

Scottish  
autism

**Where others may  
see problems,**

**we see potential.**

**annual report 2012**

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# welcome

“The Scottish Government is pleased to acknowledge the partnership we have with Scottish Autism. The organisation has been integral in the development of our Strategy for Autism and is playing a key role in helping us deliver on our goals to improve the quality of life for people with autism in Scotland.

I’ve had the pleasure of separate visits to Scottish Autism’s Clannalba Respite Centre, New Struan School and the showcase Woodend Resource Base for adults in Fife. I’ve seen the passion that drives the staff and the quality of service delivery that makes such a difference to Scottish Autism’s service users. Congratulations and thank you to all at Scottish Autism.”

Michael Matheson MSP,  
Minister for Public Health

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**Our mission is to enable people living with autism in Scotland through the whole life journey.**



**who  
we are**

**Scottish Autism is an organisation dedicated to enriching the lives of people with autism.**

**We are the largest provider of autism-specific services in Scotland and a leading authority and advocate for good autism practice.**

**ensuring sustainable outcomes**

Underpinning our mission is a philosophy which says that truly positive and sustainable outcomes are only achievable by developing a deep understanding of each individual and their autism.

This approach allows us to create personalised support plans which are centred on an individual's unique strengths and motivations coupled with our knowledge and understanding of how people with autism learn and develop.

**improving quality of life**

We exist to offer a service which goes above and beyond providing basic support to achieving goals which focus on improving quality of life.

Whether this be improving an individual's emotional well-being, self-esteem or inclusion within society, key to this is ensuring that each person is involved in the decisions that affect them.

**raising expectations**

We know that people with autism can be successful learners and responsible members of the community and so our expectations are high.

In continuing to challenge and develop the individuals that we support, we engage in a constant cycle of assessment, planning, anticipating and reviewing in order that our support never remains static.

**our  
services**

- Day and Vocational Opportunities
- Outreach and Social Groups
- Supported Living
- Education (day/residential)
- Respite
- Transition Services

# chairman's report



**In a time of great challenge and change, I am pleased to report that Scottish Autism has made significant progress on a number of fronts.**

Scottish Autism continues to achieve higher grades from the Care Inspectorate than any comparable organisation and the achievements of the pupils at New Struan School in learning life-skills, and increasingly in external academic qualifications, are truly remarkable. Our financial performance continues to be sound, particularly given the economic climate with so many charities facing threats to their very existence.

There have also been changes in Scottish Autism's Board with the departure of Susan Chambers, a long serving member. We thank Susan for her distinguished contribution to the organisation over many years. We have been joined by Susan Clark, an experienced professional in project management, and Jill Robinson, a GP who will strengthen our knowledge and interface with the NHS.

Although this is a review of the past year, the theme is very much about building for the future, in our quality initiatives, our knowledge management programme and our interface with the academic community.

Scottish Autism is enjoying a greater role on the national and international autism scene through our continued participation in the implementation of the Scottish Strategy for Autism, in the rejuvenated Celtic Nations Autism Partnership (CNAP) and in the Autism Alliance UK with our CEO Alan Somerville's election to the Executive of the latter organisation.

We look forward to continued success in the delivery of excellent and innovative services for people living with autism in Scotland.

  
Paul Prescott,  
Chairman



**Building for the future, in our quality initiatives, our knowledge management programme and our interface with the academic community.**



# chief executive's report



**The ongoing squeeze on public spending has greatly affected our customers, the Scottish Local Authorities, and inevitably this has impacted on us too.**

Our inability to recover inflationary cost increases from our customers has meant that we have had to find innovative ways of maintaining the quality of our service delivery, but I am pleased to report that our people have risen magnificently to the challenge and as a result the organisation returned a sound financial performance in the year ending March 2012.

Scottish Autism operates in a competitive marketplace and has no absolute "right" to exist. Offering as we do autism-specific services which are inevitably more expensive than those offered by "generic" care providers, our strategy is to differentiate ourselves on quality rather than price. This review focuses on the considerable effort we have expended in the last year on defending that competitive advantage, and indeed on building it for the future.

The organisation decided to adopt the Public Service Improvement Framework (PSIF) as our quality improvement system in 2010 and we embarked on the journey in earnest last year. The quote opposite is evidence that we are off to a great start, and I thank all of our people who have embraced what is a challenging and time-consuming project with such enthusiasm.

Scottish Autism's Knowledge Management Strategy aims to build on and develop the significant body of practice knowledge

that has accumulated across the organisation. In essence the strategy is about identifying, harvesting and recycling knowledge as an organisational resource and a commercial commodity. While it may not be intuitively obvious, Knowledge Management is integral to the success of this organisation, and ranks high on our list of priorities.

Our collective knowledge is a strategic asset of the business, and the principal source of sustainable competitive advantage – a core element of our business strategy. Competing on the basis of quality coupled with the requirement to influence policy makers requires that our practice is informed by cutting-edge research, and that we in turn are commissioning new research. Any advantage gained through improved methodology and practice would be fleeting in the highly competitive market place in which we operate. We therefore prosper and grow by staying one step ahead.

Given the breadth and depth of autism knowledge of our directors, managers, autism practitioners and teaching staff, I have good reason for optimism for the future of Scottish Autism.

**Alan Somerville,**  
Chief Executive Officer



**We are impressed at the dedication and commitment your organisation has shown to PSIF. Our response to your work to date is that you have built a very solid base on which your organisation can progress with its own improvement journey and we are sure that, with this robust approach to self-assessment, you will continue to succeed in making a difference to your clients, customers, colleagues and partners.**

**Jane O'Donnell, PSIF Project Manager**



# 2011/12 timeline

- Knowledge Management Strategy launched

- New Outreach Base in Kirkcaldy opened

- Jasmine Miller appointed Head Teacher New Struan School

- Scottish Strategy for Autism launched
- Ministerial Visit to Clannalba
- PASDA Partnership commenced

- Woodend Resource Base opened
- Microsegmentation Project funding received
- Full PSIF Corporate Assessment

- New Children's Saturday Clubs launched in Lanarkshire
- Communities of Practice initiative launched
- Roy Aitken appointed Procurement Manager

April

May

June

July

August

September

October

November

December

January

February

March

2011

- CNAP Conference Dublin
- Scottish Autism National Conference, Glasgow

- First national press campaign
- Procurement review commissioned

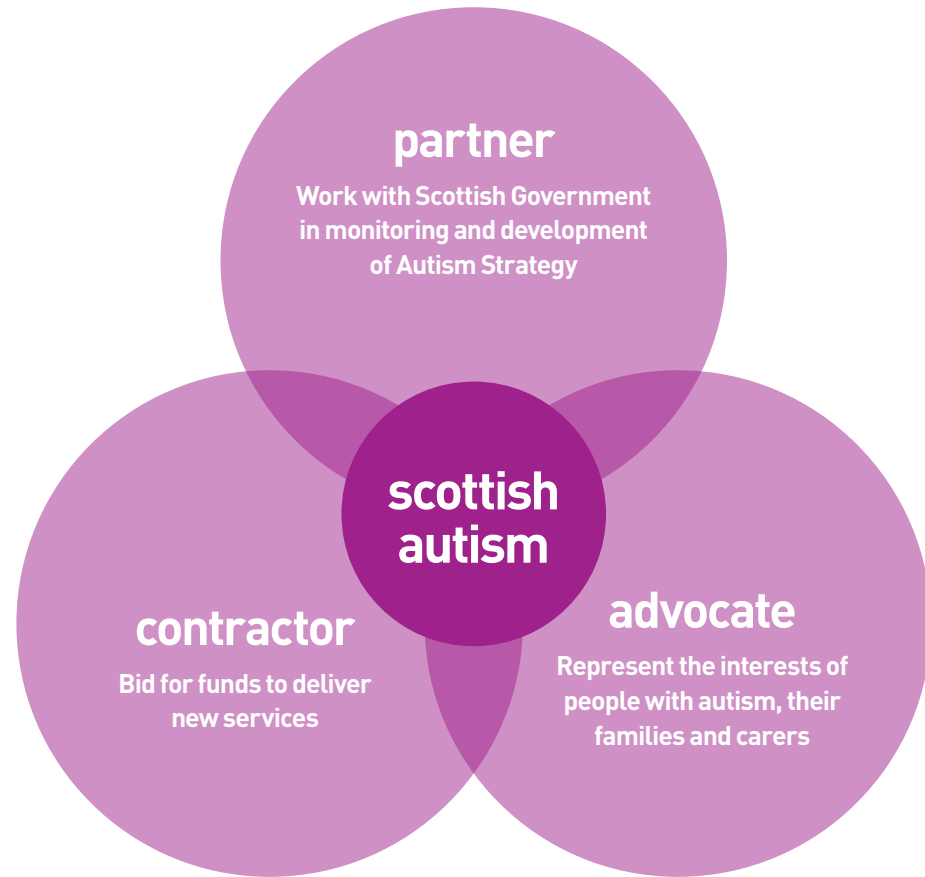
- New Struan Marketing Plan commissioned

- Won Moray tender
- Alan Somerville appointed Trustee of Autism Alliance UK
- First phase of Property Review completed

- New Lochgelly housing initiative completed

- Staff Conference, New Lanark
- CNAP/COSLA Event
- Gemma Letton appointed Brand Manager

2012



# alignment of Scottish Autism with the scottish strategy for autism

**Autism affects 1 in 100 people; while some individuals are able to live independently, others require very specialist support.**

**A number of initiatives have been developed over the past decade to address the needs of people with autism but it wasn't until Autumn 2010 that it was recognised as a national priority. Following a period of consultation, the Scottish Government and COSLA launched the Scottish Strategy for Autism in November 2011.**

As Scotland's national autism charity, we played a pivotal role in the development of the strategy through our work with the Autism Spectrum Disorder (ASD) Reference Group. Significantly, the vision for the strategy very much reflects our own as does the philosophy behind it.

The vision is that:

"...individuals on the autism spectrum are respected, accepted and valued by their communities and have confidence in services to treat them fairly so that they are able to have meaningful and satisfying lives."

Underpinning this is a recognition that:

- Autism is multidimensional therefore it demands tailored and individual solutions and services;
- Service provision for people with autism must focus on the quality of their lives, through the whole life journey and not on a minimal, low cost service;
- We must provide equality of access to health, education and everyday opportunities for people with autism, equal to that enjoyed by all other citizens;
- Services and support for people with autism are in response to a unique set of conditions which cannot be subsumed in learning disability or mental health service provision.

The strategy sets a context for future policy, funding and regulation for the next 10 years with £13.4m in resources to support it. It does so by setting out 2, 5 and 10 year goals which will require true collaboration and innovation across organisations and local authorities if they are to be achieved.

Our work continues as part of the ASD Reference Group in providing parallel strategic leadership in the delivery of these goals to ensure positive outcomes for people with autism in Scotland.

## the vision is that:

“...individuals on the autism spectrum are respected, accepted and valued by their communities and have confidence in services to treat them fairly so that they are able to have meaningful and satisfying lives.”

# research projects in focus

Scottish Autism has received funding from the Scottish Government to undertake two major research projects – the Microsegmentation Project, and the Screening/Database Project.

These projects are in support of the Scottish Strategy for Autism and represent vital building blocks for the understanding of the demographics of autism and have the potential to make Scotland a world leader in this field.

## microsegmentation

The primary aim of the study is to identify the escapable costs of autism, that is, those which would not be incurred with early and appropriate interventions for individuals on the spectrum, and to provide the evidence base on which these can be applied to the context of the population of Scotland.

### method of study

- The study will involve carrying out a 'micro-segmentation' of the autism spectrum, its co-morbid conditions and its associated problems. This will form a basis for providing a conceptual map of the autism spectrum.
- For each segment, a model of possible life trajectories for the individuals so represented will then be constructed, thus identifying the issues and challenges most likely to arise for the individuals concerned.
- The results will be mapped onto the most accurate demographic data that can be established for the population of Scotland. This will provide a rational basis for planning the services and support that will be required to meet the needs arising.
- The project also has a significant economic analysis component which will examine the gross national costs for a wide range of service requirements as applied to the ASD population.

### Core research team

**Professor Tommy MacKay**  
Psychology Consultancy Services/  
University of Strathclyde

**Professor Martin Knapp**  
London School of Economics/  
Institute of Psychiatry, London

**Professor Jim Boyle**  
University of Strathclyde

**Michelle Dawson**  
University of Montreal

## screening/database

The aim of this study is to undertake a systematic review of the published work on optimal methods for early screening and identification of ASD.

### method of study

- Development of a predictive high-risk screening instrument based on indications from the peer reviewed literature in this area.
- Development of a database tool for early identification and tracking of high-risk ASD cases that modifies based on data throughput to maximise diagnostic yield.
- Provide a framework for evaluation and monitoring of this group over time. This could be employed for a variety of purposes including but not restricted to: highlighting true regional differences in prevalence; evaluation of the relative benefits of different management and treatment approaches; monitoring the evolution of symptomology within subgroups over time; as a repository of information to enable specific groups to be identified.

### Core research team

**Dr Kenneth J Aitken**  
A leading expert in ASDs, Attention Deficit Hyperactivity Disorder and Learning Disability and one of Scotland's foremost psychological authorities in these areas.

**Dr Felix Agakov**  
A researcher in the Centre for Public Health Sciences at the University of Edinburgh.



Scottish Autism is an ambitious organisation dedicated to improving the lives of people with autism.

To ensure the greatest impact, we require a comprehensive and coherent business strategy, effective policies and procedures and a talented workforce. As the environment in which we work shifts and changes around us, we must adapt and be ready to capitalise on opportunities and overcome challenges that are presented to us.

Standing still is not an option and 2011/12 was no different. The following is a snapshot of important strategic initiatives which we embarked on to improve our organisation, inform our work and invest in our people.

# our approach

## committed to quality

We are one year on from our commitment to implement the Public Service Improvement Framework (PSIF) throughout Scottish Autism. The framework provides a system that enables us to evidence our commitment to quality and the effectiveness of the standards we apply at all levels and in all aspects of our organisation.

PSIF is based on the European Foundation for Quality Management (EFQM) Excellence Model and integrates the principles of Best Value with elements of the Investors in People Standard and the Customer Service Excellence Standard.

The process employs a robust self-evaluation methodology and facilitating this in an organisation as large and widespread as Scottish Autism has been a challenge. However, staff teams have risen to that challenge and we are well on the way to embedding the framework across the organisation.

### looking ahead

The assessment process was completed by February 2012 and the next phase will be to develop action plans to progress areas for improvement identified by the process.

The success of any system of improvement that relies on self evaluation is highly dependent on the commitment of all participants to take an honest and positive approach. The buy-in to PSIF across Scottish Autism is tangible and visible and we can be optimistic that we have in place a robust process that will evidence and guide our quality management for many years to come.

### key activities throughout the year included:

- Delivering a series of road shows to ensure that the 800 plus staff throughout the organisation, regardless of their role, know and understand what PSIF is all about.
- Identifying and training a core team to EFQM standards capable of facilitating assessments.
- Establishing two assessment teams, one formed by the Senior Management Team and another made up of representatives from across the organisation.
- Carrying out the assessment which involves working through, evidencing and scoring a total of 127 statements.

# committed to progress

## laying the foundations

The principles of Knowledge Management recognise that knowledge is an asset. As a result of a continuous cycle of learning and development, Scottish Autism is a particularly knowledge rich organisation, but it is what we do with it that counts.

The focus of 2011 was therefore to develop and adopt a Knowledge Management Strategy. The aim of the strategy is to harness the collective expertise of our staff to maximise the benefits for current and future service users and the wider autism community.

## establish a knowledge management forum

The Knowledge Management Forum brings together individuals from across the organisation to debate practice issues and to identify any relevant external developments in research or practice.

## conduct an organisation wide knowledge audit

The knowledge audit enabled us to ascertain staff perceptions of their own knowledge, as well as how assets and resources are identified, developed and deployed throughout the organisation.

## arrange an annual event dedicated to sharing knowledge

In February 2012 we held our first staff conference providing a platform for staff to share knowledge and practice related expertise. The event showcased the diverse and detailed knowledge that resides throughout the organisation and demonstrated how to harvest, recycle and reuse our expertise to best effect.

# knowledge management strategy

Our Knowledge Management Strategy goes beyond the collection and sharing of knowledge internally to engaging with key audiences externally. It aims for outcomes in a number of key areas such as increased publication, increased participation in national and international conferences, policy development, increased engagement with external expertise and the generation of research evidence of the effectiveness of our practice.

We have significantly increased our engagement with the research community resulting in facilitating research projects and leading on the development of successful research proposals as part of the Scottish Strategy for Autism.

## looking ahead

With the strategy in place, a key goal for the year ahead is to facilitate the growth of Communities of Practice. Communities of Practice bring together people who share a common interest or who want to achieve a common goal, to exchange knowledge, problem solve and generate ideas. This, coupled with our increased efforts in research, will see us continue to advance and progress our understanding of autism which in turn will inform the services we provide.

As an organisation delivering autism specific services, it is imperative that our staff receive appropriate training and learning opportunities to develop their expertise and maintain our high standards.

In a move to cement our commitment to learning and development, we formally established an in-house Training Team in 2011. This allows for more centralised, co-ordinated and efficient delivery of training across our large staff team which includes in excess of 500 people delivering front line services.

# committed to people

We decided to outsource part of the training requirement, namely SVQ's, and concentrate the in-house team on CALM (Crisis, Aggression, Limitation and Management) and autism specific training. The newly formed team consists of one Senior Training Partner, another full time Training Partner and 10 additional staff members based locally and trained as Training Advisors to deliver and support the training needs of the organisation.

By establishing our own Training Team, we are able to exercise complete control on quality and focus training on the bespoke requirements of our organisation with autism at the centre.

## route to establishing training team:

- Employ full-time Senior Training Partner and supporting Training Partner
- Train x 10 Training Advisors
- Conduct Annual Training Needs Analysis
- Create Annual Training Plan
- Establish subgroup to review quality and effectiveness of Training Plan

## looking ahead

With the structure and resource in place, we are now in a position to grow the training support flexibly as the organisation grows and respond quickly to the needs of our staff. In 2012 we plan to recruit another full time member of staff to further support the Senior Training Partner. We are also looking at ways to deliver some of the mandatory and general staff training by way of e-learning, providing greater flexibility and cost efficiencies by hosting training materials online.

# service development

Scottish Autism offers a range of services designed to support individuals through their whole life journey and enhance their quality of life. Whether that's support by way of education, developing essential life skills or accessing opportunities in the community, the services we provide are as unique as the individuals we support.

Here is a snapshot of developments from across our services in 2011-2012:

## pastures new

### elgin

Service Residential and Education  
Group Young People (12-18)

We were delighted to win the tender with Moray Council to deliver education and residential services for up to five young people in Elgin. Our innovative model provides the young people with sustainable futures by providing the residential support in individual homes rather than the traditional concept of a group home. This model is achievable through successful partnership working with local housing associations, something which we replicate throughout Scotland. Following a robust assessment of each of the young people, we developed individual support and education plans which we are confident will provide positive outcomes for each person and their family.

“ Scottish Autism’s plans to support the education and care for this group of vulnerable children is second to none and we are extremely excited to be working in partnership with them to deliver what will prove to be a model of national excellence. ”  
Graeme Gordon, Moray Council

## a route to independence

### fife

Service Supported Living  
Group Adults

A new housing development has brought a new level of freedom to a group of adults with autism in Fife. The Lochgelly Project has seen service users move from a group care setting into individual purpose-built flats in the town.

The new flats have been created through effective partnership working between ourselves, Kingdom Housing Association and Fife Council. The project celebrates the new model of individual and shared flats, providing attractive, modern and spacious accommodation specifically adapted to meet the needs of each person. The next step in the project is to involve the service users and local community in the development of a sensory and landscaped garden for all to enjoy. After careful transitions, staff have already commented on the reduction of incidents and are confident service users will thrive in their new environment.

“ It’s great, I can listen to my music and I get peace and quiet. ”  
Uisdean Fraser, Service User

## having a voice

### central and lothian

Service Outreach  
Group Adults

Encouraging and supporting our service users to participate in the decisions that affect them is integral to the support that we offer. The established staff team continue to promote participation in all of our services. Through this regular consultation, it became apparent there was a need for us to facilitate social activities to allow high-functioning individuals to come together for fun, but in a safe and supportive environment.

We have since set up two Social Independence Groups in the Central and Lothian areas to do exactly that. Scottish Autism facilitates the groups and encourages individuals to come along and develop their social skills and enjoy social activities within the community.



**It's a way of bringing those of us who are on the spectrum together. It can only be good!**

Paul Dougal, Service User



## coming together

### south west scotland

Service Saturday Club  
Group Young People

Working in partnership with South Lanarkshire Council, we are delighted to now offer Saturday Clubs to children and young people aged 12+ with autism and complex needs. The clubs run bi-weekly in East Kilbride and Cambuslang and support up to 6 young people in each venue. We offer structured and supported social/play opportunities taking into account the age, stage of development and needs of each young person. Staff are on hand to provide 1:1 interaction as well as facilitating group, peer and community involvement.

Through the clubs, we aim to enable young people to enjoy social and recreational opportunities by considering the areas of their autism which may be barriers to them joining in. The clubs are currently running as a pilot but it is hoped their success will lead to the development of further opportunities in the future.



**The club has exceeded my expectations.**

Parent



## student life

### lothian

Service Outreach  
Group Adults

Our Student Support Services is a new and innovative service that sees Scottish Autism working with Edinburgh and Heriot Watt Universities and the Scottish Agricultural College providing support to 15 students with high functioning autism.

Our staff work on a 1:1 basis to identify aims and outcomes for each individual student. This could include supporting the individual in making the transition to university, developing sustainable learning strategies and coping with social expectations. Student feedback has been very positive in terms of feeling well supported and able to embrace the challenges and opportunities of university life.

We are currently working with the universities to develop a social group on campus and hope to begin this in the near future.



**No re-sits this summer! Couldn't have done it without you – thank you!**

Student



## adulthood

### clannalba

Service Transitional Assessment  
Group Young People

The Transitional Assessment service we provide at Clannalba is for young people who have left full time education but who require support with transitioning into adulthood. The benefits of this service can be seen in a young man, Finlay, who joined us after leaving school and moved into one of our self contained bungalows. Despite his initial challenging behaviour, staff supported Finlay in learning basic life skills like shopping, meal preparation and light household tasks. He progressed extremely well and we are proud to say that in June 2011 he was able to move into a flat back in his home area.

The staff from Clannalba continued to work hard with the new staff team to ensure that Finlay's transition was as positive as possible for him. We facilitated visits and shadow shifts for the new team and shared management strategies and information vital for a smooth move.



**Finlay is doing really well in his new flat and we are delighted to have him closer to home and part of the local community.**

Finlay's Parents



# new struan school

We have been delivering education at New Struan School for over 35 years and we continue to lead the way in our approach and understanding of how children with autism learn and develop.

**We continue to achieve high quality standards in all our inspections and visits from HMIE and the Care Inspectorate.**

#### “Excellent”

- In June 2011, our residential service received two *Excellent* Grades for ‘Quality of Care & Support’ and ‘Quality of Environment’.

#### “Sector Leader”

- In our latest HMIE report, we were awarded *Very Good* across the board as well as being regarded as *Excellent* and sector leaders in ‘Meeting Learners Needs’.

#### Other highlights from during the year

- During the period April 2011 to March 2012, we enrolled nine new pupils and nine successfully graduated.
- 36 pupils attained SQA qualifications.
- Two of our pupils were supported to attend external study either at a local school or college.
- Education Director, Jim Taylor, was asked to Chair the working group on the Autism Toolbox, considering how it can be updated and expanded.
- School received award for ‘Outstanding Practice’ in running ASDAN courses.
- 22 Local Authorities attended Education Outreach & Secondary Education/Further Education Network Days.
- School joined GLOW, a national intranet for education and the Curriculum for Excellence.

## new head teacher

Jasmine Miller joined New Struan School as the new Head Teacher bringing with her a wealth of experience in leadership, autism and other complex needs developed over 10 years in the field. Jasmine has overall responsibility for the running of the school and co-ordinates the School Improvement Plan.

## looking ahead

Our new Head Teacher is embarking on a piece of work around the ‘vision’ for the school. This involves interviews and discussion forums to truly understand what makes New Struan School special. This vision will underpin all school improvement planning going forward, ensuring the pupils, staff, parents and wider community are working towards a shared vision for the future.

#### new website and prospectus

In order to better explain what we do to families and local authorities, we are creating a new website for the school which will also provide an additional resource for pupils and parents. The new prospectus aims to offer a greater insight into our offering and give a feel for who we are and what we do that is different.

#### extended provision

It is imperative that we continue to respond to the needs of the autism community. We are always considering how we can develop and expand to further support young people with autism to ensure they get the same opportunities to learn and develop as their peers. During the year ahead, we will be considering in detail the possibilities for extended provision at New Struan School.

For many years our Autism Advisors have been giving much needed advice and support to individuals on the spectrum, their families and professionals from all over Scotland. This year has been no exception and we have seen a 73% increase in enquiries to our advice line.

This year, this highly experienced team has also undertaken three additional projects. Our advice line and now our Right Click programme will significantly increase the accessibility to that expertise for families throughout Scotland.

# autism support team

## partnering autism services

Our Autism Advisors have been working in partnership with our autism services to provide additional support and to facilitate practice development and workplace learning. In particular, they have been providing specific expertise in assessment, sleep counselling and in developing personalised support strategies, which, combined with the detailed and specific knowledge of staff teams, enables creative responses to be developed that lead to positive outcomes for the individual.

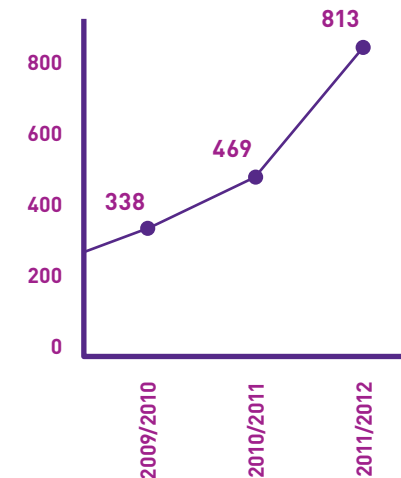
## right click programme

Throughout the year, our Advisors have been developing a new and innovative approach to providing support for parents. The Right Click programme offers a series of videos and supporting documents accessed online tackling issues which we know are of particular concern such as eating, sleeping, relationships and developing life skills. This is an exciting venture that we feel will revolutionise the way we are able to offer enabling support and information to parents from all across Scotland. All the preparation is now complete and we look forward to reporting on progress next year.

## pasda project

Throughout the year, our Autism Support Team have been working in partnership with the Edinburgh based Parents of Autism Spectrum Disorder Adults (PASDA). This short term project aims to build confidence and capacity to enable parents to support their adult offspring. To date, the partnership has delivered a training programme for parents in direct response to their needs and the opportunity of support visits for all PASDA members by one of our Autism Advisors. We hope to build on this positive partnership with PASDA in the future.

calls to advice line





Donations are vital in helping us to reach more people living with autism in Scotland.

Despite a tough economic climate, our donors and supporters continue to give generously which enables us to fund projects and initiatives to provide much needed support to individuals and their families.

We truly value their support and commitment in helping us to make a difference.

# making all the difference

We want to thank everyone from our regular givers to those who have bought goods and raffle tickets or supported us at events. Then there are those who have taken part in sporting activities or travelled abroad for adventurous expeditions, all to raise money for Scottish Autism.

Here are a few highlights:

**6,500** Pounds raised by Elderslie based florist Sarah Jane Wilson. The owner of 'Flowers by Sarah Jane' organised a sell out James Bond inspired charity evening in Glasgow.

**1,250** Students that took part in Dollar Academy's sponsored walk, raising an incredible £11,000 to the delight of New Struan School.

**22** Miles swam by Scottish Autism staff, individuals with autism and staff from event sponsor's Barr + Wray. Together, the team swam the equivalent distance of the English Channel raising £3,500 for music and art therapy.

“ Scottish Autism does great work and we were keen to help out.

Alistair MacDonald, Managing Director, Barr + Wray

## other ways you can support us

### corporate giving

2012 started on the right foot when the Peter Vardy Foundation selected Scottish Autism as beneficiary of their fundraising efforts presenting us with a cheque for £6,000. Employees have since went on to commit time and energy in helping to develop the gardens of our services in Fife.

### membership

Becoming a member of Scottish Autism means being part of a network of parents, carers and professionals committed to enriching the lives of people with autism.

Find out more at [www.scottishautism.org](http://www.scottishautism.org)

### volunteers

Volunteers can and do help in a number of ways from giving up their time to offering their expert advice to a particular project. Big or small, all contributions are welcome and hugely beneficial to the work of our organisation.



# trusts and foundations

During the year, donations from individuals, trusts and foundations helped us to fund:

- **the autism support team**  
Providing much needed advice and support to families throughout Scotland.
- **social clubs for children and young people**  
Providing a safe and supportive environment for people to socialise and have fun.
- **technology**  
Whether it be interactive plasma screens, communication software or SMART tables, money spent enables our service users to benefit from the latest advances in technology.
- **sensory room**  
Specialist sensory equipment can be used to create a relaxing or stimulating environment offering a therapeutic approach to support individuals with sensory processing difficulties.

Thank you to the generosity of the following trusts and foundations who recognise the difference Scottish Autism can make and provide much needed support.

The Row Fogo Charitable Trust – Lothian  
The People's Postcode Trust  
The Pleasance Trust The Enzo Londei Trust The Walton Foundation  
The Darroch Charitable Trust The Northwood Charitable Trust **Spifox**  
The R J Larg Family Charitable Trust The Good Neighbours Trust  
**Forbes Charitable Foundation** The Templeton Goodwill Trust  
The P F Charitable Trust The W G Forsyth Fund The Moffat Charitable Trust  
Children's Aid (Scotland) Ltd The Albert Hunt Trust **The Peter Brough Bequest Fund**  
The M V Millhouse Trust Lindsay's Charitable Trust  
John Napier's Trust The Gordon Fraser Charitable Trust  
The Souter Charitable Trust Janet Thorburn Isles Denny's Charitable Trust The Russell Trust  
**The Ponton House Trust** Miss A M Pilkington Charitable Trust  
**The Jennie S Gordon Memorial Foundation** **The New Maclay Murray & Spens Charitable Trust**  
The Hospital Saturday Fund Charitable Trust  
The Geoffrey Clark Charitable Trust The Mugdock Children's Trust  
Alexander Moncur Trust The Baily Thomas Charitable Fund  
**The W.A. Cargill Fund** Aberbrothock Charitable Trust The MacLennan Charitable Trust  
Miss P M Ireland's Charitable Trust Andrew Paton's Charitable Trust **Miss E C Hendry's Charitable Trust**  
Yorkshire Building Society Charitable Foundation **Santander Foundation**  
David Solomon's Charitable Trust **The Sylvia Aitken Charitable Trust** The Appletree Trust  
**The Margaret Murdoch Charitable Trust** The Ronald Miller Foundation

Scottish Autism's greatest asset is its people.

With over 800 members of staff, our dedicated HR team is committed to ensuring we have a professional and motivated workforce with the right skills and systems in place to ensure that we continue to meet and exceed our organisational objectives.

# people and infrastructure

## recruitment and retention

Robust recruitment practices are fundamental in maintaining our high quality standards across our services. During 2011 we reviewed and updated our Recruitment Policy to further support the delivery of effective competency-based recruitment.

Looking ahead, we recognise that effective and good management of staff and relationships is one of the strongest factors contributing to staff retention. During 2012, we will be undertaking a review of our performance management systems and look to strengthen that framework to support staff development.

## communication and systems

We know that effective internal communications increases staff engagement and productivity and that it involves talking and listening in equal measures.

During 2011 we undertook a variety of initiatives to better understand how information flowed through the organisation and to capture feedback and opinions from staff across a range of topics.

Our staff survey provided us with a unique insight into how our staff perceive the organisation and their role within it and this was followed up by focus groups which allowed us to take a closer look at some key themes. We then set up action teams to deliver improvements identified through the survey which draws on a cross section of staff.

Following an intense period of planning and design, we successfully implemented a new HR system, HRPRO. As well as streamlining some of our HR processes, this also provides us with excellent management information and data to inform our future decision making.

## property and procurement

As we grow and expand our services, we are naturally growing our property estate. We recognise that this must be managed effectively and efficiently which requires both a strategic approach to procurement and robust and regular quality checks to ensure that property itself continues to be fit for purpose and meet our high quality standards. During 2011/2012, we initiated our Property and Procurement Reviews and also appointed a Procurement Manager.

### our board 2011/2012

<b>Paul Prescott</b>	<b>Jill Robinson</b>
<b>David Clark</b>	<b>Ian McPhail</b>
<b>Alison Leask</b>	<b>Collette Robertson</b>
<b>Fiona Greig</b>	<b>Cathy Scott</b>
<b>Susan Clark</b>	<b>Andrew Lester</b>

### our senior management team

<b>Alan Somerville</b> Chief Executive Officer	<b>Jim Taylor</b> Director of Education
<b>Gordon Laidlaw</b> Director of Finance and IT	<b>Sharon Stewart</b> Director of Human Resources
<b>Jackie Latto</b> Director of Autism Services	<b>Charlene Tait</b> Director of Development

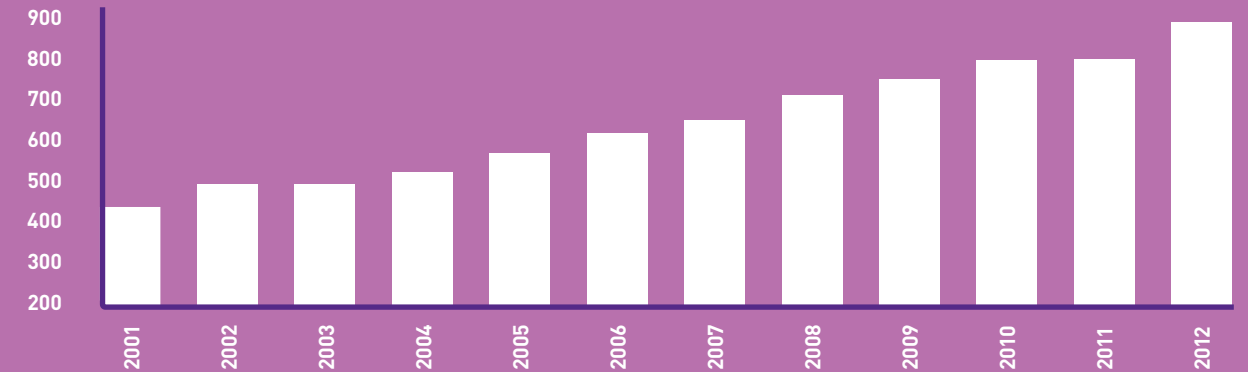
# growth summary

**In 2011/12 income from fees from core Charitable Activities fell by 0.5% to £19.2m due to the continued freeze on fee increases combined with a reduction in average pupil numbers at New Struan School.**

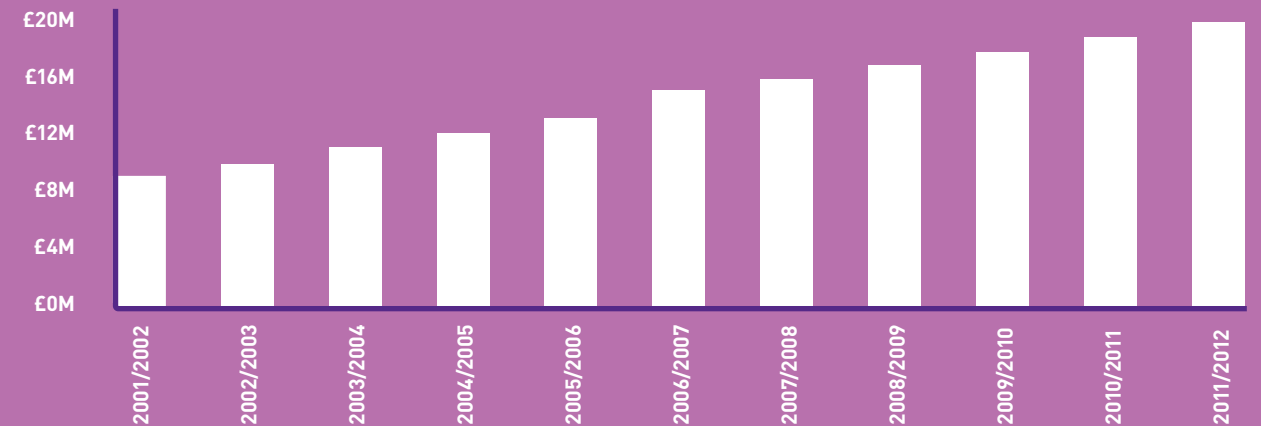
Resources expended on Charitable Activities remained flat at £18.5m. The strategic decision in the prior year to grow the contribution from fundraising to support the activities of Scottish Autism has seen fundraising income grow 57% although continued investment in staffing means costs have grown 71%.

Despite a difficult financial environment reserves have continued to grow and this year Scottish Autism achieved the goal of growing reserves to a level sufficient to cover three months of operating expenditure.

## staff growth



## ten year growth income



# contacts

## regional offices:

Although headquartered in Alloa, Scottish Autism has a number of regional offices that look after the interests of our organisation at a more local level. For specific advice about services and amenities near you, please contact these offices in the first instance.

### Scottish Autism Head Office

Hilton House  
Alloa Business Park  
Whins Road  
Alloa FK10 3SA  
**Tel:** 01259 720 044  
**Email:** autism@scottishautism.org

### New Struan School

100 Smithfield Loan  
Alloa FK10 1NP  
**Tel:** 01259 222 000  
**Email:** newstruan@scottishautism.org

### Clannalba Respite and Transitional Assessment Service

Clannalba Respite and Transitional Assessment Centre  
Edinburgh Road  
Lamington  
Biggar  
Lanarkshire ML12 6HP  
**Tel:** 0845 300 9272  
**Email:** clannalba@scottishautism.org

### New Ridgemark Transitional Assessment Service

New Ridgemark House  
Mousebank Road  
Lanark ML11 7RA  
**Tel:** 0845 300 9275  
**Email:** ridgemark@scottishautism.org

### Central Scotland Area Services

Central Scotland Area Services  
Hilton House  
Alloa Business Park  
Whins Road  
Alloa FK10 3SA  
**Tel:** 0845 300 9271  
**Email:** central@scottishautism.org

### Fife and Tayside Area Services

Fife and Tayside Area Services  
Unit 1 Pitreavie Drive  
Blue Central Business Park  
Dunfermline  
Fife KY11 8US  
**Tel:** 0845 300 9273  
**Email:** fife@scottishautism.org

### Lothian and Borders Area Services

Lothian and Borders Area Services  
17d North High Street  
Musselburgh EH21 6JA  
**Tel:** 0845 300 9274  
**Email:** lothian@scottishautism.org

### South West Scotland Area Services

South West Scotland Area Services  
99 High Street  
Lanark ML11 7LN  
**Tel:** 0845 300 9276  
**Email:** lanark@scottishautism.org

### West of Scotland Area Services

West of Scotland Area Services  
Suite 3 Abercromby Business Centre  
279 Abercromby Street  
Bridgeton  
Glasgow G40 2DD  
**Tel:** 0845 300 9277  
**Email:** westofscotland@scottishautism.org

# we are scottishautism.org

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## **Scottish Autism**

Hilton House

Alloa Business Park

Whins Road

Alloa FK10 3SA

Company Limited by Guarantee

Registered in Scotland No. 81123

Registered Office: Hilton House, Alloa Business Park, Whins Road, Alloa FK10 3SA

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