

Registered Company No: SC190521

Registered Charity No: SC028909

ROSEMOUNT LIFELONG LEARNING
(A company limited by guarantee)
REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2013

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ROSEMOUNT LIFELONG LEARNING
(A company limited by guarantee)
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2013

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LEGAL AND ADMINISTRATIVE INFORMATION

Charity name: Rosemount Lifelong Learning

Registered office and operational Address: 221 Millburn Street, Glasgow G21 2HL

Charity registration number: SC190521

Company registration number: SCO28909

Trustees:

Elizabeth Wilson	Chairperson
Francine Bucumi	Vice Chairperson
James Gow	Treasurer
Kenneth Bennett	
Katrina Brown	
Neil Hunter	
Arlene England	
Ed Monaghan	
Peter Sama	
Gill Scott	
Bob Reid	

Company Secretary: Kam McMillan

Senior Management team:

Chief Executive	Alex Meikle
Finance Manager	Kam McMillan
Childcare Managers	Angela Cameron
	Geraldine O'Brien
Service Department Manager	Valarie Sutton
Young Parents Project Manager	Joan McManus
Flexicentre Co-ordinator	Sam Ross
Office Manager	Sue Harper

Auditors: Wylie and Bisset LLP
168 Bath Street,
Glasgow,
G2 4TP

Bankers: Royal Bank of Scotland
Glasgow Parkhead Branch,
1304 Duke Street,
Glasgow,
G31 5PZ

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REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2013

The Trustees are pleased to present their report together with the financial statements of the charity for the year ended 31 March 2013. The legal and administrative information on page one forms part of this report.

The directors of the charitable company (the charity) are its Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees.

The Trustees who served during the year and since the year end were as follows:

Elizabeth Wilson (Chairperson), Francine Bucumi (Vice Chairperson), James Gow (Treasurer), Kenneth Bennett, Katrina Brown, Arlene England, Ed Monaghan, Peter Sama and Gill Scott.

Patrick Gallagher, Natasha Osiagu, Colin Watson and Christina Young stood down on 1st October 2012. Neil Hunter and Bob Reid were appointed as directors at the Annual General Meeting on 1st October 2012.

Structure, governance and management

Governing document

The organisation is a company limited by guarantee, incorporated on 14 October 1998 and registered as a charity with the Inland Revenue on 28 October 1998. The company was established under a Memorandum and Articles which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Recruitment and appointment of trustees

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as Member Directors. Under the requirements of the Memorandum and Articles of Association the Member Directors are elected at an Annual General Meeting from members of Rosemount Lifelong Learning. Membership is open to residents of Glasgow. At each Annual General Meeting, the two Member Directors who have been longest appointed stand down and may then put themselves forward for re-election. Non members may be appointed as Appointed Directors.

Most of the Member Directors are local people who have benefited from childcare and training at the centre and who have an excellent understanding of the issues facing local families as well as the organisation's operational issues. In addition, the Board includes three directors with expertise in research, finance and management. The Board of Directors meet bi-monthly, with support from a sign language interpreter as well as a crèche for the directors' children.

Trustee induction and training

As current or former services users, many Trustees are already familiar with the practical work of the charity. All Trustees receive an information pack which includes the policies and procedures of the organisation including its mission and aims, the historical background of the organisation, its resourcing and the current financial position as set out in the latest audited accounts and Business plan, and the findings of external evaluations. Training events are provided for Trustees explaining the rights and responsibilities of Directors. More specialised training is provided for Directors who are office bearers.

In collaboration with Glasgow Council on Voluntary Services (GCVS), Rosemount has produced an updated Board Induction Pack for the organisation.

Risk management

The Board of Directors and the senior management have produced a Business plan for the period 2012 - 2015, which examines external risks to funding and identifies potential strategies for diversifying income.

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Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, service users and visitors to the organisation. All staff and volunteers who work with children or vulnerable adults are subject to Enhanced Disclosure Scotland checks supplemented by Protection of Vulnerable Groups (PVG) checks. Quality is also assured by the Care Commission, HMI inspectors and the Scottish Qualifications Authority.

Organisational structure

The members of Rosemount Lifelong Learning's Board of Directors meet bi-monthly. The Chief Executive and the Finance Manager and Company Secretary also attend the meetings but have no voting rights. The Finance and Strategy Planning sub committees of the Board of Directors meet regularly to discuss specific strategic and finance related issues. Five meetings of the Finance sub-committee and one meeting of the Strategy Planning Group were held over the year.

A scheme of delegation is in place and day to day responsibility for the provision of the services rests with the Chief Executive along with the Finance Manager and other members of the management team. The Chief Executive is responsible for ensuring that the charity delivers the services specified and that the key performance indicators are met. The Managers are responsible for the day to day operational management of services, individual supervision of the staff team and also ensuring that the team continues to develop their skills and working practices in line with good practice. The Chief Executive and managers meet collectively as a senior management meeting on a monthly basis.

Related parties

In so far as it is complementary to the charity's objects, the charity is guided by both local and national policies and strategies, including Community Planning, Community Health and Care planning, the Glasgow Adult Literacy and Numeracy Action plan, One Glasgow, the Scottish Government Economic Strategy especially 'learning skills and well being', 'equity', several Scottish childcare strategies including 'Getting it Right for every child' and 'Hidden Harm' – responding to the needs of children of problem drug users' and the UK Child Poverty strategy. Managers, staff and Directors participate in specialised networks related to these policy areas.

Vision

"Advising, empowering & regenerating Individuals and communities"

Mission

- To provide a client centred interactive holistic service focusing on childcare, social care, addiction recovery, parenting, employability and community learning
- To provide a focus for community regeneration and tackling poverty
- To encourage partnership working to encourage regeneration and reduce poverty
- To have good financial management and promote the most efficient use of public funds and other income towards the aim of community regeneration and tackling poverty
- To continuously strive to provide value added services and achieve high quality standards in service delivery and to monitor and promote feedback from all stakeholders in order to improve services

AIMS

- To provide a comprehensive childcare service promoting child development while allowing parents to continue employment, training, learning or volunteering
- To provide dynamic, interactive social care programmes which promote recovery from addictions, mental health, homelessness and similar issues, develops positive parenting and bringing children and families together while actively building aspirations and skills aimed at training, volunteering, learning and employment

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- To provide a community learning service to encourage adults to develop literacies and numeracy skills and foster an interest in learning and education
- To be an exemplar of best practice in joining together recovery, social care, employability and community learning programmes in order to promote both self-development and self-worth as well as actively contributing to community regeneration
- To actively contribute and participate in all relevant policy-making bodies and forums in order to help shape, develop and maximise childcare, recovery, social care, parenting, employability and community learning services for the people and communities of north Glasgow
- To be financially solvent, maximise income and funding
- To comply and adhere to all quality standards, both internal and external, in the provision of childcare, recovery, social care, employability and community learning programmes

Approach and Values

In taking forward these aims, Rosemount Lifelong Learning is committed to working in a holistic way, bringing together client groups from a wide range of backgrounds and integrating childcare and learning at all times.

The work of Rosemount Lifelong Learning is underpinned by a set of core values as follows:

Quality

We work by agreeing the results which are achievable and defining what success means for Rosemount and our service users. We encourage joint reviews of progress towards the agreed outcomes. We ask all service users for constructive feedback during and on completion of our work together.

Equal Opportunities

Rosemount Lifelong Learning's work is based on a commitment to promote equal opportunities and reduce discrimination in terms of gender, race, disability, religion, age, sexuality or any other form of discrimination. This will involve supporting actions to promote equal opportunities in all aspects of our work, taking positive steps to identify and address barriers and taking opportunities to promote integration.

Community involvement

Rosemount Lifelong Learning's work is based on a commitment towards the active involvement of local people and service users in the management, delivery and evaluation of services. This approach recognises the importance of community ownership and management of local services.

Partnership

Central to our work is a commitment to the ongoing development of a partnership approach at a strategic and operational level. This approach will seek to ensure that the energy, resources and expertise of all the main agencies, community organisations and local people are harnessed towards the development of services which reduce poverty and improve life choices for local residents.

Innovation

Rosemount Lifelong Learning recognises the importance of encouraging innovation, learning and research as a key feature of its work. We will be responsive to new and changing needs, and creative about the development of new services.

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Personal development

Rosemount Lifelong Learning is committed to providing a holistic approach to personal development which fully meets the needs of each service user, addressing issues of health, caring responsibilities, finance, employment and education. We are committed to delivering education and personal development which improves confidence and increases aspirations, enabling people to find routes out of poverty.

The charity's aims fit with several Scottish Government National Outcomes, namely:

- (2) We realise our full economic potential with more and better employment opportunities.
- (4) Our young people are successful learners, confident individuals, effective contributors and responsible citizens.
- (5) Our children have the best start in life and are ready to succeed.
- (6) We live longer, healthier lives.
- (7) We have tackled the significant inequalities in Scottish society.
- (8) We have improved life chances for children, young people and families at risk.
- (9) We live our lives free from crime, disorder and danger.
- (11) We build strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.

Achievements and Performance in 2012/13

In order to meet the above aims, the charity delivered a range of integrated services in the area of childcare, parenting, guidance, employability for young parents, support for families affected by addiction and adult literacy and numeracy. These services were primarily provided from two centres within Royston, but also on an outreach basis. There are three constituent departments which deliver these services. These are the Community Learning Service (CLS – also known as the Flexible Learning Centre or Flexicentre), Rosemount's Integrated Community Services (RICKS) and the Childcare Department.

The total number of service users seen across all departments during 2012/13 was:

2012/13	2011/12
1,347	1,162

Over 1,300 adults and children used the services of Rosemount Lifelong Learning during 2012/13. As well as facilitating access to training, education, employment and childcare the organisation has helped many more individuals achieve personal aspirations related to health, self confidence and parenting skills. External evaluations have found that Rosemount Lifelong Learning provides high quality responsive services which engage 'hard to reach' participants and help them to make life changing choices in order to find routes out of poverty and poor health.

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The following shows the number of service users distributed across the three departments.

Departments

Community Learning Services	= 51% (692)
Rosemount Integrated Community Services	= 31% (408)
Childcare	= 18% (247)
Total	= 100 (1,347)

Operational Departments:

The information below is a summary of the operational activities and performance outputs across the three departments during 2012/13 as recorded by Rosemount's internal recording and monitoring systems. Case studies have also been included to give a flavour of the daily work and progress achieved with service users engaging with us.

1) Community Learning Centre

The **Community Learning Centre or Flexicentre** aims to support people who live or work in North Glasgow by providing a range of learning opportunities, including Adult Literacy and Numeracy, accredited and non-accredited courses including computing, First Aid, ESOL (English as a Second Ordinary Language) and various other courses, childcare and play opportunities, volunteer opportunities and work placements amongst others. As well as increasing education and training opportunities, the Flexicentre aims to:

- Improve confidence and aspirations.
- Reduce isolation and better networks of support for adults and children.
- Improve understanding of other cultures.
- Increase take up of services.
- Increase skills and qualifications.
- Assist people to move into Further Education, Higher Education and other training.
- Assist people to move towards employment or improve their employment position.

The Flexicentre offers people a broad range of learning opportunities including formal and informal learning, short and longer courses, and independent learning, with opportunities for accreditation in some of the formal classes. The on-site crèche enables parents to access learning and therefore removes a widely cited barrier to engagement. The centre is located in the heart of the community beside the primary school and its evening opening hours also allows people who are employed to access learning, as well as facilitating social networking between those who are in work and those who are not. The general informality and welcoming ethos of the Flexicentre encourages even the most tentative of learners to continue attending.

The Community Learning Service is divided into two broad complimentary areas: **Adult Literacies and Numeracies (ALN)**, which focuses on literacies and numeracies and more broad based **Community Learning** which provides a range of certificated and non-certificated courses and open and modular learning IT skills.

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1a) Adult Literacies and Numeracies (ALN),

During 2012/13

Output	Target	Actual
Number of adults continuing to participate in adult literacy and numeracy learning programmes.	18	18
Number of adults continuing to participate in adult literacy and numeracy learning programmes.	100	164
Number of total learner hours provided.	1600	1485*
Number of learners engaged in adult literacy and numeracy programmes who reported one or more improvements to their reading, writing, spelling and/or number skills.	100	127
Number of ALN learners reporting a positive outcome in at least one area of their personal, family, community or working life.	100	135

* This target may not have been met due to some classes being delayed in getting started, owing to circumstances outwith the CLS's department control. The department has also been developing new work in a new area which has taken time to establish and research. In addition the learner hours the department submitted initially may have been high.

The ALN component of the Community Learning Service has had a successful year even though it was faced with delivering a wider range of classes and outreach services in the North of Glasgow. Additional funding allowed ALN to expand into new areas and purchase new technology which has proven in outreach numbers to be a great investment and something ALN would like to continue in the future.

ALN worked in a range of sites over the year including:

Lambhill Stables, Driving theory and basic skills.

ARC, integrated jewellery making with literacy/numeracy and basic skills, young parent skills work.

Allied Bakery, new work placed literacy class.

Addaction, continued work on basic skills and ICT literacies.

Rosemount Flexicentre, one to one and dedicated literacy work and integrated Job Search class with literacy support.

Royston Primary, family literacy group with jewellery making.

Possil Community Centre, group work with new iPads/social media/new technology class.

Rosemount Flexicentre, Esol/Literacy class.

ALN also provides a service at Rowanbank and Leverndale secure mental health facilities is funded by the NHS. The work there is groupwork, one to one, Esol, Newsletter and book club.

Learners engaged with the ALN service are often keen to tell staff of the impact the work makes on their lives. The most successful work this year has been the new Tech class with iPads. This has engaged learners and cut time down in class getting started as the new technology is so fast to use. There are a range of different things you can do on one device such as spelling games, social networking (including emails, spelling, writing etc), numeracy challenges, googling information (eg, news, dictionary), memory quizzes, downloading free apps (that you have to source yourself) etc.

Here are some quotes from learners:

"I have enjoyed the iPads and getting used to the touchscreen, the challenges to surf the net."

"There is nothing about the course that I have not liked as I always enjoy the computers."

"I would like to do more with the iPads so I can build my confidence and self esteem."

"That is why I like the computers course at Possil Point to help me learn."

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The work that is being undertaken here is helping students take responsibility towards new technology that they will have to face in a changing and developing world. Many forms and job searches etc must all be done online and this work helps students lose the fear of touch screens and become more aware of things like spell checking and online dictionary. Any practice with new technology is helping students become more job ready and more able to source out college courses or voluntary work. It is steering them towards a future by taking the fear out of IT literacies and helping them see the benefits to learning.

The Senior Literacy Tutor has also noticed a change in some students attitudes when they arrive here. The service has seen an increase in Job Centre referrals and many of the new learners were not sure why they were here or what they needed to learn, however after meeting with the tutor, they start to engage and find a reason to attend and see that employment or learning is not such an odd idea after all.

Lastly, the work at Allied Bakery has seen four staff members be promoted which is a direct result of the work undertaken with our tutors. The ALN service has recently heard from the bakery that they are interested in continuing some work by funding it themselves and ALN and Allied Bakeries are going to work together to see what can be arranged for the future.

In total 182 people engaged with the Adult Literacies and Numeracies service during 2012/13

1b) Community Learning

In addition to adult literacies numeracies, the Community Learning Service offers people a broad range of learning opportunities including formal and informal learning, short and longer courses, and independent learning, with opportunities for accreditation in some of the formal classes. The on-site crèche enables parents attending the ESOL classes to access learning and therefore removes a widely cited barrier to engagement. The centre is located in the heart of the community beside the primary school and its evening opening hours also allows people who are employed to access learning, as well as facilitating social networking between those who are in work and those who are not.

During 2012/13 April 12 – March 13 the community and adult learning services based at the Flexicentre worked with a total of 510 learners of whom 45 (9%) were learners whose children used the creche facility available.

Of the 510 learners who accessed the community and adult learning services at the Flexicentre in 2012/13:

249 (49%) of learners participated in certificated courses
246 (48%) of learners participating in non certificated courses

A total of 495 learners (97%) participated in course work highlighting the strong emphasis within the community and adult education services on structured modular learning for many for whom this is their first experience of a learning environment since leaving school.

13 learners (3%) moved into employment and 14 (5%) moved onto further education. We are expecting these numbers to increase over the next few years as the Community Learning service integrates further with the social care programmes to provide pre-employability courses that will strengthen linkages with Job Centre Plus and local colleges.

The actual impact of these courses is best described by one of the Voluntary Literacies Tutors Anne Marie Timoney who has been with the Flexicentre for the last eighteen months.

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"I have a varied background in acting (appeared in TV productions, several movies and most Scottish Theatre companies) and, latterly, I was in the catering trade in Glasgow. Tutoring, of course is very different from what I've been doing previously, but is incredibly fulfilling and very positive.

"I get excellent assistance from Marianne, the Literacy Development Co-ordinator here at the Flexicentre and the Senior Literacies Tutor, Lorraine. Both are extremely helpful to me and the students. I undertook both a PDA ITALL at college and in house training at the Flexicentre called Get Started and it was a massive help to do both courses and be on the front line. This enhanced the college experience as I was both a tutor and a learner.

"I have four students at present from varied backgrounds who I am helping with basic literacy and numeracy skills. The students can either be referred here to the Flexicentre and initially work with Marianne or Lorraine who then pass them onto me, or they can access the Flexicentre by themselves and get help and the staff will pass them onto me.

"I'll work on the basics of reading, writing, spelling and numeracy and arithmetic with people who have either very little or no formal education and for whom mainstream education can appear too daunting. I also work with people who are employed and have some education but are hoping to better their skills to improve their employment prospects.

"I'll work at the person's pace; the most important thing is to make them feel relaxed and comfortable. Learning is hard work but the key is making it accessible and enjoyable for the learner, especially if they've had no prior or quite negative experience of education or their background has been quite troubling.

"The satisfaction in this job is to see people progressing and developing their self-confidence. There's a natural learner in all of us and its great to be able to bring this out in the people I work with.

"The Flexicentre is an exceptional community learning resource with good teamwork and a friendly atmosphere. Its pitched well for people that, yes, might be scared of learning, but really need it to get on, because there's nothing much you can do for yourself, your family or your community without good literacy and numeracy skills.

"The Flexicentre helps to plug that gap".

In total 510 learners engaged with the Community Learning Service in 2012/13

2) Rosemount Integrated Community Services Department RICS

RICS is primarily responsible for managing Rosemount's social care programmes the main aims of which are to:

- Increase self-confidence and aspirations.
- Improve access to services.
- Increase access to education and employment opportunities.
- Improve health.

RICS is divided into four programmes:

- The Guidance service which delivers personal and social development, pre-employability programmes as well as progression guidance
- The Family Links Addiction recovery service for children and families
- The Young Parents Employability programme (incorporated into RICS from October 2012)
- The Work Development Network Co-ordinator which seeks to help, assist and support people affected by mental health issues into employment

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2.1) Guidance

Making a Difference (MAD) is a personal and social development programme for young parents, which addresses many of the factors that affect the young parents' lives, including sustaining tenancies, quality of education, access to employment, family stability, social demographics and media influence. Free on-site childcare is provided for participants which allows young parents to focus on attendance at the groups and gain the benefits thereof.

Two Making a Difference programmes were run this year: One at Rosemount's adult learning, community education service, the Flexicentre from August-June 2011/12 and the other which is still in progress run out of the Molendinar Community Centre in Provanmill which commenced in August 2012 and is due for completion in June

In total 64 young parents were referred to the MAD, 27 started the 2 programmes and 20 completed them (74%). 26 (61%) of participants were aged 16-24, the remainder were aged 25-30. 10 participants (37%) came from the G21 area comprising Royston, Sprinburn and Provanmill areas, the remainder came from the Ruchaziie, Greater Easaterhouse, Denistoun and Parkhead areas.

b) Time for a Change (TFAC) is a a ten week employability/Personal and Social Development (PSD) focused programme for adults that are over 25 years old.

The programme is for 10 weeks and travel expenses are paid. In addition, £5 a week is paid into a Credit Union account.

Two TFAC courses have been run this year, both from the Reidvale Centre in Dennistoun. One from October-December 2012, the other from January-March 2013.

37 people were referred to the two TFAC courses of whom 23 started and 16 (70%) completed the courses. Participants came from across North and East Glasgow with an average age of 31. Of the 8 people who completed the first Making a Difference programme between August 2011 - June 2012, 5 have moved on to training further education and training programmes, one is volunteering and two are pregnant with onward referral to Skills Development Scotland. The other MAD course is still ongoing.

Of the 16 people who completed the two Time for a Change programmes 2 (13%) went into employment, 3 (19%) have went onto a pre-employment voluntary placement, 6 (38%) have moved onto further education, 3 (19%) are still looking for employment, training, further education or volunteering, but are still in contact with the progression guidance service, one has relapsed and one has moved outwith the area with no further contact with the service.

Below are three case studies of people who have participated in Rosemount's social care programmes and the impact it has had on them:

"Time for a Change" Programme
Reidvale 16 January –21 March '13

Case Study 1

Background

Mary is a single parent with a child over 5 who attends the local primary school, she has her own Social Housing tenancy and can rely on support from her mother who lives locally but otherwise Mary seems quite isolated.

Mary was referred to the TFAC programme through her JS advisor who felt that the programme would enable Mary in developing her confidence and self esteem and support her in setting goals for the future.

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Mary herself saw the programme as offering her the opportunity to gain new skills that would support her aspiration of moving into employment. Mary is very quiet and seems shy and has no clear idea as to what type of employment she would like to move into.

Impact of the 'Time for a Change' programme

Mary started the programme in January 2013, having identified Mary's innate shyness and subsequently observing her difficulty to fully interact with her fellow participants the programme tutor made a great effort to integrate her into the group, very steadily Mary settled and was then able to fully take advantage of what the programme had to offer, it is worth noting that a number of the participants were very supportive of Mary and she responded well to this, sitting with them at lunch and during breaks.

Mary feels that she benefited from the routine of the programme and that through attending the programme she gained an increased sense of purpose in her daily life. During the programme Mary had the opportunity to attend a visit to her local college; this visit has opened up Mary's mind to possibly going to college rather than moving straight into employment, it is something she had not considered before but will be looking at with the RLL progression worker.

Mary was very conscientious in her attendance, worked hard on the various programme inputs and achieved several certificates.

- Emergency First Aid at Work.
- Heart Start.
- REHIS.
- SQA Using a Keyboard.
- Introduction to Word-Processing.
- Introduction to Internet.
- Intermediate Word-Processing.
- Introduction to Spreadsheets.

Mary also took part in a number of confidence building inputs from the TFAC tutor, budgeting classes from Greater Easter Money Advice Programme and household maintenance from Impact Arts.

Mary also opened account with her local credit union which will be used to deposit her weekly attendance allowance.

Progress

Mary is still quite unclear as to what direction she wishes to move in. Initially she was solely focused on moving into employment but after her attendance at her local college she is now considering the possibilities of first moving into college then work. This has been in part informed by the various inputs she has had on the TFAC programme.

Mary will be working with RLL progression to look at possible ways forward.

Case study 2

Background:

Susan was referred to the 'TFAC' programme by her support worker Jackie Ewing from the Bridgeton Learning centre. Whilst Susan was accessing the service she participated in a personal development programme 'Steps to Excellence'. The 'Steps' programme is a training programme in applied self-image psychology. Most of the subject matter focuses on human motivation and behaviour.

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Susan lives with her partner and their two children aged 5 yrs and 4 yrs old. Susan's eldest child is in primary one and her youngest child is due to start primary school in Aug 13. Susan miscarried her third child last year and the whole family were affected by the loss. Susan participated in intensive counselling to manage and deal with her grief. Susan and her family currently live in private let accommodation and have done so for several years. She has a very good relationship with her landlord. Susan's partner is in temporary employment within the Retail sector but is hoping to secure a full time permanent job.

Impact of the 'Time for a change' programme

Susan started the programme in October 2012. She fully embraced the opportunity to participate in further learning, and as well as attending and participating in the 'TFAC' she also started another course six week programme delivered over one day per week called Gateway to Health (referred by Glasgow Regeneration Adviser). As a result of Susan's full attendance and participation on the course she successfully achieved all certificates that included: First Aid, Rehis and I.T. and benefitted tremendously from the practical cookery sessions in terms of cooking substantial and healthy meals for her whole family on a budget. Access to specialised workshops in money advice and tenancy sustainability also proved to be very useful for Susan as she was given a detailed breakdown of the forthcoming welfare benefit changes and the potential impact that they may have on her and her family, access to household financial information in connection with potential savings to energy bills. Input from a GHA Housing Officer provided information on access to social housing opportunities, tenancy agreements, anti-social behaviour, maintenance & repair and again further government changes that include Bedroom (under occupancy) tax and the universal tax that is due to be introduced in October 13.

Progress

Susan engaged fully in the group activities and in one to one guidance sessions that enabled her to successfully complete the programme, gain certification and participate in information bearing workshops. As a result of ongoing input on a one to one basis Susan highlighted that she has longer term aspirations to work within the beauty industry. Susan will continue to benefit from one to one support from her People in communities Adviser.

Outcomes:

- (Nov 12) Credit union account opened – bonus payments made by Rosemount (attendance based on both 'TFAC' & 'MAD').
- (Dec 12) Successfully completed the 'TFAC' programme.
- (Dec 12) Successfully completed (GRA) Gateway to Health programme.
- (Jan 13 - Mar 13) Started part time evening Make up application course at Flexi centre.
- (Jan 13 - June 13) Started (Rosemount) 'making a difference' programme. The course incorporates 12 sessions in Beauty that is certificated and delivered by North Glasgow College.
- (Jan 13) Applied to John Wheatley College to participate in NQ Beauty course.
- (Mar 13) Applied for ILA – to financially further support bespoke training programmes specific to the beauty industry.

Case study 3

Nina was referred to the Progression worker through the School gate Initiative in June 2011. She was referred to increase her confidence and self-esteem issues.

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Nina had also had a number of problems regarding her housing, her benefits and was in a difficult relationship with the father of her child, which resulted in her feeling anxious. She was being supported by her GP through medication to alleviate those symptoms. Nina was in receipt of disability living allowance as she suffers from epilepsy, but was extremely keen on gaining qualifications to become a nurse.

The Progression Worker referred Nina to the Making a Difference Programme in August of 2011.

The Making a difference programme ran over a 35 week period. During this time Nina gained certificates in First Aid, Rehis, and Health in the community where she delivered a talk on Post natal depression with her peers. These specific courses raised Nina's self esteem and confidence. The course also introduced Nina to GEmap a money advice project which worked with Nina on an individual basis to sort out her financial debts.

Through increasing Nina's confidence she felt strong enough to deal with her relationship difficulties and decided to live alone with her son. This Nina felt was crucial if she was to progress.

After the course Nina was then referred back to the Progression Worker who supported her with her application to college and gave her mock interviews to prepare her for her college interview. Nina was successful in gaining a place on the access to nursing course which at the time of writing she has successfully passed. Nina with the support of the progression worker constructed a statement for her application to a general Nursing Degree with Caledonian University, Nina will hear within the next couple of weeks and is feeling extremely confident.

Total numbers of People seen by Guidance service in 2012/13 (including progression guidance)
= 95

2.2) Family Links Addiction Recovery Service

This service supports and provides interventions for children and families affected by drugs and alcohol misuse. Family Links works in close partnership with a range of voluntary and statutory services and is highly regarded in the area. The service focuses on interventions relating to relationships, confidence-building, groupwork, education and health which compliments and adds value to specialist substance misuse work. During 2012/13 the following outputs were delivered and targets achieved by the service:

Output	Target	Actual
Number of children and young people provided with support related to their physical/ emotional/ social wellbeing	21	40
Number of parents provided with support related to their physical/emotional/social wellbeing	60	65
Number of parents able to sustain employment, training or education as a result of the provision of high quality childcare.	6	9
Number of parents provided with support related to the care of their child/children	60	65
Number of children/young people accessing social and recreational activities	21	40

Over the duration of 2012/13 the Family Links Team have carried out a summer programme, October week programme, Easter programme and 5 PSD Groups (Drug and Alcohol Awareness, Healthy Eating and Cookery, Self Esteem, Sexual Health Awareness and Seasons for Growth) with the children. 40 Children have been supported in total. The Child Development Worker also supports children with after school activities, befriending and one to one intensive sessions.

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The Family Development Worker has delivered 5 Family Summer outings, a healthy eating/cookery course, a visit to the Food Initiative Cooking Bus, Christmas Cooking and Jewellery Making Sessions, supported 3 clients to attend Paediatric First Aid Course, assisted in the organisation and delivery of a Grand Week event and helped set up a Women's Group with the Parenting Co-ordinator. The Family Development Worker is currently delivering a family nutrition/cookery course (weight management course).

The Parenting Coordinator has delivered the parenting programme to 44 parents through 6 programmes delivered and the Family Development worker has supported parents with support related to the care of their children via the parenting programme to a further 21 parents totaling 65. She has also delivered a Steps to Excellence course and established a Women's Group.

There have been many reports made by social workers, health visitors, teachers, GPs and other agencies which have highlighted the good work of Rosemount Family Links Team. Our work has helped families live together in a drug free environment, has helped parents sustain employment, education and training, has carried out work that has supported children being taken off the child protection register, has supported parents through completion of the parenting programme in getting their children back to live with them, has enabled families to stay together, has helped children who are struggling in mainstream school access additional support or alternative schooling who are now reaching their full potential, have supported the avoidance of many relapses, has helped identify mental health problems so appropriate action can be taken, have supported many clients with other additional issues related to their addiction issues such as debt and housing, have supported many families through children's hearings and court cases.

An evaluation tool called the "Spider" which can directly capture children's self-evaluation around their progress is now being used and reported on by the service.

What follows are two case studies which, hopefully, will capture the work performed by Family Links and its impact and benefits for service users. Names have been changed to protect identity.

Family Links Department

Case Study One from Michelle Macphie Family Development Worker

The family was referred to Rosemount Lifelong Learning Family Links department by Social Work Services Royston office on April 2012; she is a twenty-one old mother with responsibility of two children age one & two years and was on the child protection register for physical neglect since April 2012.

The family initially did not engage with services, there were initial concerns before the birth of the youngest child due to lack of contact with health services, development and growth of the oldest child. A history of domestic incidents due to JK (Dad) use of alcohol and also the home environment did not meet the basic needs of the children.

At the beginning of Family Links involvement mum was resistant in engaging with our service but did acknowledge she was isolated and she/kids were not integrated in the local community as she originally came from Irvine area.

I visited the family in the home and my observations of the home environment was a health and safety risk for the children (no safety gate for the kitchen, fire, overflowing bins and soiled nappies on the floor) there were also no routine/structures in place for the children, they were clearly bored and not stimulated. I also observed the oldest child's use of the remote control with ease that suggested he watched a great deal of TV, his weight gain and global development which was also a concern. I also witnessed that mum did not enjoy being a parent and had very little interaction with both children.

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I visited Mum in the home to allow me to provide one to one intensive support. I offered Triple P course to help with routine/ structure to allow Mum to gain control, build confidence in her parenting and we worked together to improve the home environment (routine for cleaning, keeping on top of the washing and removing household waste). We also looked at what was available in the local community to help with the isolation NN was at first reluctant to take this offer up due to her lack of confidence.

Due to the oldest child's long term isolation, lack of stimulation, his development was delayed so Family Links funded a local nursery place to allow him to mix with other children, to bring on his speech and have structure in his daily routine. It was also felt with him being more active that this may help reduce his weight.

Mum has completed the Triple P course and has acknowledged that having routine in the home has improved behaviour, sleep patterns and also her relationship with both children. With support, she is attending the local parent/toddler sessions that has allowed the family to mix and be part of the community.

We also provided support for Mum to attend one to one nutrition and healthy eating sessions that will benefit the whole family. Since attending, Mum has recognised that the portion size she provided the children with was too large, both children are now up to date with their immunisations.

Since working with NN her initial reluctance to engage with us has passed and she is now pro-active in engaging as she has recognised the benefits to both the children and herself. Her attachment has improved and she enjoys being a parent. She also has a better understanding of the children's needs, the oldest child has settled well into nursery where he enjoys the company of other children, his global development is now more age appropriate.

The home is maintained to a higher standard with routine for cleaning, washing of clothes and bins being emptied and the children have a more stimulating environment/ routine.

There has been no more domestic incidents and the addiction service has reported that there have been no issues with JK's (Dad) alcohol misuse. He also recognises the implications that his drinking had on the family. To date JK is in full time employment.

Due to the significant improvements made and the engagement with Family Links the children were removed from the Child Protection Register on November 2012 but will work with us on a voluntary basis.

Case Study 2

Nicola*and Stewart* were referred to the Rosemount Family Links Parenting Programme by their addiction worker from NCAT.

They are the parents of two small children who had been removed and placed in the care of the maternal grandparents. The youngest child was removed from birth. Both parents had addiction issues and there was concerns surrounding their ability to provide a safe environment for their children.

When they started the Triple P level 4 course both parents lacked confidence in their parenting skills and had difficulty disciplining the older child who was presenting with some mild behavioural issues both at home and nursery.

Nicola and Stewart fully engaged with the programme from the beginning and found both the parenting aspect and the PSD aspect extremely useful. They began putting the strategies in place during access visits with the children, which they responded to remarkably quickly.

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Approximately three quarters of the way through the programme, both children were returned to the parents. This was an excellent outcome and came at a time when the parents had increased confidence and understanding about positive parenting. The remainder of the course was completed within Nicola and Stewart's home, due to childcare issues. This was felt to be the most cost effective method and also demonstrates the flexibility of the service.

The children remain in the care of their parents and have adjusted very well. There has been a significant improvement in the children's behaviour which has in turn improved their concentration levels in nursery. The eldest child is due to begin primary school in August and the nursery is much more confident that he will have a smooth transition.

Total numbers of people seen by the Family Links Addiction Recovery Service in 2012/13 = 105

2c) Young Parents Project

The Young Parents project provides a city-wide service working with young people aged 15-19 (extending to 24 for care leavers) who have children. The project assists young parents to overcome barriers including childcare and progress into employment, education and training and sustain positive outcomes. Outcomes delivered and targets achieved in 2012/13 included:

Output	Target	Actual
Number of young people aged 16-24 supported into and sustaining employment at 13 weeks	200	168
Number of young people aged 16-24 provided with specific/individual employment related advice	200	168
Number of people provided with access to work related support services (e.g. travel costs, financial advice)	180	168

The original project timescale was July-June 2012/13. The targets, therefore, set for the original project timescale of June 2013, will be met by then.

During this period the Young Parents Project has delivered 4 programmes of Career Essentials (a 5 day intense programme which helps identify transferrable skills into the world of work) this was delivered by the SDS Career Essentials staff, 3 programmes of PX2 which is a 8 week confidence and self-esteem building course, 2 First Aid courses and 4 Tums to Mums programmes which is a 6 week programme which prepares young women for motherhood, covering: health during pregnancy, bonding with baby, financial advice and career planning. The project also provided 1 post natal session.

In total the Young Parents Project has supported 168 young parents with specific/employment related advice and access to work related support services such as financial advice and travel costs.

Detail on the type of support the young parents provides

By delivering this programme the project has contributed to the young parents having more knowledge and skills associated with being a young parent, we have improved their financial awareness, knowledge of local services and provided them with professional career advice and guidance enabling the young parents to make positive informed decisions about their futures. Health related advice and bonding with baby sessions have contributed to them being more capable, responsible parents and increased their knowledge of health related issues relating to them and their children. 99928 of the young parents have also gained a qualification during their time with us which also improves their chances of moving into further education or training. 19 (including 3 voluntary) have moved into employment, 6 are sustaining their employment, and 23 have moved into further training. The difference this had made to the young parents lives will also improve the lives of their children.

Please see case study from July 2012 written by a support worker below for specific detail on the type of support the young parents provides.

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Case Study:

BACKGROUND INFORMATION:

The following issues were identified with this client:

Housing Issues:

- Has recently been asked to leave her mother's home due to issues with her boyfriend. She is now living in a temporary flat and she is awaiting a section 5 to be issued from Laura at the Homeless Team to her local housing suppliers to request permanent accommodation.
- Issues have been brought up by Case Worker – Laura because she has been receiving anti social behaviour complaints about the clients address. I have been working very closely with both Laura and the client to resolve these issues as client is nearing very close to her babies due date.
- Has also come up against several problems when claiming housing benefit which SW has been supporting her with.

Benefits Issues:

- Had an issue with her bank account (under 18 account closed down without notice) and her new claim to Hardship JSA was declined from the bank. Money can no longer be paid into this account. Had to open a new bank account.
- There is an issue with her current address and she had not received any of her Healthy Start Vouchers which as a result has stopped her from accessing free vitamins and fruit/vegetables. We have provided a C/O address to try and resolve this issue. Post office has advised that there is nothing they can do about this as no vouchers have been returned. Issue has been raised with her Health Visitor also.
- When the client turned 27 weeks pregnant the job centre failed to apply for income support on her behalf as they felt that the forms could only be submitted once she was 29 weeks pregnant, this left the client in financial difficulty.

Family Issues:

- Ongoing family issues with her mother over the clients new boyfriend. Information is being passed to the homeless team which is preventing the client from gaining her own tenancy.

Careers Advice:

- Would like to be a beautician and has expressed an interest in a certificated course at Nails Express costing £250. Client has applied for ILA which can be put towards the course. SW will request financial support from Rosemount Lifelong Learning for the other £150 to help cover this course. Job positions may be available at the end of the training.
- Client is in late stages of pregnancy and has cancelled a few appointments with Mo. A new appointment will be arranged.

CLIENT'S PROGRESS:

- Worked intensively with client and housing benefit to resolve claim issues – took 6 weeks.
- Continue to liaise with Laura at the Casework Team to resolve the anti social behaviour issues so the client can gain permanent accommodation
- Focus on Careers Advice
- Continue to review issue with Healthy Start Vouchers
- Liaise with Homeless team to resolve housing issues

Total number of people seen by the Young Parents Project in 2012/13 = 168

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Work Development Network Co-ordinator

This post provides a specialised service to support people who have severe and enduring mental health issues back to full recovery, and integrate them back into the community.

- In 2011/12 the Co-ordinator worked with 86 clients, of whom 29 (34%) were Job Centre customers.
- 24 (28%) of the caseload had taken up training opportunities,
- 18 (21%) had taken up volunteering opportunities,
- 6 (7%) had begun employment and were receiving support to sustain employment, while 3 (3%) were in further education of whom 2 were at university.
- 35 (41%) were not in education, training or employment but were being provided with sustained support towards these aims.

The Work Development Network Co-ordinator has worked with a significantly greater number of people this year than 2010/11 when the comparable caseload was 65. This is mainly attributable to a greater number of referrals from Job Centre Plus. A total of 59% of the caseload had accessed either education, employment, training or volunteering opportunities.

The post is funded through Greater Glasgow and Clyde NHS Board and this year the service was put out to competitive tender. Rosemount Lifelong Learning submitted a detailed bid, including a comprehensive service specification, to continue to deliver the service and to develop it. After a very competitive selection process, including a presentation and interview, Rosemount were successful in retaining the service against stiff competition, including experienced service providers in the mental health field.

CASE STUDY: Work Development Network Co-ordinator (Again names have been changed to protect confidentiality.)

I started working with Tracy in August 2011, she suffers from anxiety and panic attacks and she wouldn't leave the house unless it was essential, and when she did she needed to be with someone. Tracy had learned how to deal with this i.e. shopping on-line etc. She also shared that she had postnatal depression which she never received any support with. Tracy is taking prescribed drugs, anti-depressants medication which she has done for many years which she believes she is addicted to. She feels she needs to stop taking these drugs to help her get custody of her youngest child who currently stays with the father.

I carried out an Initial Assessment and we agreed an Individual Action Plan identifying some of the issues Tracy needed my support with.

One of the key issues was to help her build her confidence and self esteem, and start to believe in herself. We agreed we would meet regularly on a one to one basis and I would signpost her to relevant specialised agencies to support her with the issues and difficulties she was experiencing, and we would continually review her progress and discuss next steps.

Panic Attacks

I gave Tracy some information on "What are Panic Attacks" and ways in which she can deal with these.

DEA

I suggested to Tracy that she meets with DEA when coming into JCP to sign on, rather than a mainstream adviser, who will give her additional support with her health when required.

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Support from her GP

I suggested to Tracy that she arranges to meet with her GP to discuss the possibility of reducing the dosage of her medication with a view of completely stopping taking the prescribed drugs as a long term goal.

Lifelink

I suggested counselling services to Tracy including Lifelink which was her preferred option. I completed the Referral Form with Tracy and forwarded it to Lifelink.

I am supporting Tracy to take the small steps to make the changes in her life, get out of the house, go shopping, and go to the park with her children.

Outcome

Tracy is progressing very well:

- She is regularly going shopping on her own now and is managing to cope in busy periods at Tesco which she thought she would have never being able to do.
- She doesn't take panic attacks as regularly and when she does she is able to deal with them.
- She visits her friends and goes out with her children and is now getting more access to her youngest child.
- Tracy is working with her GP to wean off her medication and awaits an appointment with Lifelink.
- She meets regularly with her DEA for support.

Tracy's confidence and self esteem blossomed and she is very enthusiastic about her future and determined to progress towards employment. I referred Tracy for IT Training at RLL Flexicentre which she has now started, she is really enjoying the training and having a structure to her day, and she is starting to think about other activities she would like to get involved in.

Tracy's health took a dip due to personal circumstances and she disengaged with my service and the activities she was involved in. Working with the DEA we managed to re-engage Tracy with my service and resume the support she needed to help her get back on track. Tracy decided IT training wasn't right for her and we explored other options available to her. Tracy is starting to go out again and visiting friends, shopping etc and she is getting involved in a Jewellery Course at Rosemount Lifelong Learning Flexicentre.

3) Childcare Service

This service provides a nursery and day care, for children of parents using Rosemount Lifelong Learning's range of services or working parents from the local community. The childcare service aims to provide structured play activities for children that will allow them to become successful and confident learners, as well as to promote integration and acceptance for children, while enabling parents to access education and employment.

Output	Target	Actual
<i>Number of high quality childcare places provided</i>	65	87
<i>Number of parents able to access or sustain employment, training or education as a result of the provision of high quality childcare</i>	80	112

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During 2012/13:

- 87 children were provided with nursery care, this is an increase on 65 children from last year.
- This allowed 112 parents to sustain employment, training or volunteering as their children were being looked after in the nursery with constructive play activity, healthy eating and the pre-school Curriculum for Excellence, this is a significant increase on 71 parents able to benefit from this last year and is most likely a consequence of better marketing and local awareness of the service allied to the consistently high grades it achieve from Care Commission inspections which are publicly available to both current and prospective parents.
- A further 45 parents were able to participate in learning and coursework activities through their children being cared for at the creche facilities within the Flexicentre.

In total 160 parents were able to access education, training or employment through the provision of childcare, or able to attend our social care programmes.

The Childcare and Family services at Rosemount allowed a significant number of parents to access or sustain employment, learning, further education or volunteering opportunities while their children received high quality childcare.

Below is a case study which illustrates the benefit the service can provide for both parents and their children.

Stephanie is a working parent whose daughter Mia attends Rosemount's childcare service. She, herself, is a "graduate" of Rosemount having spent her placement at Rosemount's nursery in Royston which helped her to get her National Certificate in Childcare.

Here she gained invaluable experience of working in a childcare setting which provided her with the skills base and knowledge to work in a nursery herself. "I picked up so much good practice and ways of working with the children when I worked at Rosemount which I can apply in my own work".

Stephanie, who lives locally, is now a full-time nursery nurse at another local childcare service. Getting Mia into childcare at Rosemount means that she can continue working at her nursery.

"I feel great because I know Mia is being well looked after which settles me and allows me to concentrate on making sure other people's children are being looked after while they're working or studying.

"Mia is thriving and happy at Rosemount. She's learning a lot and being around other children and playing with them is great for her development. The staff are great and attentive. It was difficult to get Mia to settle at first, but her key worker, Karen, stayed with her until she settled. Now she's totally comfortable in the place.

"I also like the fact that there's such a lot for the kids to do at the different ages. Parents are also kept well informed and there's regular feedback and newsletters keeping you up to day and they like to involve you in a lot of the activities that are going on.

"I'm really happy with the Childcare service at Rosemount. I'm able to work and know that my daughter is provided with excellent care and it's not too far from where I live.

"I'd recommend it to any parent".

In total 247 children and parents were seen by the Childcare service in 2012/13

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Summary of Rosemount services	
Need	Services
Child poverty	Nursery, Making a Difference, Young Parents Support Project
Workless households	Nursery, Making a Difference, Young Parents Support Project, Work Development Network Co-ordinator
No qualifications	Flexicentre, Making a Difference
Few core skills: literacy, IT, English	Flexicentre
Vulnerable children	Nursery, Family Links, Making a Difference, Young Parents Support Project
Poor health	Nursery, Flexicentre, Making a Difference, Men's Group, Work Development Network Co-ordinator
Drug/alcohol misuse	Family Links
Employability	Flexicentre, Young Parents Support Project, Work Development Network Co-ordinator

Needs and Demands for Rosemount's Services

The level of demand for Rosemount's services is evidenced by the high level of deprivation in the Glasgow North-East area where the organisation is based and where most of its programmes are delivered from. The following statistics reflect this

- The Glasgow North East parliamentary constituency has the highest rate of child poverty in Scotland with 44% of children living in poverty (End Child Poverty, 2010)
- 62% of children in the Royston ward live in families which claim out of work benefits or child tax credit (ScotPHO)
- 28% of working age residents claim out-of work benefits, compared with 25% in Glasgow; 50% of claimants have been on benefits for 5 years or more.(TERU)
- 42% of adults of working age hold no qualifications (Glasgow 36%) (TERU)
- Rates of 'looked after' children are twice the Scottish figure (27.8 per 1000 of 13.8 in Scotland) (ScotPHO)
- 37 out of every 100 adults smoke; 34% of women smoke during pregnancy (23% Scotland) (ScotPHO)
- 270 people died of alcohol related causes between 2002-2007, three times the Scottish average (GCPH)

References:

www.endchildpoverty.org.uk/why-end-child-povert/poverty-in-your-area

NHS Scotland Pubic Health Observatory (ScotPHO), '*Children and Young People health and well being profiles 2010, Glasgow North East*'

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Developments and Strategic Priorities 2012/13

During 2012/13 there were a number of major developments which have impacted on service delivery, helped to secure the funding bases of some of Rosemount's programmes and are in line with the strategic priorities of the organisation. In summary these were:

An increasing emphasis on linking and integrating personal and social development and pre-employability programmes with community learning.

During the year Rosemount was successful in obtaining funding from the Scottish Government's People and Communities fund which will allow it to roll out the Time for a Change programme. This programme has a focus on employability but does so within the framework of seeking to develop individuals' personal and social development, self-confidence and practical skills such that they are adequately prepared and motivated for opportunities in further education, training, volunteering and employment.

An essential element of the programme is linking personal and social development and confidence building with practical skills, budgeting, literacies and job search skills. This has now provided the opportunity for the Community Learning Service and RICS service to work much closer together in providing an integrated service linking social care and pre-employability with adult learning for people with both little or no experience of the labour market and few if any educational qualifications.

Time for a change will also become the main means by which Rosemount will seek to overcome the funding gap created by the ending of the Making a Difference programme in 2014 through seeking joint funding bids and service level agreements with Job Centre Plus, housing associations and FE colleges.

Childcare

Childcare is an essential element in trying to motivate and progress people onto pre-employability programmes and Rosemount strives to ensure that adequately funded childcare in the form of mobile crèches is available for our integrated social care, learning and pre-employability programmes.

Over the past two years Rosemount's own Childcare Service has sought to become more efficient through increasing income (up by 30% since 2010) and maximising occupant capacity (on average Rosemount now has full occupancy of its three nursery rooms and has reduced episodes of under-occupancy to a minimum). This is against a background of a cumulative 15% cut in grant-aided funding since 2011.

The organisation is still actively trying to source funding for a proposed relocation to an adjacent community centre which will allow us to significantly reduce costs as well as increase capacity and, thereby income, still further.

Welfare Reform

Welfare Reform is likely to impact adversely on the communities served by Rosemount. Providing "Benefit Labs" assisting people to access benefit claims online where they have limited or no access to the internet or IT skills, teaching budgeting skills to cope with reduced benefits or moving onto employment and provision of pre-employability programmes such as Time for a Change are ways in which Rosemount can assist people with the impact of welfare reform and to access funding opportunities in doing so.

Partnership Working

As evidenced in the operational report highlighting the achievements and performance for the year, Rosemount's services work with a large number and variety of different partners in the design and delivery of its services and programmes.

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Adding to this is an emphasis from funders of the necessity for jointly managed programmes where either there is a lead agent, but clear evidence of substantive partnership working, not just add-ons, or a consortium approach of multi-agency collaboration to deliver programmes. Three funding streams which Rosemount was successful in accessing during 2012/13 demonstrate this. The *People and Communities Fund* was dependent on strong interdepartmental working and substantive inputs and support from external partners. *Our Place*, similarly, had to demonstrate strong collaboration across a range of partners. *Making it Work* is based on a consortium approach in which Rosemount is one of several active members.

This tendency is likely to increase in scope which means that while Rosemount can continue to submit sole applications to funders, an increasing number of funding applications will have to be, as a condition of entry, submitted as joint bids or as part of a consortium. Over the next year Rosemount will be approaching such potential partners as housing associations and FE colleges among others, to submit joint bids.

Community Renewal

The Scottish Government's Community Renewal and Empowerment Bill should provide a significant boost to community regeneration. As part of its successful *Our Place* application, a community Events Space is being developed which will be managed by Rosemount. In tandem with this the Community Development Worker's role has been refocused towards that of a Community Engagement Worker's role which will engage with, support and encourage community groups to use the Events Space when completed. The Community Engagement Worker will also be supporting and playing a prime role in the re-launch of a local newsletter the *Royston Rag*.

All this, in addition to providing inputs on business and marketing within our Time for a Change and other programmes should see Rosemount well placed to drive forward and to maximise opportunities from community renewal and regeneration.

Our Place

Our Place is a Big Lottery funding stream aimed at revitalising and regenerating communities such as Royston. In November 2012 Rosemount was successful in being awarded significant capital investment funding to refurbish and extend our existing Flexicentre in order to develop a combined community events hub and learning centre within the refurbished centre. We are also aiming to relocate all Rosemount's guidance, employability, family recovery and parenting services within the proposed facility in order to create an interactive and integrated events, learning and service hub in an accessible location which would further embed Rosemount Lifelong Learning at the heart of the Royston community.

Design and development Work on the *Our Place* initiative has made significant progress since the award was announced and demolition and construction work is due to commence in the summer and autumn of 2013 with a completion date of spring 2014. Progress thus far can best be summarised in four areas:

Contract and Tendering

Invitations to tender for lead contractor on the *Our Place* project went live on the Public Contracts website in late February. The deadline for applications was 22nd March and 16 applications were submitted. Three were failed automatically as their health and safety documentation was not up to the standard required and 13 will go forward for selection for up to six contractors to be interviewed.

The Short-listing for selection was carried out between Rosemount, JM Architects and Brown & Wallace in early April. Six contractors were invited to tender and the results of a detailed evaluation process and the award of the contract will be announced in July 2013, subject to ratification by Rosemount's Board of Directors.

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Building Design and Service Delivery

Agreement has been reached on the allocation of space for offices and activities in the new building, a process ably assisted by a representative of JM Architects who had attended several meetings and worked with RLL Managers in agreeing the final layout. Community Services staff will share space with Flexicentre staff on the second floor of the new building which will also have office space for the CEO, Finance Manager and other managers.

The decision of the Board at its 4th February meeting to cease the static creche service at the Flexicentre and replace it with a mobile creche not requiring a dedicated space has resulted in freeing up room at the back of the building and will allow the IT suite to be located there beside a classroom, several one-to-one rooms and an ECDL testing room, thus allowing all current Flexicentre activities to take place alongside the community events space. Activities at the events space will be widely advertised in the IT suite and learners made aware by staff of what was going on there. A more informal IT area will also be provided between the reception area and the events space.

VAT

A provision of £148,000 has been set aside for payment of VAT on the new building. Rosemount commissioned the services of a specialist VAT consultant to determine whether the proposed new building could be eligible for either a discounted VAT rating or could even be potentially zero rated for VAT.

After several meetings with the consultant, including an intensive investigation of Rosemount's finances and the proposed use of office space at the new site, the VAT consultant has concluded that the organization "will be able to achieve 100% zero rating on the new Flexicentre (i.e. new Royston events space)". The consultant has now issued Rosemount with an exemption certificate for VAT which will be issued to the successful contractor before building work commences. While VAT will be exempt on construction work, Rosemount is expecting to pay VAT on professional fees as well as a smaller retained part of the building which will be refurbished, but not demolished and rebuilt.

Prior to commissioning the contractor, Rosemount has already reached agreement with Big Lottery (BL) that should we be eligible to be zero rated for VAT, the amount initially allocated for VAT, could be regarded as "underspend" and vired towards the project.

Decant

The former North Glasgow Regeneration Agency Offices at St Rollox House on Springburn Rd has been identified as the site for the decant of the Flexicentre while building and refurbishment is under way. This building is leased from Tesco to Jobs and Business Glasgow (JBG, formerly GRA, Glasgow Regeneration Agency) who will sub-let it to Rosemount. The annual rent is very favourable at £12,500 for the entire ground floor. This will allow us to accommodate all Flexicentre staff and includes a training room, reading room, IT suite, office accommodation and testing site.

In addition, there is sufficient space to allow us to relocate the Guidance Team and Young Parents Project to St Rollox House prior to them being located at the new building. This will also allow an opportunity for part of the community services and the Flexicentre to bed in sharing accommodation before they are both located permanently in the new building.

Funding for the rent, utility and relocation costs at St Rollox will largely, if not exclusively, be met from the decant budget allocated to this from the Our Place funding. This budget also includes provision for removal and re-entry costs.

ROSEMOUNT LIFELONG LEARNING

(A company limited by guarantee)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2013

Conclusion

Rosemount Lifelong Learning continues to make good progress in meeting its objectives and delivering quality services within an adverse and difficult funding environment. Both RICS and the Community Learning Services have been able to secure significant new funding sources this year both to secure jobs and services while the Childcare service continues to be more efficient in generating income and maximising capacity. Progress on the integration agenda has been further advanced with departments interacting, co-operating and referring to each other far more than previously while retaining their autonomy.

The organisation can repeat with even greater confidence what was stated in last year's Trustees' Report that "a significant number of our service users are making a 'journey' through and using a range of Rosemount's services, particularly the crucial one from social care to learning and employability. This is critical for funders and referrers who can obtain a range of services, outcomes and positive destinations for individuals that add value and are *not duplicating* existing service provision".

The award of the Our Place funding from the Big Lottery is a very important development for the future of Rosemount Lifelong Learning. Not only will this allow the organisation to contribute to community development and regeneration in Royston, but will allow for the delivery of our social care/recovery, pre-employability and community learning services from one easily accessible site at the heart of the Royston and north Glasgow communities. This will not only boost the integration and holistic client journey but will also critically reduce overhead costs, thus making the organisation more efficient, attractive to funders and referrers, financially secure and an integral part of the community.

Over the course of the year, Glasgow City Council announced the new Single Outcome Agreement (SOA) which will inform the priorities for funding the Council's extensive programme of community funding which comes within the heading of the Integrated Grants Funding (IGF). Rosemount benefits considerably from IGF and significantly funds the core services as well as adult learning, childcare and the social care/recovery and pre-employability programmes. Consequently any 'lack of fit' between the Council's SOA priorities and Rosemount's service delivery objectives could have serious negative consequences. The new Council SOA priorities for the next three years are:

- Alcohol
- Vulnerable People
- Youth Unemployment

All three of these priority SOAs are in line with both the objectives and service delivery outcomes of Rosemount Lifelong Learning and, therefore, should ensure continued support from Glasgow City Council and its Community Planning Partners for the period ahead, in spite of further expected constraints on local authority funding.

Rosemount will also continue to ensure that our programmes are in a 'strategic fit' with Health Board and Scottish Government priorities in relation to education and early years, targeted support for vulnerable people and early interventions and are thus well placed to continue to receive public contracts (including service level agreements). This has been evidenced over the past year with the successful award of People and Communities funding (Scottish Government), Family Nurse/Partnership contribution to the Young Parents project (Community Health and Care Partnership –CHCP) and continued CHCP funding support for our Parenting, Family Links and Work Development Network Co-ordinator programmes.

ROSEMOUNT LIFELONG LEARNING

(A company limited by guarantee)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2013

Financial Review

Rosemount Lifelong Learning is extremely committed to delivering all its activities in an efficient and effective manner. The charity is also committed to the highest standards of financial management and governance to ensure that it delivers excellent value for money and maximises the impact of the programmes it runs upon the communities it serves.

The Statement of Financial Activities on page 31 shows a deficit for the year of £7,893 (2012: £34,079 surplus). Overall this is a good financial performance particularly against a background of a reduction in our core funding as a result of a 5% cut in our core grant from Glasgow City Council and a 5% reduction in the Council award to the adult learning service at the Flexicentre. There were also standstill awards for two other services from this source: Family Links and the Young Parents Project.

Income also decreased slightly over the year but good performance and operational management meant that this had little or no impact on activities. In spite of two major funding streams at the Flexicentre coming to an end over the past year, prudent financial management allied to future funding coming on stream meant that there was a regrettable need for only one redundancy within that department.

Rosemount Lifelong Learning is coming under the same funding and financial strains as other third sector organisations: in particular standstill or reduced funding from the public sector and huge pressures on grant-making trusts as more organisations attempt to source alternative or new funding from them.

In spite of this Rosemount remains committed to providing value-for money, effective and efficient services and operational activity for the benefit of the people and communities of north Glasgow.

Principal funding sources

Rosemount continues to receive funding from a wide range of partners, donors and trusts which pay for the activities delivered by the Charity.

The service which generates the most income is RICS which operates the Social Care Programmes and generates 53% of income from grant making trusts and other public bodies of the Young Parents Project. 30% of income is generated from the Childcare and Family Care services, principally through local authority funding, but also from income generation through Childcare Fees, which is the largest single source of unrestricted income for the organisation. The community learning Flexicentre generates 17% of income.

Rosemount Lifelong Learning is extremely grateful to all individuals and organisations which recognise both the quality of the services Rosemount provides and the need for them in the local community. Further details on some of the main sources of income are described below:

- Fee income for the Childcare service continues to be maximised and, in addition to income derived from parents, income was also derived from Glasgow City Council's Integrated Grants Fund and the Volant Trust. Glasgow City Council Education Services contracted with the charity for the delivery of the pre-school curriculum within the nursery.
- Childcare places for vulnerable families were funded by Lloyds TSB Partnership Drugs Initiative. Lloyds TSB Partnership Drugs Initiative also funded the Rosemount Family Links service, match funded by BBC Children in Need, Glasgow North East Community Planning Partnership (CPP) and Maryhill, Kelvin and Canal CPP.
- The parenting programme, which forms part of the Family Links service, was part funded through Glasgow North East Community Planning Partnership (CPP) and Maryhill, Kelvin and Canal CPP and NHS Greater Glasgow and Clyde.

ROSEMOUNT LIFELONG LEARNING

(A company limited by guarantee)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2013

- The Big Lottery in Scotland is the main funder for the Making a Difference Personal and Social Development programme for young parents in partnership with Glasgow Housing Association (GHA) and Glasgow City Council Integrated Grants Fund which also contributes to this programme. The programme will be delivered in its present form until 2014. Thereafter, the programme will be replaced by the Time for a Change programme. Funding for this programme was part funded this year from the Scottish Government's People and Communities funding (which replaced the previous Wider Role funding).
- Greater Glasgow and Clyde NHS board continued to fund the Work Development Network Co-ordinator's work with people with mental health problems seeking employment.
- Funding for the Community Learning Service Flexicentre came from a range of funders: Garfield Weston, Hugh Fraser Foundation, Porticus UK, Soutar Trust, the Department Of Work and Pensions' Flexible Support Fund, the Glasgow Adult Literacy and Numeracy Partnership and Glasgow City Council Integrated Grants Fund. The North Glasgow Learns partnership led by Glasgow Regeneration Agency, enabled outreach delivery of English and literacy classes. In addition, Flexicentre funding was secured through Individual Learning Accounts and miscellaneous income
- The Young Parents Project was funded through the European Social Fund ESF Project 5 programme and Glasgow City Council Integrated Grants Fund
- Glasgow City Council Social Inclusion Budget was the main source of the charity's for infrastructure services.
- Esmeé Fairbairn Foundation continued to provide funding for a Community Engagement Worker who supports local residents to organise self help groups, such as the Men's group and parents' groups, to address isolation, provide useful skills and contribute to the regeneration of the local community.

Investment Policy

Aside from retaining a prudent amount in reserves each year, most of the charity's funds are to be spent in the short term so there are few funds for long term investment.

Reserves Policy

The Board of Directors has examined the charity's requirements for reserves in the light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be between three and six months of the expenditure. Budgeted expenditure for 2013/14 is £1,420,894 and therefore the target is £355,224 to £710,447 in general funds. The reserves are needed to meet the working capital requirements of the charity and the Board of Directors are confident that at this level they would be able to continue the current level of activities in the event of a significant drop in funding. The present level of reserves of £373,875 therefore falls at the lower end of this range. Although the strategy is to continue to build reserves through planned operating surpluses, the Board of Directors is fully aware that it is unlikely that the target can be reached for at least ten years. In the short term the Board has considered the extent to which existing activities and expenditure could be curtailed should such circumstances arise.

ROSEMOUNT LIFELONG LEARNING

(A company limited by guarantee)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2013

Statement of trustees' responsibilities

The trustees (who are also directors of Rosemount Lifelong Learning for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Auditors

A resolution will be proposed at the Annual General Meeting that Wylie & Bisset LLP be reappointed as auditors to the charity for the ensuing year. The Board of Directors have been advised by Wylie & Bisset LLP that they are willing to continue in that capacity.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in March 2005) and in accordance with the provisions applicable to companies subject to the small companies regime of the Companies Act 2006

Approved by the Trustees and signed on their behalf by:



Name: Elizabeth Wilson

Date: 2nd September 2013

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF ROSEMOUNT LIFELONG LEARNING

We have audited the financial statements of Rosemount Lifelong Learning for the year ended 31 March 2013 which comprise the Statement of Financial Activities, the Balance Sheet, and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

As explained more fully in the Trustees' Responsibilities Statement set out on page 29, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustees Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulations made under those Acts.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2013 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF ROSEMOUNT LIFELONG LEARNING

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

- the charitable company has not kept proper and adequate accounting records or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the directors report.

Wylie + Bisset LLP

Jenny Simpson (Senior statutory auditor)

For and on behalf of Wylie & Bisset LLP, Statutory Auditor

Wylie & Bisset LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

Date: 2nd September 2013

168 Bath Street
Glasgow
G2 4TP

ROSEMOUNT LIFELONG LEARNING

(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES

(including Income and Expenditure Account)

FOR THE YEAR ENDING 31 MARCH 2013

	Notes	Unrestricted £	Restricted £	2013 Total £	2012 Total £
Incoming Resources					
Incoming resources from voluntary funds					
Voluntary income	3	76,548	201,012	277,560	306,562
Activities for generating funds	4	455	-	455	1,180
Investment income	5	846	-	846	690
Incoming resources from charitable activities	6	251,151	824,204	1,075,355	1,112,988
Total Incoming Resources		<u>329,000</u>	<u>1,025,216</u>	<u>1,354,216</u>	<u>1,421,420</u>
Resources expended					
Costs of generating funds					
Costs of generating voluntary income	7	12,430	-	12,430	13,453
Charitable activities	8	323,768	1,011,639	1,335,407	1,359,494
Governance costs	9	14,252	-	14,252	14,394
Total Resources Expended		<u>350,450</u>	<u>1,011,639</u>	<u>1,362,089</u>	<u>1,387,341</u>
Net (outgoing)/incoming resources before transfers		(21,450)	13,577	(7,873)	34,079
Transfers		15,827	(15,827)	-	-
Net (expenditure)/income for the year		<u>(5,623)</u>	<u>(2,250)</u>	<u>(7,873)</u>	<u>34,079</u>
Total funds brought forward	18, 19	379,498	2,250	381,748	347,669
Total funds carried forward	18, 19	<u>373,875</u>	<u>-</u>	<u>373,875</u>	<u>381,748</u>

The statement of financial activities includes all gains and losses recognised in the year.

All incoming resources and resources expended derive from continuing activities.

ROSEMOUNT LIFELONG LEARNING**(A company limited by guarantee)****BALANCE SHEET AT 31 MARCH 2013**

	Notes	£	2013 £	2012 £
FIXED ASSETS				
Tangible Assets	14		70,668	32,513
CURRENT ASSETS				
Debtors	15	123,993		142,514
Cash at bank and in hand		<u>274,540</u>		<u>361,671</u>
		398,533		504,185
Creditors: amounts falling due within one year	16	<u>(95,326)</u>		<u>(154,950)</u>
NET CURRENT ASSETS			303,207	349,235
NET ASSETS			<u>373,875</u>	<u>381,748</u>
Unrestricted Funds				
Designated Funds	19	178,351		150,808
General Funds	19	<u>195,524</u>		<u>228,689</u>
			373,875	379,498
Restricted Funds	18		-	2,250
TOTAL FUNDS			<u>373,875</u>	<u>381,748</u>

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime of the Companies Act 2006

Approved by the Trustees and signed on their behalf.



Name: Elizabeth Wilson



Name: James Gow

Date: 2nd September 2013

ROSEMOUNT LIFELONG LEARNING

(A company limited by guarantee)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2013

1. Accounting Policies

a) Basis of preparation

The financial statements have been prepared under the historic cost convention and in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities (SORP 2005) issued in March 2005 and applicable UK Accounting Standards and the Companies Act 2006. The principal accounting policies adopted in the preparation of the financial statements are set out below.

b) Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.
- Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

c) Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

ROSEMOUNT LIFELONG LEARNING

(A company limited by guarantee)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2013

1. Accounting Policies (continued)

d) Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be recovered and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capita or estimated usage as set out in Note 10.

e) Tangible fixed assets and depreciation

Tangible fixed assets costing more than £1,000 are capitalised, including any incidental expenses of acquisition.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Leasehold improvements	-	over the term of the lease.
Plant, machinery and motor vehicles	-	25% reducing balance.

f) Operating leases

Rentals paid under operating leases are charged to the statement of financial activities. The obligation to pay future rentals on operating leases is shown by way of a note to the Accounts.

g) Pension scheme

The company operates a defined contribution scheme for the benefit of its employees. The assets of the scheme are administered by Trustees in a fund independent from those of the company.

The pension costs charged against profits represent the amount of employer's contributions payable to the scheme in respect of the accounting period.

h) Taxation

The company is a charitable company within the meaning of Section 467 of the Corporation Tax Act 2010. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 of Part 11 of the Corporation Tax Act 2010 and section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied for charitable purposes only.

ROSEMOUNT LIFELONG LEARNING**(A company limited by guarantee)****NOTES TO THE ACCOUNTS****FOR THE YEAR ENDED 31 MARCH 2013****2. Legal Status**

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

3. Voluntary Income

	Unrestricted	Restricted	2013	2012
	£	£	Total	Total
			£	£
Social Inclusion Budget	75,269	201,012	276,281	306,338
Other grants and donations	1,279	-	1,279	224
	<u>76,548</u>	<u>201,012</u>	<u>277,560</u>	<u>306,562</u>

4. Activities for Generating Funds

	Unrestricted	Restricted	2013	2012
	£	£	Total	Total
			£	£
Fundraising activities	455	-	455	1,180
	<u>455</u>	<u>-</u>	<u>455</u>	<u>1,180</u>

5. Investment Income

	Unrestricted	Restricted	2013	2012
	£	£	Total	Total
			£	£
Bank interest	846	-	846	690
	<u>846</u>	<u>-</u>	<u>846</u>	<u>690</u>

6. Incoming Resources from Charitable Activities

	Unrestricted	Restricted	2013	2012
	£	£	Total	Total
			£	£
Social Care & Community Regeneration	251,151	824,204	1,075,355	1,112,988
	<u>251,151</u>	<u>824,204</u>	<u>1,075,355</u>	<u>1,112,988</u>

ROSEMOUNT LIFELONG LEARNING

(A company limited by guarantee)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2013

7. Resources Expended – Costs of Generating Funds

	Direct costs £	Support costs £	2013 Total £	2012 Total £
Staff costs	-	12,430	12,430	13,453
	-	12,430	12,430	13,453

8. Resources Expended- Charitable Activities

	Direct Costs £	Support Costs £	2013 Total £	2012 Total £
Social Care & Community Regeneration	1,290,417	44,990	1,335,407	1,359,494
	1,290,417	44,990	1,335,407	1,359,494

9. Resources Expended – Governance Costs

	Direct Costs £	Support Costs £	2013 Total £	2012 Total £
Staff Costs	-	10,552	10,552	11,454
Auditors' Remuneration	3,700	-	3,700	2,940
	3,700	10,552	14,252	14,394

10. Support Costs – Breakdown by Activities

	Fundraising £	Social Care & Community Regeneration £	Governance	Basis of Allocation
Staff costs	12,430	44,990	10,552	Time spent
	12,430	44,990	10,552	

11. Net Incoming Resources for the Year

This is stated after charging:

	2013 £	2012 £
Depreciation	8,128	11,022
Auditors' Remuneration - Audit Fees	3,700	2,940
- Non audit services	94	1,801
Operating lease rentals - Plant and machinery	13,975	23,843
- Other	59,499	73,103

ROSEMOUNT LIFELONG LEARNING

(A company limited by guarantee)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2013

12. Staff Costs and Numbers

Staff costs were as follows:

	2013	2012
	£	£
Salaries and wages	922,939	956,620
Social security costs	73,193	74,762
Other pension costs	50,641	50,928
Total	<u>1,046,773</u>	<u>1,082,310</u>

No employee received emoluments of more than £60,000.

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	2013	2012
	Number	Number
Training	5	5
Guidance / Family Links	12	12
Childcare	10	12
Administration	7	8
Cooks, cleaners and support staff	6	6
Total	<u>40</u>	<u>43</u>

13. Trustees' Remuneration and Related Party Transactions

No Trustees received any remuneration during the year. Travelling expenses totalling £20 (2012 – £17) were reimbursed to 1 trustee (2012 – 3) in the year.

ROSEMOUNT LIFELONG LEARNING**(A company limited by guarantee)****NOTES TO THE ACCOUNTS****FOR THE YEAR ENDED 31 MARCH 2013****14. Tangible Fixed Assets**

	Leasehold properties £	Plant, machinery and motor vehicles £	Assets under Construction £	Total £
Cost or valuation				
At 1 April 2012	426,011	225,088	-	651,099
Additions	-	-	46,283	46,283
Disposals	-	-	-	-
At 31 March 2013	<u>426,011</u>	<u>225,088</u>	<u>46,283</u>	<u>697,382</u>
Depreciation				
At 1 April 2012	426,011	192,575	-	618,586
On disposals	-	-	-	-
Charge for the year	-	8,128	-	8,128
At 31 March 2013	<u>426,011</u>	<u>200,703</u>	<u>-</u>	<u>626,714</u>
Net book values				
At 31 March 2013	<u>-</u>	<u>24,385</u>	<u>46,283</u>	<u>70,668</u>
At 31 March 2012	<u>-</u>	<u>32,513</u>	<u>-</u>	<u>32,513</u>

All assets are used for charitable purposes.

15. Debtors

	2013 £	2012 £
Trade debtors	57,989	110,757
Other debtors	66,004	31,757
	<u>123,993</u>	<u>142,514</u>

16. Creditors: Amounts falling due within one year

	2013 £	2012 £
Trade Creditors	19,208	1,991
Other Creditors	31,640	32,134
Deferred Income (Note 17)	44,478	120,825
	<u>95,326</u>	<u>154,950</u>

ROSEMOUNT LIFELONG LEARNING

(A company limited by guarantee)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2013

17. Deferred income

	2013 £
As at 1 April 2012	120,825
Released in year	(120,825)
Deferred in year	44,478
As at 31 March 2013	<u>44,478</u>

Deferred income comprises income received in advance for the financial year 2013/14.

18. Restricted Funds

	Balance at 01-Apr-12 £	Movement in funds		Transfers £	Balance at 31-Mar-13 £
		Incoming resources £	Expenditure (gains)/losses £		
Esmée Fairbairn Foundation	-	25,000	(25,000)	-	-
Integrated Grants Fund	-	201,012	(201,012)	-	-
CHCP - Parenting	-	17,920	(17,920)	-	-
BBC Children in Need	-	33,582	(33,582)	-	-
Lloyds TSB Foundation	-	54,736	(54,736)	-	-
NHS GGC	-	40,000	(40,000)	-	-
GCC Education Partnership	-	20,600	(20,600)	-	-
GCC Integrated Grant Fund - Family Links	-	45,865	(45,865)	-	-
Glasgow Housing Association	-	30,000	(30,000)	-	-
People and Communities Fund	-	37,059	(37,059)	-	-
European Social Fund - Priority 5	2,250	84,561	(86,811)	-	-
Individual Learning Accounts	-	2,100	(2,100)	-	-
GCC Integrated Grants Fund - Adult Learning Programme	-	61,950	(61,950)	-	-
Paul Hamlyn Foundation	-	22,500	(22,500)	-	-
North Glasgow Learns	-	12,519	(12,519)	-	-
Fairer Scotland -Equalities & Diversity	-	4,614	(4,614)	-	-
Big Lottery in Scotland - Making a Difference	-	164,596	(164,596)	-	-
Our Place	-	15,827	-	(15,827)	-
Volant Trust	-	20,000	(20,000)	-	-
Department of Regeneration Services	-	94,480	(94,480)	-	-
Hugh Fraser Foundation	-	4,000	(4,000)	-	-
Porticus UK	-	19,993	(19,993)	-	-
North Glasgow Voluntary Sector Network	-	12,302	(12,302)	-	-
	2,250	1,025,216	(1,011,639)	(15,827)	-

ROSEMOUNT LIFELONG LEARNING

(A company limited by guarantee)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2013

18. Restricted Funds (continued)

Glasgow City Council's Intermediate Grant Fund (IGF) contribution towards the salaries of 15 full time and 8 part time staff including childcare, managerial and administration staff.

Family Links – North East and Maryhill, Kelvin and Canal Community Planning Partnership through Glasgow City Council's Intermediate Grant Fund (IGF) In for the development and delivery of a support service for families affected by addictions

Family Links – BBC Children in Need, for the development and delivery of a support service for families affected by addictions

Family Links – Lloyds TSB Partnership Drugs Initiative, for the development and delivery of a support service for families affected by addictions.

Glasgow City Council's Intermediate Grant Fund (IGF)– contribution towards running costs and overheads at the Flexicentre.

GCC Education Partnership – funding from Glasgow City Council Education Services for our delivery of the pre-school curriculum to three and four year old children.

Volant Trust; Contribution to running costs for the Childcare service

Social Inclusion Budget– Flexicentre crèche – grant from Glasgow City Council Education Services for a Childcare Worker and sessional cover at the Flexicentre crèche.

GHA – grant received from Glasgow Housing Association for the development and delivery of personal and social development programmes for young parents.

Scottish Government Wider Role - grant received for the development and delivery of personal and social development programmes for young parents.

Greater Glasgow NHS - funds received from Greater Glasgow and Clyde Health Board to work with people with mental health problems who wish to enter the labour market.

Greater Glasgow NHS – funding contribution towards the parenting programme element of Family Links addiction recovery service

ILAs - income from Learndirect Scotland via Individual Learning Accounts as a contribution towards the fees of learners on specific courses at the Flexicentre.

Literacy – Rowanbank Clinic – funds received for delivery of adult literacy service.

Literacy – grants received from the Glasgow Community Learning Strategy Partnership Adult Literacy and Numeracy Strategic Plan for the costs of delivering a Literacy and Numeracy service.

Literacy – Robertson Trust - grant received for the costs of delivering a Literacy and Numeracy service.

Paul Hamlyn Foundation – funds received for delivery of community based learning for young people.

North Glasgow Integration Network contribution to the costs of the crèche at the Flexicentre

ROSEMOUNT LIFELONG LEARNING

(A company limited by guarantee)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2013

18. Restricted Funds (continued)

North Glasgow Learns ALN/ESOL – funding received from Fairer Scotland Fund for provision of literacy and English classes throughout North Glasgow.

North Glasgow Voluntary Sector Network: North East and Maryhill, Kelvin and Canal Community Planning Partnership through Glasgow City Council's Intermediate Grant Fund (IGF) for support of north east and north west Glasgow voluntary sector forums

Integrated Grant Fund Learning Programme: Contribution towards the cost of delivering community based adult literacy and numeracy programmes.

Big Lottery Fund - grant received for the development and delivery of personal and social development programmes for young parents.

North Glasgow Addiction Forum – Addictions – for the development of a parenting support service for families affected by addictions.

Esmee Fairbairn Foundation – funds received for delivery of a community engagement promoting community based self-help groups.

Integrated Grant Fund – Employability: Salary costs for Young Parents employability project

ESF Priority 5 – Contribution to salaries and running costs for Young Parents employability project

Department of Regeneration Services - Contribution to running costs for Young Parents employability project

Big Lottery – Our Place funding for professional fees towards the development of a community events space and refurbished Flexicentre in Royston

19. Unrestricted Funds

	Balance at 01-Apr 2012 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31-Mar 2013 £
Repairs & refurbishments	50,000	-	-	-	50,000
IT Maintenance and replacement	10,294	-	-	-	10,294
Redundancy	18,000	-	(10,611)	-	7,389
Our place	40,000	-	-	-	40,000
Other tangible fixed assets	32,515	-	(8,128)	46,281	70,668
	150,809	-	(18,739)	46,281	178,351
General funds	228,689	329,000	(331,711)	(30,454)	195,524
	379,498	329,000	(350,450)	15,827	373,875

ROSEMOUNT LIFELONG LEARNING

(A company limited by guarantee)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2013

19. Unrestricted Funds (continued)

Purposes of designated funds

Repairs and refurbishment: This fund is to be used for a programmed refurbishment of premises.

IT maintenance and replacement: This fund will be used to ensure that computer equipment remains up to date and well maintained.

Redundancy: Redundancy provision for possible redundancies within the Childcare service and at the Flexicentre.

Our place: Our place provision for possible contribution towards proposed development of a community space within a refurbished Flexicentre.

Other tangible fixed assets: These funds represent the monies tied up in tangible fixed assets and therefore not readily expendable.

20. Analysis of Net Assets between Funds

	Tangible fixed assets £	Net current assets £	Total £
Restricted funds	-	-	-
Unrestricted funds	70,668	303,207	373,875
Total funds	<u>70,668</u>	<u>303,207</u>	<u>373,875</u>

21. Lease Commitments – operating leases

At 31 March 2013 the charity had the following annual commitments under non-cancellable operating leases:

	Property 2013 £	Other 2013 £
Operating leases which expire:		
Within one year	-	-
In the second to fifth year inclusive	13,750	-
Greater than five years	60,745	