WE OFFER OUTSTANDING SUPPORT FOR INDIVIDUALS WITH LEARNING DISABILITIES, MENTAL HEALTH AND COMPLEX NEEDS

Inspected and rated
Outstanding

CareQualityCommission

VISIT US AT
www.happyfutures.net
Happy Futures Support Specialists Ltd

Happy Futures Supporting People in North Yorkshire

Overall rating: Outstanding

Are services:
- Safe?: Good
- Effective?: Good
- Caring?: Good
- Responsive?: Outstanding
- Well led?: Outstanding

The Care Quality Commission is the independent regulator of health and social care in England. You can read our inspection report at www.cqc.org.uk/location/1-2299273762

We would like to hear about your experience of the care you have received, whether good or bad. Call us on 03000 61 61 61, e-mail enquiries@cqc.org.uk, or go to www.cqc.org.uk/share-your-experience-finder
At Happy Futures we offer personalised support for each individual in a fun, motivating, safe and caring environment. We empower our individuals to live independently and support them with their daily emotional and physical needs. Happy Futures offers a mix of socialising, education and training to enable our individuals to achieve greater independence. We also offer support to those who want assistance in finding volunteering opportunities and appropriate workplace experience. Our creative, energetic and experienced staff are enthusiastic about working with each individual and are inspired to offer them personalised support to meet their individual needs. This is achieved by recognising their uniqueness, personal needs, family’s needs and their level of independence. Happy Futures supports adults and children with learning disabilities, mental health and complex needs. We are also specialists in supporting individuals on the autistic spectrum and individuals recovering from acquired brain injuries.

**STATEMENT OF PURPOSE**

Happy Futures applies a strength-based outcome model of support with the intention of enabling the individuals we support to live as independently as possible within their own homes. The company is registered for the support of both male and female individuals and all placements made are sensitive to individuals’ personal experiences and needs.

The Happy Futures Statement of Purpose has been produced in accordance with the requirements of the legislations and guidance by which we are measured by our registering authority, the Care Quality Commission (CQC). Our statement includes information about how we aim to meet the National Minimum Standards for the individuals we support, as set by the CQC. In addition, the Happy Futures Statement of Purpose is reviewed annually to reflect any changes or updates made within our organisation and our outstanding working practices.
OUR MISSION
To deliver premium quality support for adults and children with learning disabil-
ities, mental health and complex needs.

OUR VALUES
Happy Futures is a company built on trust. This means we have trust at all levels. Between the individuals and Support Workers, trust between the Support Work-
ers and families and trust between our Support Workers and Management. We value the power of happiness. A little bit of happiness can have a dramatic and long-lasting effect on the individuals, staff and the larger community that we live and work in. Our underlying principle is to treat everyone with respect, dignity and kindness. We provide positive interaction and great communica-
tion with the individuals we support, their families and anyone associated with their support requirements.

OUR GOALS AND OBJECTIVES
At Happy Futures, we strive to deliver the highest quality of support for individu-
als with learning disabilities, mental health and complex needs. Our goals and objectives are all aligned to make a positive and long-lasting difference in the lives of those we support. At Happy Futures our goals and objectives include:

Putting the individuals first: The individuals we support are at the very centre of our goals and objectives. Creating and offering a support plan that ena-
bles each individual to live a better life and to have a happy future is what our company is all about. We also strive to mould our company and services around the individuals and not the other way around, as each individual’s needs are different and this is reflected in our unique support planning.

Being supportive: We not only support the individuals, but we also involve the families and professionals in our decision making.

Striving for excellence: Happy Futures is always improving, building and ex-
panding our services in order to offer the highest quality of support to the individu-
als. Our goal is to be the front runners of forward-thinking support to offer all the individuals the happiest future possible.
Happy Futures started supporting our first individuals on 15 February 2012. There were initially four people placed with us, all living in their own individual apartments in Whitby. Prior to this they had lived in a local residential care home. In the last 6 years Happy Futures has grown organically into one of the top support specialists in the country. By the end of 2018 we will have over a hundred permanent members of staff supporting over 50 individuals in Whitby, Scarborough and Filey. We also provide holiday and ad hoc support to individuals coming home to stay with their families for the holidays and to families on holiday in the local area.
We are proud of the work that we do, and in recent years, Happy Futures has been granted the following awards:

<table>
<thead>
<tr>
<th>Year</th>
<th>Award Description</th>
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</thead>
<tbody>
<tr>
<td>2014</td>
<td>Nominated at the Great British Care Awards for the Care Innovator Award</td>
</tr>
<tr>
<td>2017</td>
<td>Nominated for the Toast of the Coast Award for the best business in Scarborough</td>
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<tr>
<td>2017</td>
<td>Winner of the Yorkshire and Humber Regional Care Awards for the Best Care Employer</td>
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<tr>
<td>2018</td>
<td>Runner up at the National Care Awards for the Best Care Employer</td>
</tr>
<tr>
<td>2018</td>
<td>Finalists of the Yorkshire and Humber Regional Care Awards in the ‘Care Innovator’, the ‘Home Care Manager’, the ‘Care Home Activity Organiser’, the ‘Team Nominations’, the ‘Newcomer’, the ‘Front Line Leaders’, the ‘Putting People First’ and the ‘Home Care Worker’ award categories.</td>
</tr>
<tr>
<td>2018</td>
<td>Winner of the Yorkshire and Humber Regional Care Awards for the Team Nominations award and the Home Care Worker award.</td>
</tr>
<tr>
<td>2019</td>
<td>Runner up at the National Care Awards for the Team Nominations Award and the Home Care Worker award.</td>
</tr>
<tr>
<td>2019</td>
<td>Finalists of the Yorkshire and Humber Regional Care Awards in the ‘Care Innovator’, the ‘Dignity in Care’, the ‘Home Care Team’, the ‘Care Assessor/Planner’, the ‘Home Care Worker’, the ‘Front Line Leaders’, the ‘Workforce Development’, the ‘Care Newcomer’, the ‘Home Care Coordinator’ and the ‘Ancillary Worker’ award categories.</td>
</tr>
<tr>
<td>2019</td>
<td>Winner of the Yorkshire and Humber Regional Care Awards in the ‘Care Assessor/Planner’ and the ‘Home Care Worker’ award categories.</td>
</tr>
</tbody>
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Happy Futures also received an OUTSTANDING rating from the Care Quality Commission in 2018!
OUR SERVICES

At Happy Futures we focus on outcome-based support providing domiciliary care, outreach and supported living options. In connection with that we provide personal care and specialist support to adults and children with learning disabilities, mental health and complex care needs across North Yorkshire.

When individuals first become a part of the Happy Futures family, a full and in-depth needs assessment is completed.

Happy Futures wants to ensure that each individual is supported in such a way that they are able to achieve their goals and aspirations. We always ensure that the individual has the right level of support to help them to work towards becoming independent, to make their own choices and are able to do what they want.

At the initial needs assessment Happy Futures can establish the individual’s needs, functional skills and development areas.

From here a specific support plan will be formulated to address each area identified in the initial assessment in order for the individual to happily live independently, get a job, further their training or education, make friends and have a happy future.

To offer more independence, Happy Futures provides support for individuals in their own homes

We offer support to individuals with:

- a primary diagnosis of a learning disability
- profound and multiple disabilities
- sensory impairments
- hidden disabilities
- autism
- Asperger’s Syndrome
- complex and enduring mental health needs
- long term health conditions
- acquired brain injury
- conditional discharges

Happy Futures also offers support for individuals who:

- require positive behaviour management
- require rehabilitation services
- are on a community treatment order
- are on a guardianship

At Happy Futures we ensure that each individual is fully involved in their support plan. The aims and objectives of our specialised service focuses on up-skilling or re-skilling individuals to achieve their full potential and promote their independence. All aspects of the individual’s life are considered in our support plans to ensure a holistic approach is taken in meeting their individual needs. Specifically, Happy Futures provides various services including domiciliary support at Treetops Bungalows, out in the community and the Skills Centre.
DOMICILIARY SUPPORT

Happy Futures provides domiciliary care to individuals who live independently, with their parents, with a guardian and to individuals who live in their own homes who require additional support with personal care, health care, household responsibilities or other activities. This enables them to maintain their independence and enjoy great quality of life. We encourage our individuals with learning disabilities, mental health concerns and complex needs to live independently in their own homes. This promotes dignity, independence, freedom and autonomy for our individuals in their own lives. As our support plans are based upon and built around the needs and routines of each individual, they are in control of the support they are receiving. As support plans are unique to each person, they contain details on every aspect of their mental, physical and psychological well-being. Support plans are live documented which are reviewed and evaluated regularly with support workers, care managers and the individual present. This ensures the individual’s wishes, autonomy and power of choice is respected.

Why domiciliary support?

Receiving support and personal care in a familiar, homely environment ensures that the individuals we support are comfortable and at ease. Friendly, professional staff are expertly trained on all aspects of personal care to ensure excellent services are delivered. This aims to enhance the lives of those supported by Happy Futures. One-to-one support provides consistency, familiarity and companionship, which are important elements of our philosophy.
Our individuals have the right to work and are supported to achieve outcomes in this area. Having a fulfilling, satisfying job can greatly improve quality of life and can offer more independence and personal empowerment. At Happy Futures we encourage and empower individuals to achieve the best of their skills and abilities in order to enjoy more employment opportunities if they wish to make use of them. Working with local businesses, our Employment Coordinator supports individuals to find flexible and personalised employment programs that aims to meet the individuals’ abilities and interests.
With the support of the Happy Futures Activities Coordinator, support workers work with and encourage individuals to expand on their existing skills and develop new skills and opportunities in all areas that match their needs and abilities. At the Happy Futures Skills Centre, individuals have access to modern computers that can be used to watch videos and listen to music on or used to learn basic IT skills. These skills may assist in enhancing future employment opportunities. In the Skills Centre there are a great variety of books, DVDs with a large television, a pool table, a Play Station and Wii with several games, a sensory area and fitness equipment. There is also a pamper area. Themed events and arts and crafts regularly take place at the Skills Centre under the guidance of our Activities Coordinator. Individuals are supported to participate, to interact and to enjoy these events with friends and family. When individuals are not receiving support, they are welcome to spend time at the Skills Centre to take part in activities or simply for socialising or to feel a sense of belonging.
A big part of our operation is the Happy Futures Skills Centre. Here, individuals have access to a variety of activities, educational material, modern computers and gaming equipment, communication aids and under the lead of our Activities Coordinator and Skills Coordinator, can partake in a wide range of activities to improve their skills or work on projects they are passionate about. Recently, Happy Futures took over a new building in Eastfield, Scarborough and has transformed it from an old, empty warehouse into a state-of-the-art facility. The new Skills Centre has all the features you can think of, including modern computers, a gaming console area with Wii and PlayStation, a nail bar and pamper area and several themed areas including the Snug, Narnia and Hogwarts. In addition to these, the Skills Centre also has a changing area and a fully kitted out sensory room, both fitted with tracker hoists and a fully equipped kitchen with adjustable worktops to benefit our wheelchair users.
At the Skills Centre, individuals and support workers can partake in many different activities. A weekly schedule is sent out, posted on Facebook and put on notice boards to advertise the activities and events that will be on that week. Between the Skills Coordinator and Activity Coordinator, different educational and fun activities and events are hosted along with others that are constant each week. Each week on a Monday, individuals can come for a weekly fitness session, including chair fit and Octaband, they can come practice new words at the Makaton Monday session or join our music group. Tuesdays are all about crafting and Wednesdays are set apart for events such as Purple Day, our annual Beach Bash, karaoke competitions and charity days. On Thursdays the games come out at the Skills Centre as games activate and exercise the brain. On Fridays we all grab a camera and have a Happy Snappers meeting where each individual gets a photo checklist to complete. Each month has a different theme and monthly winners’ photos will be used on the Happy Futures 2020 calendar.

Happy Futures also has a quarterly newsletter that contains all sorts of features, with some created by our talented individuals and support workers. Each newsletter contains interviews, updates and upcoming events, recipes, activities and loads of pictures of all our individuals having fun and attending events. Rosie, our therapy dog, can always be found playing around the Skills Centre. Other than being cute, fluffy and a great companion, Rosie helps people with learning disabilities and mental health in numerous ways, including lifting their spirits and lessening depression, reduces boredom, creates motivation to recover faster and is just an absolute joy to be around.
POSITIVE BEHAVIOUR SUPPORT

Behaviour that challenges arises for many different reasons including stress, specific triggers or simply to communicate. At Happy Futures we believe in a person-centred approach that looks at the causes of behaviours. As part of the initial assessment behaviours are identified as well as the potential reasons and triggers for them. We consider how we can modify our approach by adopting a specific set of skills and detail the information in the support plan to minimise or eliminate these behaviours. We incorporate positive behaviour support plans into person centred plans that have been developed by the local learning disability team. These are reviewed and updated with the individual’s support team. Working under the guidance of the Happy Futures MAPA Instructor, staff are trained to work with individuals who display behaviours that challenge. Staff then work with the individuals to understand triggers and warning indicators of behaviours and what can be put in place to support the individual. Through inclusion, participation, choice and communication, Happy Futures believes that any behaviours can be replaced by positive behaviours to improve the individual’s quality of life.

As part of positive behaviour support, we believe in:

- inclusion
- participation
- freedom of choice
- communication
- skills and training
- working together
All individuals supported by Happy Futures have access to a wide scope of information on various topics through easy read flyers, meetings and individual communication. All the relevant North Yorkshire County Council documentation, advocacy numbers, local groups, flyers, brochures and course information is available at the Skills Centre. Trained members of staff are able to assist individuals in obtaining information and support them in understanding it. As different individuals have different ways of communicating, Happy Futures has a wide variety of communication methods and channels available for individuals to use to make their needs known. Visual communication aids support the individuals to communicate and interact more effectively with their support workers, friends and family. When individuals find it difficult to communicate it may cause frustration or anxious behaviour. However, correct communication methods enable individuals to communicate and provide understanding, as well as become more independent and self-confident in their interactions and making choices. Through symbols, words, pictures and photographs, individuals can make their own choices and communicate them as well as express their feelings and opinions. At Happy Futures, individuals can make their own choices and communicate them through:

- **SYMBOLS**
- **WORDS**
- **PICTURES**
- **PHOTOGRAPHS**

As different individuals have different ways of communicating, Happy Futures has a wide variety of communication channels and methods available to make their feelings, opinions and needs known.
Happy Futures offer travel training and support to individuals who will be attending schools, colleges or work placements away from home. Travel training and support is flexible and delivers around the specific needs of the individual and their family.

**TRAVEL TRAINING**

Happy Futures offer travel training and support to individuals who will be attending schools, colleges or work placements away from home. Travel training and support is flexible and delivers around the specific needs of the individual and their family.

**TRANSITION TRAINING**

Happy Futures offer transition support and training to our individuals, which may include:

- preparing their accommodation, bills, support plans and finances
- completing forms for housing benefits, council tax etc.
- signing tenancy agreements
- reading meters for utility providers and setting up payments for them
- shopping
- cleaning and preparation of their accommodation
- paying bills, completing financial transactions and budgeting
- managing and using medication
- registering with doctors, dentists etc.
- and setting up a hospital passport, skills books etc.

Working closely with the local learning disability, community mental health teams and colleges, Happy Futures’ transitional training process is ideal for individuals moving from children to adult services. Following an initial assessment, Happy Futures can support young adults and assist them with the transition of moving into their own accommodation.
Promoting privacy and dignity is at the heart of Happy Futures’ operation. Staff are professionally trained to always promote and protect the privacy and dignity of the individuals Happy Futures supports as this a basic human right, but also a big factor in creating trust and building healthy and rewarding relationships. Happy Futures has a zero-tolerance policy on all forms of abuse, and we promise to always take prompt action on any report of suspected abuse. Safeguarding adults and children with learning disabilities or mental health needs is of the highest priority at Happy Futures as everyone has the right to live a life free from any form of abuse or neglect. Therefore staff, families and individuals have easy access to safeguarding whistleblowing numbers as well as local safeguarding procedures. All staff are trained in safeguarding practices by an external trainer and always carry a whistleblowing card with them. Safeguarding ensures that our staff, the individuals and their families know how to make an alert and who to make the alert to. All Happy Futures staff are trained to manage actual and potential aggression (MAPA) and know how to recognise signs and triggers of aggression. Therefore, Happy Futures does not use any form of restraint and all staff are trained on using de-escalation techniques when faced with aggression or challenging behaviour. As part of safeguarding, risk assessments and safety awareness campaigns are held on a regular basis to assist the individuals we support to make informed choices on risk areas. Individuals are supported to consider a range of options and outcomes whilst still respecting their freedom of choice. At Happy Futures we support individuals when they have made unwise choices in seeking the appropriate help from external sources when necessary. In addition to that, Happy Futures will along with the individual, their family and care manager complete a consent evaluation to determine if an individual has the capacity to make certain life-changing decision and support them through it.
Safety is of the highest priority at Happy Futures. Risks and safety hazards regarding our individuals and their support are highlighted and monitored at monthly support reviews and are continuously monitored by senior members of staff and management. Accidents and incidents are recorded to track their occurrence and to set up guidance to minimise them. All Happy Futures staff are expertly trained in handling a wide variety of emergency situations. With full First Aid training staff are able and confident in ensuring the safety of the individuals in their care during an emergency situation. Happy Futures also has extensive emergency plans in place should any disaster or emergency take place. Procedures and policies are in place regarding the health and safety of individuals living in their own accommodation. Regular spot checks are carried out to ensure all health and safety standards are met, including that of food preparation and cleaning, infection control and health management. Happy Futures endeavour to promote healthy lifestyle choices. Also, all aspects of medication management and medication competencies are closely monitored by skilled and trained professionals.

TO ENSURE TOP SAFETY PRACTICES, WE:

- identify possible risks and safety hazards during monthly support reviews
- have expertly trained staff that can handle a wide variety of emergency situations
- have staff fully qualified in First Aid so that they can confidently ensure safety
- have extensive emergency plans in place should any disaster or emergency take place
- have procedures and policies in place regarding health and safety
- closely monitor medication management and medication competencies
HUMAN RIGHTS

THIS IS IMPORTANT!

Every single one of us as human beings have basic human rights, including the right to be safe from abuse and violence, the right to be treated equally, the right to have your privacy respected and the right to freedom of thought, conscience, religion and belief. Happy Futures does not discriminate against any individual and we have policies and procedures in place to ensure that all are protected.

Under the Charter of Human Rights and Responsibilities Act of 2006, there are 20 individual rights stipulated within Section 8 to Section 27. From these rights, each individual supported by Happy Futures has, but is not limited to, the right:

- to be called by the name of choice
- to be treated as an individual
- to independence
- to make personal life choices
- to live their chosen lifestyle
- to personal privacy at all times
- to be protected from harm
- to look after themselves as far as possible
- to take responsibility for their actions and decisions
- to invite anyone they want into their homes as long as it is safe to do so
- to have their dignity respected through all stages of life
- to have an individual, personalised support plan
- to receive anti-discriminatory services that are responsive to each individual’s race, religion, culture, language, gender, sexuality, disability and age
- to have access to their own personal records and information relating to decisions that have been made affecting their life
- to keep and use their own medication when it is risk assessed as safe to do so
- to manage personal finances if they are capable to do so
- to be involved in the creation, implementation and reviews of their own support plan
- to be clearly told what they are advised not to do and why
- to have the opportunity to participate in activities and health care that suits their needs
- to be advised of opportunities to develop their skills and interests
- to receive encouragement to participate in making decisions regarding their support and future
- to be prepared and guided where a condition has been diagnosed and to receive support where necessary
- to be able to express their wishes and feelings in the knowledge that their concerns will be taken into account.
- to know how to complain and know that the complaint will be taken seriously and dealt with properly
In 2020, Happy Futures was awarded Autism Accreditation by the National Autistic Society, the UK’s leading charity for autistic people. The award was given in recognition of the outstanding autism practices and autism related services offered at Happy Futures, including personalised support, individualised communication methods, and activities and events in the community and at the bespoke Happy Futures Skills Centre. Happy Futures’ specialist staff with expert autism training, close and well-developed working relationships with other services and authorities and clear and strong commitment not only to achieving positive outcomes, but to maximising every person’s potential and supporting them to become more independent and learn new skills contributed to the accreditation’s award. Autism Accreditation is an autism-specific quality assurance programme. It was set up by the National Autistic Society in 1992 to improve the support available to autistic people in organisations throughout the UK and across the world, including local authorities, NHS trusts, education authorities, schools, colleges, care and support providers such as Happy Futures, and more. To gain Accreditation, organisations have to meet a standard of excellence and follow a framework for continuous self-examination and development. There are approximately 700,000 autistic adults and children in the UK, as well as their three million family members and carers. Autism is a spectrum condition, which means autistic people have their own strengths and varying and complex needs, from 24-hour support to simply needing clearer communication and a little longer to do things at work or at school. Without the right support or understanding, autistic people can miss out on an education, struggle to find work and become extremely isolated. At Happy Futures, individuals with autism are provided with person-centred support that is based on a bespoke support plan which highlights any specific needs with reference to their autism, and how this affects them, offering those with autism chances, opportunities and day to day activities in a way that is suitable and preferable to them. According to Lucy Fletcher, the Happy Futures Business Support Manager who worked with the National Autistic Society during the accreditation process, Happy Futures “have been working towards the accreditation for the past three years and in that time we have collaboratively worked as a team to ensure that we are doing the best for the individuals we support. At Happy Futures, we focus on everyone as individuals, which is why we create and tailor everything we do to the individuals’ specific needs and preferences. They are at the very centre of everything we do.” Going forward, Happy Futures will be working towards an advanced accreditation and will start by launching a new family forum and a dedicated group for individuals with autism to reach out more and get families and individuals with autism involved in their care and support.
In July 2016 Happy Futures started a flourishing project called Treetops Bungalows – a number of bespoke bungalows where the individuals we support can live independently with the support they require. At Treetops Bungalows, individuals have their own tenancies and are helped and supported to live independently with a robust network of professionals and staff on hand to provide support and guidance. Treetops Bungalows support individuals who require 24/7 support. There is a central courtyard area with raised planters and a seating area. Treetops Bungalows is situated in the heart of Eastfield near to local amenities, where Happy Futures have developed brilliant relationships with the community.
Based on trust, Happy Futures strive to be as open and transparent as possible while still protecting the privacy and dignity of our individuals. Working closely with the Care Quality Commission and other regulating bodies, we always ask for advice and support on unclear or difficult situations. Happy Futures believes that honesty is the best policy and we encourage transparent policies, procedures and operations and have an open-door policy on all questions relating to our services. We regularly question and review our practices, reflect on feedback received through our questionnaires and strive to make continuous improvements to our services.

At Happy Futures we strongly believe that happy staff mean happy individuals, and therefore we do our best to ensure our employees are happy, confident, well trained and satisfied. A strong culture of trust enables our management team to work closely with, but also support our staff to ensure that all our individuals receive the best support, perfectly suited to their needs.

Training and professional development is a big part of our operation as expertly trained staff deliver exceptional support that is compliant with all current regulations and best practices. All staff members receive comprehensive inductions and full mandatory training to ensure compliance with the Care Quality Commission, as well as specialist training and NVQ qualifications. We strongly encourage and support our staff to compete external training and qualifications to develop and enhance their professional skills and knowledge base to deliver the best support possible. At Happy Futures an open style of management is in place which encourages feedback, participation and performance reviews from staff. Staff supervision and feedback is in place at all levels and monthly supervisions and reviews ensure that staff are up to date with training, policies and procedures. Happy Futures never use agency workers and can therefore maintain continuity and consistency within the organisation and the support we offer.

As we adapt our support plans to meet the needs and requirements of the individuals we support and that of their families, communication is key. Staff, families and individuals continuously communicate about areas that may affect their day to day lives and support. Happy Futures has an open-door policy and we promise to always listen to any recommendations, suggestions, queries and complaints and address them in a timely manner.
OUR ORGANISATIONAL INFORMATION

REGISTERED ADDRESS:
Happy Futures Support Specialists
Skills Centre
Cayton Low Road
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Scarborough
North Yorkshire
YO11 3BY

CONTACT INFORMATION:
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Twitter: @HappyFuturesNY

MANAGER’S INFORMATION:
Registered Manager: Joanne Metcalfe
Service Provider ID: 1-141810350
Location ID: 1-2299273762
Registered Manager ID: 1-319113550
Regulated Activity: Personal Care

HAPPY FUTURES SUPPORT SPECIALISTS LTD
Incorporated Organisation
Date of incorporation: 27 July 2010
Company Registration Number: 07326823
Registered Office: Unit11, Dalton Court, Commercial Road,
Darwen, BB3 0DG

Nominated Person Responsible:
Angela Fletcher BA(hons) RNLD GCGI FInstLM MIoD
Managing Director
WE WANT TO HEAR FROM YOU

Pop in at the Skills Centre at
Cayton Low Road, Unit 1
Eastfield, Scarborough
North Yorkshire
YO11 3BY

Give us a call on
01723 586633
and speak to one
of our managers or send
an email to info@hfss.org.uk

Check out our website
and learn more about us at
www.happyfutures.net or like
our Facebook Page for updates