



Fair Ways

IMPACT REPORT

2023

**VISIT OUR SOCIALS
TO STAY UP-TO-DATE
WITH FAIR WAYS CHARITY**



CONTENTS

- 3.** Our Chair of Trustees
- 4.** Executive Team
- 6.** Our CEO
- 7.** Our MD
- 8.** Our Community
- 10.** Fair Ways Reach
- 11.** Fair Ways People
- 12.** Fair Ways Benefits
- 14.** Fostering
- 16.** Family Centre
- 18.** Residential
- 20.** Supported Living
- 22.** Services in Wales
- 24.** GLADE School
- 26.** Fair Ways School
- 28.** Outreach
- 30.** Athelstan
- 31.** The Hub
- 32.** RiiSE
- 34.** Fair Ways Fest
- 36.** Fair Ways in Bloom
- 38.** Festive Celebrations
- 40.** Staff Conference
- 42.** Care Leavers Appeal
- 43.** Advent Calendars
- 44.** Environmental
- 46.** Coming Soon

OUR CHAIR OF TRUSTEES

A Message from Anne

As Fair Ways Chair of Trustees, may I welcome you to the 2023 Fair Ways Impact Report. This is a key publication for our charity and shares the impact of the outstanding work we do, with the individuals we support, across our multiple services.

Fair Ways is still a relatively new charity, being the journey of a private organisation that voluntarily became a Community Benefit Society. I was delighted to speak at the annual Fair Ways Conference to describe this journey and introduce the new Trustees that joined in the year.

The final stages of the journey will see Fair Ways being a single charity, Fair Ways Community Benefit Society, and led by an excellent team of committed Trustees.

We operate in a sector that is almost exclusively funded by the state and fundamentally believe that Fair Ways Not-for-Profit approach reflects best value. All surpluses are reinvested, and this allows us to deliver broader and deeper services. In the year we were pleased to be invited by the Welsh government to discuss our business model as part of their 'Taking profit out of care' approach and we look forward to further opportunities to do so.



Anne Segall
Chair of Trustees



Top line, left to right:

Anne Segall (Chair of Trustees),
Mac McHugh (Chief Executive Officer),
Diana Cree (Trustee), Rachel Walker
(Trustee), Adrian Fry (Trustee), David
Pilgrim (Trustee), Stuart Webster
(Trustee), Alex Whitfield (Trustee).



Top line, left to right:

Gareth Webb (Managing Director),
Jonathan Loney (Director of
Residential and Family Services),
Rob Jesson (Finance Director),
Harriett Whitren-Jones (Director of
HR), Matt Collins (Director of Quality
and Governance), Laura Rowe
(Director of Education and Health),
Paul Moran (Director of IT and
Communications), Wayne Okell MBE
(Director of Talent and Performance)



OUR CEO

A Message from Mac



During 2023 we sought to define our impact as a charity, and continue to build a trauma-informed community of highly skilled and highly engaged employees to support those individuals in Fair Ways services. I want to acknowledge how brilliantly Fair Ways team members continue to place those we support at the very centre of their practice and publicly thank them for their service.

Fair Ways services remained busier than ever, and in the year we supported the greatest number of children and young people in our history.

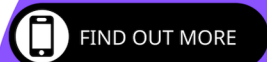
Part of our mission is to raise awareness of the work we do and also the challenges faced by Care Leavers once they turn 18. They are frequently stigmatised and overlooked by society and yet we know of the incredible potential of these individuals if they are offered a chance.

In 2024, we are launching the **Fair Ways Phoenix Journey**. This will be an amazing outdoor community art project to showcase the achievements of those who have been in care and succeeded, in spite of the challenges they faced. Further details are available in this report.

Enjoy the report and may the force be with you.



Mac McHugh
Chief Executive Officer



OUR MD

A Message from Gareth

2023 has been a successful year for Fair Ways.

My focus continues to be on raising our standards, improving our governance and delivering the highest quality support across all our services.

I am proud that all Fair Ways services are rated as 'Good' or 'Outstanding' in their regulatory inspections with Ofsted and Care Quality Commission (CQC). This is an excellent achievement for Fair Ways and a true testament to the hard work by our teams throughout the charity.



We have also focused on developing Fair Ways as a Community. By delivering many services, we provide the individuals we support with multiple pathway opportunities, and they also consistently benefit from our team's broadest range of skills and experiences. This is where Fair Ways excels.

As we look towards the future, Fair Ways will continue to grow and develop our range of high-quality services as we seek to fulfil our mission to support even more individuals.

A handwritten signature in black ink, appearing to read 'G Webb'.

Gareth Webb
Managing Director

FAIR WAYS COMMUNITY

Community

The concept of Fair Ways Community is a simple one - 'Wouldn't it be better if individuals were offered the range of services they needed, when they needed them, from a group of people they had already built relationships and trust with'.

Fast forward to 2023, and one of Fair Ways' biggest USP's is our capacity to provide a continuum of care for those we support from across multiple services and locations. Over the years, Fair Ways Community has adapted and overcome many challenges, and now delivers care to over 450 children, young people and families each year.

Fair Ways Community offers tailored support to anyone within our services. It is a safe place, where people are given every opportunity to thrive. This wrap-around model enables individuals in our care to access better outcomes by:

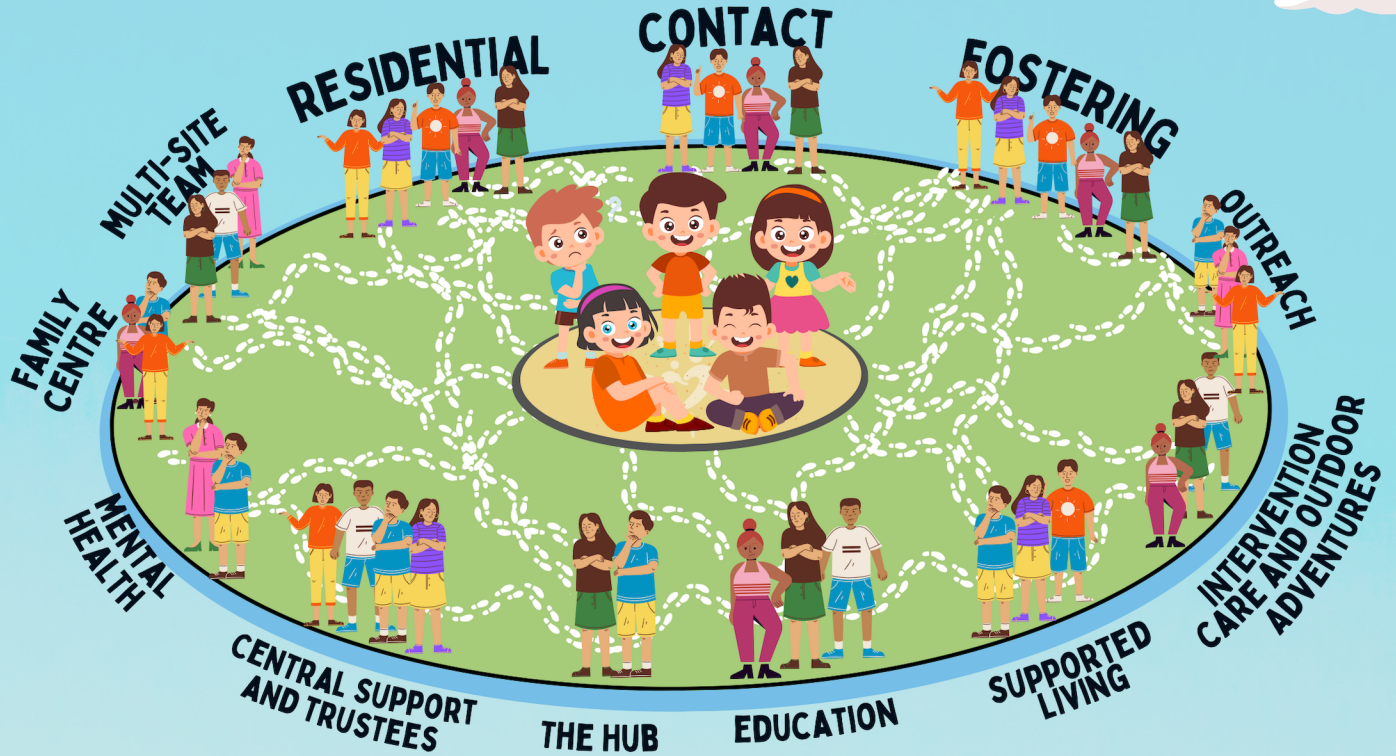
1. Building and maintaining positive relationships with our teams.
2. Receiving the highest quality support, without delay, from our highly trained teams and directly employed professionals.
3. Benefitting from Fair Ways experiences gathered from across our community and employed by our teams.
4. A consistent approach across Fair Ways services, reducing multiple placements, and providing time for individuals to trust, grow and realise their potential.

Pathways

Within the Fair Ways Community, multiple pathways are available to optimise the outcomes for individuals in our care. As an example, the pathway for an individual joining our Residential service may initially be with our Intervention Care service in Wales, before joining a Residential service, and then on to living with Fair Ways Foster Carers or Post 16 services. During this time, they will be supported by Fair Ways Therapeutic Hub team and may also access Fair Ways Education services.

Pathways are bespoke, but at each stage, consistent and experienced Fair Ways staff support and guide the journeys.

MUNITY

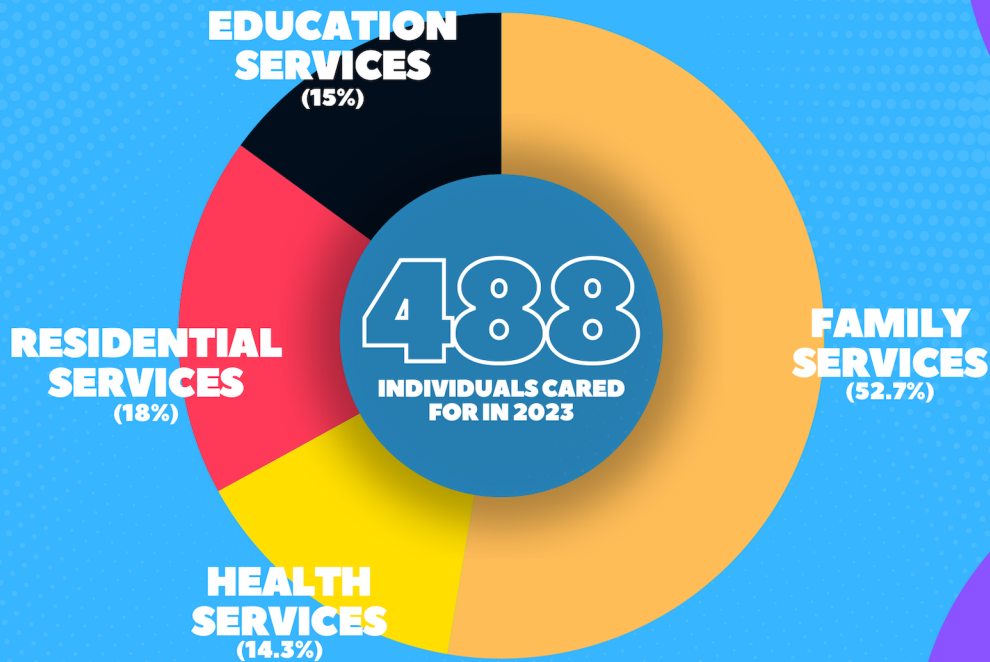


FAIR WAYS REACH

Each year, the number of individuals supported by Fair Ways community continues to grow. Our vision and mission are to increase our reach, and as a charity, we reinvest all surpluses into our services. The annual number of referrals we receive increases exponentially, and demand for our services outstrips our capacity to deliver.

We believe our difference flows from our team members and their levels of training and skills, from our values, from our culture, from our standards and from an unceasing desire to always improve.



However, our growth must be measured, and we will only expand in line with these standards being maintained, with those individuals we support always at the centre of our focus.



Data taken from November 2022 - October 2023 (01/11/2022 - 01/10/2023)

FAIRWAYS PEOPLE

**422**
EMPLOYEES

308  **114** 
FEMALE EMPLOYEES MALE EMPLOYEES


45 
INTERNAL PROMOTIONS
IN 2023

92 
EMPLOYEES WITH GREATER
THAN 5 YEARS SERVICE


38.5
AVERAGE AGE
OF EMPLOYEES

18 
TEAM MEMBERS UNDERGOING
APPRENTICESHIPS

£1,707
SPENT PER TEAM MEMBER
ON TRAINING IN 2023

16 
EMPLOYEES USED THE
EDUCATION GRANT

FAIRWAYS

Excellent Benefits

The individuals in our care deserve the very best, and having a team of professional, qualified and highly motivated team members is key for Fair Ways as we seek to continue to grow and provide positive outcomes.

To secure and retain the best talent, and to ensure the well-being of all team members, Fair Ways believes we must offer an industry-leading benefits package. This is reviewed annually and in 2023, we added **Menopause Mentors**, an additional day of annual leave; referred to as a **'Wellbeing Day'**, and an **EV Scheme**.

Our full benefits package is detailed across these two pages.

Employee Assistance Scheme

The Assistance Scheme is open to all Fair Ways team members and provides discretionary funds up to the value of £750 per application, for financial relief in times of hardship, funding and/or resources for emotional/practical support.



Nest Pension

Nest is the workplace pension scheme set up by the government. It's free for employees and easy to set up. All Fair Ways team members are automatically enrolled in Nest.

nest

Holiday Purchase Scheme

Team members may purchase up to an additional 5 days of annual leave for the following holiday year. This is processed via salary sacrifice.



Staff Awards

Each year, all team members vote for their Team Member of the Year. These award celebrations are held at the Christmas Party, with each winner receiving a voucher. In 2023, 24 awarded were presented.



Wellbeing Day

Call it a wellbeing day, a duvet day, take it on your birthday, or just an extra day off...



Access Early Pay

Access Early Pay offers team members the opportunity to withdraw pay they have already earned in the month, at any date they choose.

EV Car Scheme

Access a new or used EV through salary sacrifice. The scheme is operated in conjunction with Octopus Energy who offer a range of benefits when utilising the EV Scheme.



Education Grant

An annual £10,000 fund to give team members the opportunity to access training not available internally. In 2023, 16 team members used this benefit.



BENEFITS

Menopause Mentors

Menopause Mentors are internal advocates for raising awareness and conversation around menopause. Fair Ways provides a CPD accredited e-training programme for all our mentors.

Menopause
Mentors

Cycle 2 Work

Fair Ways are proud participants of the Cycle 2 Work scheme, providing not just bikes, but also clothing and accessories. All available through salary sacrifice.



Blue Light Card

Fair Ways pay the subscription for all team members to have a Blue Light Card whereby they can access a wide range of discounts and benefits.



Health Assured

Available to all team members from day one of employment, providing a wide range of wellbeing resources.



Flexible Working

Fair Ways promote a healthy work-life balance and actively support flexible working solutions including days in the office, working from home, and working from remote Fair Ways locations.



Sickness Pay

The Advanced Sick Pay Scheme is available upon the successful completion of probation period.



Free Staff Lotteries

In 2023, Fair Ways provided a total of £8,000 in free staff lottery prizes.

Eligible employees are automatically entered into each lottery.



Monthly Staff Lottery draws take place on the third Monday of each month. Prizes are a £100 voucher and a £50 voucher.



Holiday Lottery with 4 draws held in each calendar year. The winner receives £1,000 (tax free) towards up to two holidays.



Voucher Lottery with 4 draws held in each calendar year. The winner receives a £350 voucher.

Health Shield

Available for guaranteed hours employees upon completion of 12 months' service. Offers discounts across a broad range of medical and well-being treatments. Additionally, provides Health Shield Perks, a discount portal that will help save £££'s on day-to-day shopping.



Family Friendly Policies

Enhanced family leave and pay, in line with length of service.



FOSTERING



Beating the Odds!

At a time when more foster carers are leaving the industry than are entering, there has never been a greater focus on fostering recruitment nationwide. At Fair Ways, we have invested heavily in fostering recruitment as we believe in the positive impact of fostering on the outcomes for children in care.

This investment has resulted in the highest number of enquiries and applications in our history, with a strong pipeline of potential carers in the application process.

Many will ask why we are receiving a record number of enquiries to foster when larger IFA's and LA's are struggling? We believe this is for three reasons:

1. We are seeing more existing Foster Carers transfer to Fair Ways due to our charity values and the high levels of support we offer.
2. We work hard to communicate the benefits of fostering, dispel negative myths and help people evaluate the many transferrable skills they have which would make them amazing carers.
3. We are rated as Outstanding by Ofsted. This is certainly in part due to an award-winning, brilliant, longstanding and deeply experienced team who place children and carers at the centre of their practice.

2023 Statistics



of our Foster Carers have been with us for more than 5 years



of foster children in our care are in education or employment



of Fair Ways Fostering



Timo's Story

Timo is 17 years old and has been with Fair Ways Fostering since the age of 11 when he was initially placed alongside his siblings.

Timo's first foster placement with Fair Ways Foster Carers lasted three years, however, the Local Authority decided that due to high individual needs, the siblings should be placed with separate fostering families whilst maintaining regular contact.

This resulted in a transition to a new foster placement within Fair Ways. This pathway was carefully planned as we sought to provide the best possible match for Timo. Timo then experienced a period of further stability through his years in education, with his carers offering a high level of care, and encouragement for his personal development. It was fantastic to see his progress and his growing self-confidence. He did well at school, successfully enrolled in his chosen college course, and is aspirational for his future.

In 2023, it was necessary for Timo to transition to an alternative foster placement. Acknowledging that further moves can be disruptive, this allowed an opportunity to think about how best to meet Timo's needs in the longer term. His new carers have significant experience of caring for teenagers and they are continuing to build on his progress; offering a growing need for independence and personal autonomy.

We have received feedback that he is happy and feels accepted and content. Timo still requires a high level of care, support, and guidance, and we are pleased that he continues to benefit from a family environment whilst also taking steps towards adulthood. We are seeing Timo explore and develop new friendships, and interests, and succeed in life.

RESIDENTIAL FAMILY CENTRE

A Second Outstanding Inspection at RFC

Fair Ways Residential Family Centre (RFC) consists of 7 self-contained flats for parents to complete a 12-week, court-mandated parental assessment.

During the year, our team looked after a total of 32 families, with 35 children, who were referred to us by 8 Local Authorities.

In 2023, the centre appointed a new Registered Manager, who, in their first 2 weeks, led the team through an Ofsted inspection resulting in a **second consecutive Outstanding rating** in all areas. It's a huge achievement to receive an Outstanding Ofsted rating, but it's even harder to maintain that standard, and this represents the accumulation of years of hard work and highlights the fantastic support and care provided.

This accolade is made even more impressive with the understanding that there are approximately 80 Residential Family Centre's in the UK and just 2 others currently hold this standard. Fair Ways RFC is the leading centre in the south of England, providing positive experiences for children and parents.

Highlights of the report include;

“— Families have exceptional day-to-day experiences at the centre. The staff work to empower the parents rather than judge them.”

“ Families receive consistently high-quality support and guidance in this centre. The staff help the parents to achieve their goals of providing good care to their children and promoting their long-term development.”

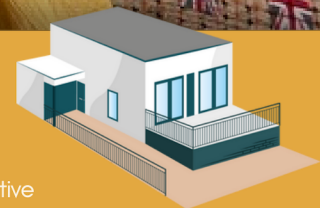
“ The clear and consistent boundaries in the centre help parents to feel that their well-being and safety are paramount. Parents trust the staff and value their skills, knowledge and experience.”



Family T's Story

Mum initially came to the Residential Family Centre with baby S. Unfortunately, this assessment was not positive and the court granted separation after Mum left the Family Centre.

In early 2023, Mum came to us again with another baby and a new partner. Both parents were given the tools and support to manage their mental health and relationship difficulties. This time, the assessment was successful, with Mum and Dad showing that they could manage their relationship, and continue meeting their baby's needs. Mum, Dad and Baby continue to do well in the community together.



RESIDENTIAL HOMES



Transitioning to the Future!

Fair Ways has three Ofsted registered children's homes, with our largest registered for 6 children. We believe homes larger than 6 beds do not support the type of familial community necessary to achieve the best outcomes for those we support. Our teams also work several days of block shift patterns to ensure a consistent presence and allow better relationships and trust to develop.

Fair Ways community and pathways are mentioned throughout this report, and in recent years there has been an emphasis on strengthening the pathways between our residential homes, to enable the provision of tailored care for the individuals we support.

One success story from 2023 is Euan. Having lived at Manor Farm for three years and made great progress, we identified that our children's home in Portchester would be best for Euan to continue his journey and mix with children of a similar age to him. Initially, Euan had understandable concerns but had previously seen other children successfully follow this pathway, and both Manor Farm and Portchester teams worked closely with him to offer reassurance and support.

The Portchester move was very positive, allowing Euan to grow, be more independent and around children his age, and older. Both Manor Farm and Portchester teams remained invested in his progress, and maintain relationships with him.



Thank
You 

To Portchester & Fair Ways

“

You have helped me through the worst times and you have given me the best times and opportunities. You have pushed me to do my best and I'm so glad you did.

”

from

Riley

i

Riley moved to a Supported Living home after nearly 4 years with Fair Ways. Before she left, she wrote the above letter to us.

Not only did we have a great leaving party to celebrate her, but we remain in regular contact. Currently, she is studying and in a great place in her life and we wish her every success.

SUPPORTED LIVING



Ofsted are Coming...

From 2024, all Supported Living accommodation is to be registered by Ofsted. Fair Ways fully supports this decision as there have been too many unregulated operators in the industry, resulting in substandard accommodation, poor support, and higher levels of risks to young people.

During 2023, Fair Ways progressed our Ofsted application across our 5 Supported Living homes, and this has now been formally accepted. We look forward to being accredited and regulated by Ofsted.

We look forward to being accredited by Ofsted when our inspections take place and will report on our ratings as they are published. Within our community, Fair Ways Supported Living services fully meet national standards for education, care and child welfare, and also offer accommodation to the highest standards.

Goma's Story

Goma joined Fair Ways in January 2023 with very limited understanding of English, having only been in the country for several days. Throughout Goma's stay with us, we supported him to make connections with the local community, by engaging with the local mosques and world food stores.

We have been so impressed with Goma's dedication to creating a new life for himself. From the start, he insisted on conversing in English, successfully applied to Highbury College, passed his first Maths exams and continues his studies in September.

When his time came to leave Fair Ways, we celebrated with him with the selection of Egyptian and Middle Eastern snacks he insisted we all try and had grown to love. He is a wonderful person and we keep in touch and follow his progress and wish him every success.

Goma has since returned to see staff and appears to be well and continuing to flourish.



I will never forget you in my life, and you will remain in my mind forever.

When I first came here, I was crying and you were making me feel happy.

I hope no one gets upset with me leaving and keep reminding me of the dream!

I lived with you all in the most beautiful nine months of my life.

Thank you very much, I wish you all the best!

Goma, a young person in Fair Ways Supported Living

INTERVENTION CARE



Ty Rhos & Birch Grove

Fair Ways Intervention Care service in Wales consists of two 'crisis' residential homes in Brecon.

Children aged 7 - 18 are referred by Local Authorities from across the UK, for a wide range of reasons. These include involvement with County Lines drug networks, risks of gang culture, or physical, emotional or sexual exploitation. These placements are frequently received at short notice and can be very traumatic for the individuals involved.

During their 12-week placement, we provide child-centred, therapeutic care and support to build confidence, self-esteem, resilience, social skills, relationships with positive role models, and independence life skills.

Wales is a key part of the Fair Ways community. Our work relies heavily on the outdoor environment in Wales. Many individuals will never have had these types of physical experiences and quickly begin to thrive. Some of the transformations are amazing, as young people find their identity, self-belief and confidence to face the further challenges on their journey.



The relationships that are developed between staff and the young people is simply wonderful. I see the young people when they first arrive, and many of them are naturally very anxious, defensive, challenging, and not always willing to engage. But with each monthly visit, I witness massive changes in the young people, an increase in their confidence, ability to engage and discuss their situations more openly, and the clear trust that has developed between themselves and the staff.

The atmosphere at both homes is warm, relaxed and safe. I feel honoured to be able to witness such wonderful work taking place between the dedicated staff and the young people. It is truly inspiring and a place of safety and refuge for young people.

Independent Professional Advocate



OUTDOOR ADVENTURES



Fair Ways Outdoor Adventures is an in-house team that provides team building and outdoor/adventurous learning opportunities to those we support. Using modern equipment and experienced activity instructors, we pride ourselves in providing a bespoke service that allows new and enriching experiences from our base in Resolven, Wales.

We provide the following activities:

- Biking
- Camping
- Canoeing & Kayaking
- Caving
- Climbing
- Coaststeering
- Paddleboarding
- Gorge Walking



EDUCATION

GLADE School

GLADE School in Totton is a specialist ASC School for up to 20 students aged 11 – 16.

During 2023, the school focussed on developing an updated curriculum that results in better outcomes for all students. The new curriculum ensures meaningful participation takes place at all levels of learning and need, with measurable outcomes that can be tracked, to highlight sustained progress.

The year also saw the implementation of subject-specific classrooms, a new concept for GLADE School. This has allowed students to socialise much more readily, to the point that some students who did not previously venture outside of their dedicated rooms are now actively seeking social engagement and interactions.

In addition to the change of classrooms, GLADE School also underwent an extensive refurbishment, improving the technology offering to our students. This has seen Fair Ways provide laptops to all teaching staff and increase the number of iPads, tablets, computers and phones readily available to all, resulting in more dynamic, motivated and evidence-based lessons.

'Good' Ofsted Inspection

Fair Ways is delighted to announce a Good Ofsted rating for our GLADE School – receiving a good rating in each grading area. This is a fantastic achievement by the team and rewards the dedication of the teachers, support workers, parents and students.

GLADE School opened in September 2020 as an independent special school for students with autism. GLADE School is one of two schools operated by Fair Ways.



There is a pleasant and purposeful atmosphere in classrooms and around the school. Staff patiently teach students how to express their feelings and complex emotions. This enables students to recognise when they are becoming anxious and need to take some time out.

Ofsted, 2023





Inspection of GLADE School

49 Junction Road, Totton, Southampton, SO40 3BU



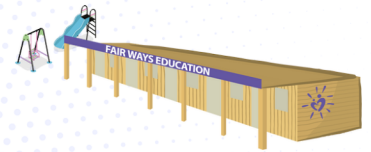
Inspection Dates: **17 to 19 October 2023**

Overall effectiveness	Good
The quality of education	Good
Behaviour and attitudes	Good
Personal development	Good
Leadership and management	Good
Sixth-form provision	Good
Overall effectiveness at previous inspection	Requires Improvement
Does the school meet the independent school standards?	Yes

The school's values of '**respect, resilience** and **teamwork**' are woven through all areas of everyday life. From the moment students join the school, they receive high quality therapeutic and pastoral care.

Ofsted, October 2023

EDUCATION



Fair Ways School

Fair Ways School site in Swanwick has continued the redevelopment of the old school buildings previously damaged by a fire in 2021. The new development will include classrooms, training space, a sensory room with a purpose-built library and art room, and is due to open in 2024.

In the year, we installed new outdoor gym equipment, an IT classroom and gaming suite, and a new dining room. Our dedicated bushcraft team have worked with students to develop a wonderful outdoor area which serves as an outdoor classroom and aids our therapeutic curriculum.

Fair Ways School, Fort Wallington site was extended, adding several new classrooms. One exciting project that commenced in 2023 was converting a large transit van into a suitable learning environment. Our aim is to complete this in 2024 and be used to transport students to new outdoor areas and provide unique learning opportunities.





Inspection of Fair Ways School

New Road, Swanwick, Southampton, Hampshire, SO31 7HE



Inspection Dates:

2 to 4 October 2022

Overall effectiveness **Good**

The quality of education	Good
Behaviour and attitudes	Good
Personal development	Good
Leadership and management	Good
Sixth-form provision	Good
Overall effectiveness at previous inspection	Outstanding
Does the school meet the independent school standards?	Yes

Fair Ways is a unique and vibrant school. Fair Ways School gives students a fresh start and an opportunity to **reignite their passion** for learning. Here, students can pursue their interests, **celebrate success** and make mistakes without the fear of ridicule or embarrassment.

Ofsted, March 2022

OUTREACH

Team work makes the dream work...

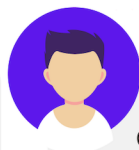
Our Outreach team works with individuals and families in their own homes, ensuring that they can remain at home and not in a specialist provision. 2023 was an amazing year for Outreach as the demand for our services grew exponentially.

This team plays a key role in providing support and assistance to the whole family, not just to the individual, and even things like helping around the house, or providing respite breaks for siblings and parents. work with siblings, and parents, or even help around the house to provide a better, less stressful environment for the whole family.



We have been amazed by the support! Not just for two of our children, but for us as a whole family. They really do go above and beyond.

Parent / Guardian Feedback



Care plans are updated regularly and we are contacted about them for input.

Parent / Guardian Feedback



Our son **always** looks forward to going out, and we get lots of lovely photos of his adventures.

Parent / Guardian Feedback

Rob Brideson

During the year, we sadly lost Rob, a member of our Outreach team, who passed away following a short illness.

Rob joined Fair Ways in 2016 and was a valued member of the Fair Ways family.





GOING OVER AND ABOVE

An example of our Outreach team going over and above occurred when Steve (Outreach team member) identified an opportunity to work on a DIY project with a young man we support in a bid to build trust, engagement and also to provide him with something nice.

This young man is a huge Southampton football fan and collects football shirts, but unfortunately had nowhere to store these due to his growing collection and lack of available space.

Steve took the initiative and worked with the family to measure an empty alcove in his bedroom and work out a plan to display the shirts. Steve continued to work with Mum to source the materials and once all was ready, took his toolkit with him during their next session to fit the display.

As a result, the individual we support was able to display his football shirts in a way that he can enjoy them properly and they are less likely to become damaged.

This is a true example of our team going over and above to help those we support!

ATHELSTAN

Located in Southampton, Athelstan Place is a 6-bed, CQC-registered, specialist residential mental health provision that delivers effective rehabilitation and recovery to individuals whose needs cannot be met by less intensive services or who require a step-down transition from inpatient services.

2 key successes stood out in 2023. Hillary joined Athelstan early in the year as a step-down from a secure unit, where she was struggling with her mental health. Her pathway saw her successfully leave Athelstan to progress to Fair Ways Supported Living. Not only has she gained the skills to manage her emotions, but she is now an ambitious young person looking for the next opportunity.

Michelle's pathway to leaving Athelstan began in late 2023, as we supported her to move into her own accommodation. She now lives independently and is saving for a house with her partner.

We are so proud of Hillary and Michelle.



i Lily from Athelstan Place created a number of brilliant painted stones as part of their entry to Fair Ways in Bloom 2023. We thought they were well worth a second look.



THE HUB

The Hub team could be likened to Fair Ways secret sauce. This is a team of professionals across multiple disciplines, directly employed by Fair Ways, who support both our team members and individuals, providing and accessing trauma-informed care.

As a charity, we are not driven by financial returns to shareholders but choose to invest our surpluses into the organisation. All care operators including Fair Ways will assist individuals to access the services of the NHS or utilise external contractors. However, at Fair Ways, we go one step further and directly employ this key team to ensure the individuals get the right support at the right time. We often say we have just one chance to make a difference to a child's life and delays in treatment could mean that opportunity is missed.

The Hub team at Fair Ways support our teams in getting individuals to feel safe, have their physical needs met and experience security so that they can begin to belong, feel love, build their self-esteem, understand the impact that trauma has had on them and thrive despite the adversity they've experienced.

Our multidisciplinary team of experienced clinicians offer a wide variety of specialist assessments and interventions. They work to offer the services that those in our care deserve, supporting our amazing frontline staff in their incredible work, building safety and meeting children and young people's physical needs.

The Hub also offers Direct Therapeutic work to support individuals in developing their self-esteem and in understanding themselves, and their story.





Raising the Standards...

In 2021, Fair Ways made the strategic decision to become a trauma-informed charity. We recognise that this will be an ongoing journey, but have already begun to see the results of our investment to date.

In 2023, Fair Ways continued to implement our training programme RiISE (Relationship Inspired Ideas for Supportive Environments), with 160 staff attending our 5-day RiISE foundation courses.

The RiISE impact continues to be evidenced with a sustained reduction in levels of restrictive physical interventions. This reduces the trauma impact on children and staff alike. The depth of understanding from staff after incidents is astonishing and a real testament to the hard work and thoughtfulness teams have put into implementing RiISE approaches in the services, with the ultimate aim of keeping our children safe.

We also launched our first annual RiISE refresher programmes. It was amazing to see everyone coming back to RiISE and reflecting on how it has positively influenced their practice and 191 members of staff attended in the year.





reduction in the use of physical restraints in the first 6 months of roll out

FURTHER

34.2%

reduction in physical restraints across all services in 2023



191

team members attended RiISE Refresher Course





**FAIRWAYS
FEST
2023**

A Festival of Fun

Fair Ways Fest successfully returned to the Fair Ways Events Calendar in 2023 for the first time since the COVID-19 pandemic. The event was held within the grounds at Lakeside North Harbour and had over 120 attendees, including Fair Ways Trustees, team members, and young people from across our services.

Fair Ways events team did a brilliant job organising a wide range of free events and activities available for attendees of all ages, including funfair games, face painting, inflatable assault courses, a live band, a football challenge and a complimentary food stand for all attendees, paid for by Fair Ways.

A brilliant day was enjoyed by all. Children and young people had the opportunity to compete (and occasionally win) against the adults, especially on the inflatables. One individual sang and played with the live band and to top it all, the food van donated a substantial share of their takings back to the charity.

We look forward to an even bigger and better Fair Ways Fest in 2024.





Gnome on Tour

During their year as winners of Fair Ways in Bloom (our in-house annual fun 'gardening' competition) and holders of the prestigious Golden Gnome trophy, Fair Ways school in Fort Wallington embraced the spirit of the event by taking the Gnome to every other event they did in the year. This included day trips, student activities, football matches even a staff wedding.

Their disbelief at not winning FIB in 2023 was very evident, but we respect the Judges' decision. The Golden Gnome has now gone west. What will Fort Wallington do in 2024 to reclaim the title? What we do know is that the competition will be fierce.



"2023, the toughest year to judge, yet..."

Fair Ways in Bloom is a staple of Fair Ways' spring and summer events calendar. It is a fun challenge to all Fair Ways services, to make their outdoor space as amazing as possible and involve the individuals we support, in the process.

Fair Ways have many different locations and this always translates into a wide variance of ideas and engagement.

Judges pay particular attention to **Design and Planning, Innovation, Environment and Sustainability, Service User Involvement** (throughout all stages of the project), and **Presentation of the Project**.

2023 saw our largest number of entrants, with Fair Ways homes in Wales emerging as the overall winner despite very strong competition from Fair Ways Education. For the first time, ever, the Golden Gnome has set up camp in Wales!

We can't wait to see what 2024 will bring!

FESTIVE **CELEBRATIONS**

Bringing in the Festive Period!

Fair Ways team members are exceptional people and face the challenges of working in children's services with compassion and great professionalism. The annual Christmas Party is hugely popular and an opportunity to get together for a great evening.

It also includes the equally popular annual Employee Awards. The 2023 event was the best yet, including live bands, and a free raffle with outstanding prizes donated by the local community and friends of Fair Ways.

Team Member of the Year

Appreciation is a huge thing here at Fair Ways and a key part of our values. The Team Member of the Year awards are an opportunity to publically recognise those people who go the extra mile.

Each year, team members from across the charity are asked to vote for their Team Member of the Year.

24 Team Members of the Year were recognised at the Christmas Party, with each winner receiving a cash prize, peer recognition and an invite to an awards dinner with the Managing Director and Chief Executive Officer later in the year.



Special Recognition Award

The annual Special Recognition Award is for the team member considered to have gone 'above and beyond' in their role. The Award is open to nominations by every team member in the charity, and chosen by the Chief Executive Officer (CEO) and Managing Director (MD).

The winner of this award receives a cash prize, a trophy, peer appreciation and an invite to an awards evening with the Chief Executive Officer and Managing Director later in the year.

In 2023, Tom Backaller was the deserved winner of this award.

FAIR WAYS CONFERENCE

Community

The annual Fair Ways Conference is an opportunity for team members from across the charity to come together, socialise and find out what the charity has done in the last 12 months, and what the plans are for the following year. The 2023 Conference saw a record 300 attend across the two days.

The theme of the 2023 Conference was our Fair Ways **Community** and the pathways between our services.

This ability to offer bespoke pathways to staff and individuals we support is one of Fair Ways USPs. It is this and our high-quality care and support; underpinned by our culture, that stands Fair Ways apart from our competition.

In it for the long-haul...

Each conference we appreciate those team members who reach key length of service milestones. This year, we were proud to acknowledge 6 team members who have reached 20 years with Fair Ways, including our CEO, Mac. We managed to find photos from 20 years ago and amazingly, none of them have aged a day! Congratulations to all long-service team members: it is this collective knowledge and experience that is so important to our culture.

Steven Russell

For several years, our conference has featured a keynote address from a public figure from our industry. This section is always inspirational, as many presenters are care experienced and share their journeys of challenge but ultimately success.

This year we were privileged to be joined by Steven Russell, founder of Elements SEMH Support. As a child, he was placed with 9 foster families and attended 5 schools. The story of his background and his current successes with children in education were brilliantly funny but also resonated very much with Fair Ways' work. Thank you Steven.



CARE LEAVERS APPEAL

Fair Ways Charity - Supporting Care Leavers

Thanks to the generosity of our team members, occupiers at Lakeside North Harbour, Shaping Portsmouth, and members of the public, Fair Ways annual Christmas Care Leavers campaign was a huge success in 2023, with 53 rucksacks and gift bags full of essentials, smellies, warm clothes, chocolate, and Christmas gifts donated for care leavers in the Portsmouth area.

This has been an extraordinary response to our annual campaign for care leavers in the local community.

Working in partnership with Portsmouth City Council, over 40 bags have been donated to care leavers in Portsmouth, with the remaining bags being distributed to Fair Ways care leavers with whom we have maintained relationships.

We want to thank everyone who donated to the appeal. This generosity helped make a real difference this Christmas and we will look to launch a larger care leavers campaign in late 2024.



ADVENT CALENDARS

A year to remember...

Each year, Fair Ways marks the festive period with the Fair Ways Advent Calendar.

The 2023 Fair Ways Advent Calendar saw the campaign continue to grow from strength to strength as we challenged our teams to channel their inner child, wear their team colours with pride, represent their service with distinction and unleash their Christmas spirit to produce the best videos yet.

This year, we saw team members, individuals we support and teams from across the charity create short and memorable videos to be released as part of the overall advent calendar. The videos show Fair Ways culture at its best and the sense of fun that can be found in our individual workplaces.



Environmental

Eco Initiatives

Fair Ways recognises that it has a responsibility to the environment beyond legal and regulatory requirements. We are committed to reducing our environmental impact and continually improving our environmental performance as an integral part of our business strategy and operating methods.

In the past year, we have developed a Fair Ways Carbon Reduction Strategy, which outlines our plan to achieve net zero carbon for scope 1 and 2 emissions by 2040. It also affirms our wider goals for continual reduction in the use of resources and a target of net zero for scope 3 by 2050.

As part of the strategy Fair Ways now has an Eco-Rep within each service and their role is to raise awareness around the 5 R's: Refuse, Reduce, Reuse, Recycle and Rot; and to build an environmentally impact-informed community with colleagues, children, young people, and adults.

- Fair Ways has partnered with **Carma Earth** and **Green Task Force** to plant **48** trees per year.
- A tree was planted at Lakeside, Central Support as part of their reforestation campaign.
- Careful consideration is given to fuel and engine size when replacing **fleet vehicles** with plans to replace with EVs in the future.
- Partnered with Octopus Energy to launch an **EV Scheme** for employees, payable through salary sacrifice. This scheme offers both new and used EVs thus increasing its availability.
- All Fair Ways premises have **reduced their boiler temperature** by 1 degree and have **LED lighting** throughout.
- All services have composters and water barrels.
- All services now engage in recycling of waste and **ethical purchasing** is encouraged.
- The Fair Ways in Bloom competition now includes a 'sustainability' category.
- Moving forward, all new builds, extensions and refurbishments will consider installing **solar panels, heat pumps, insulation** etc. Consideration is also given to **responsible disposal** of building materials.
- As part of longer-term planning, Fair Ways is reviewing the costs/benefits of PV panels, insulation upgrades, and transfer to air source heat pumps across all Fair Ways premises.
- Fair Ways has embraced **hybrid working** (where possible), enabling team members to work remotely and reduce the size of central offices as a result. Team members are encouraged to use **Microsoft Teams**, and **car share** to reduce mileage.

Fair Ways Carbon Footprint (in kg of CO2)

	Nov '18 - Oct '19	Nov '19 - Oct '20	Nov '20 - Oct '21	Nov '21 - Oct '22	Nov '22 - Oct '23
Gas *	64,225	60,370	69,324	51,478	58,580
Oil	1,549	1,669	2,813	3,288	19,616
Fleet DIESEL	106,279	75,702	99,710	122,475	80,306
Fleet Unleaded	28,062	15,118	25,504	23,394	19,838
Grey Fleet	9,775	56,516	38,154	31,823	42,997
Electricity	42,350	39,969	42,108	52,141	45,825
Groceries	13,560	14,916	16,326	19,706	23,320
Waste	2,161	1,906	1,906	2,112	2,112
TOTAL (KG)	267,961	266,166	295,845	306,417	292,594

(*The drop in gas carbon footprint Nov 2021 to October 2022 is due to cleaner gas being provided. Usage has not decreased)

COMING SOON

Exciting Projects...

The demand for Fair Ways services is always increasing. As part of our strategic 5-year plan, Fair Ways have mapped out several development projects that will expand the services we offer, ranging from extensions to existing premises, to new residential and Education premises. This will be delivered over the coming years. However, our growth is always cautious to ensure that we have both prudent finances and sufficient well-trained team members and not allow our standards to drop for the sake of expansion.

The Journey to Becoming Trauma-Informed

The next step of the journey is for Fair Ways to develop a whole system, evidence-based therapeutic model of care. The aim is to provide a framework (guiding principles) for all services to adopt across the charity to support our team members to view individuals from multiple perspectives to allow a holistic approach to intervention and healing.

Fair Ways Phoenix Journey

Fair Ways Phoenix Journey is an exciting collaborative project that will see our charity leading and working in partnership with other local organisations to deliver a community art project in the Hilsea Lines area.

The project will pay tribute to the works of people who achieved greatness despite being themselves in care or separated from their birth families. The purpose is to raise awareness of the potential of those in care and facilitate this potential to be realised.

The objectives for Fair Ways Phoenix Journey are to:



Provide the community of Portsmouth with an engaging outdoor area, with environmentally friendly, locally sourced materials.



Work with Portsmouth City Council to fulfil Fair Ways' corporate social responsibility programme at Hilsea Lines.



Produce a woodland walk with sculptures of some amazing people and characters who have overcome the early experience of being separated from their birth families.



Provide young people from care backgrounds with unique and new experiences, with a view to gaining transferrable skills that will assist future employment opportunities.

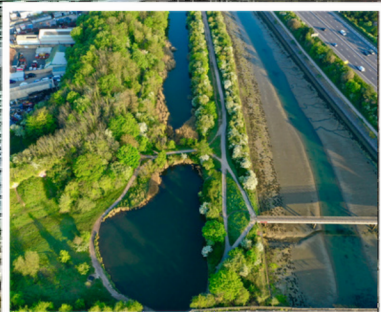
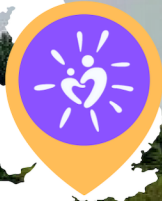
The Phoenix Journey

From ashes to inspiration

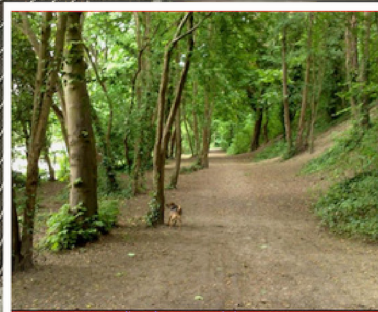
The Phoenix Journey is a creative, exciting and inspiring project that will form part of the Hilsen Lines and Lido redevelopment.

Working in partnership with Portsmouth City Council, Fair Ways Community Benefit Society is leading this innovative, awe-inspiring project to showcase the lives of care-experienced young people.

The journey will raise awareness that care-experienced people can, and do, overcome challenges and progress to great achievements.



Aerial view of Hilsen Lines



Woodland area at Hilsen Lines



SCAN ME



To find out more please email
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Fair Ways



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Fair Ways is the trading name of the charity, Fair Ways Community Benefit Society, Reg No. 8691 (FCA)