of all the staff at Chalmers Court; Not to mention the the love of his life, his gorgeous dog Rufus! We were able to allow Rufus to stay with James in the project and Rufus and James were both excellent residents!

James is now at a better place in his life after spending the last 24 years caught in a chronic cycle of heroin dependency and in and out of homeless accommodation from the age of 16, both north and south of the border.

James says that if not for the stability and support provided by Blue Triangle, he would be dead. He cannot praise the staff highly enough! For the first time ever, he has been focusing on his personal development and investing his energy into his recovery. He has made lifesaving connections with our amazing partners and local community initiatives, and is now stable and feeling positive.

Despite some literacy challenges, James has completed Steps for Excellence (a cognitive behavioural course) with our amazing Criminal Justice partners, which has helped him to view things from a different and more positive perspective. He has also now enrolled at college and is due to commence a course to help him to become a peer mentor. James has waved goodbye to a life of crime and really wants to help younger people avoid the pitfalls he has experienced. He also recently started his facilitators training to deliver SMART Recovery groups.

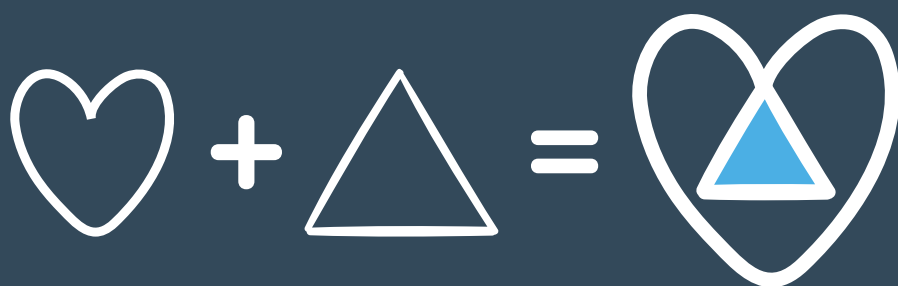
And now, James and Rufus have moved on to their own tenancy in the community!

Through the Intensive Peer Recovery Support Service (in partnership with South Ayrshire ADP), we are able to offer James outreach support to enable him to settle in his new home and become part of his local community.

We are all so proud of the progress James has made and thrilled that he has finally managed to see that his life holds value and to understand that he deserves to have a happy, healthy and rewarding life.

James is our poster boy to spread the message that there is always **HOPE** and that with the right connections in your communities and supporters who don't judge there are no limits to achieving your best life.

We are honoured to have been a stepping stone for James (and Rufus too).



bluetriangle.org.uk

t: 0141 221 8365

e: admin@btha.org.uk

Registered Scottish Charity
SC010858