

# Annual Report: Impact Review 2020/21

We want a world that is Disability Positive



We are

disability  
positive



Charity No: 1091744  
Company No: 4050994

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# Executive Summary

We are Disability Positive. We provide services, opportunities and a voice to people living with disability and long-term health conditions and their families.

We know it matters because we live with disability and long-term health conditions too.

During the year 2020–2021, we have been busy implementing our new strategic themes, set by our members, to work towards a vision of a world that is Disability Positive. Our key objectives are: - positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions; positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life and positive about giving a voice to people with lived experience of disability or long-term health conditions.

Throughout the pandemic, we have had to adapt how we work and how we delivered services; we have continued to be flexible in our approach, supporting home working and adjusting to life on a video screen!

## Headlines from our impact report

Below is just a snapshot of our activity over the last 12 months:

- We have provided an amazing 146,884 hours of support to 8,560 people with disability, long-term conditions and their families.
- 90% of people accessing our services reported a small improvement in their self-confidence, choice and control, and dignity.
- 60% of people accessing our services reported that their quality of life and health and wellbeing had reduced as a result of the pandemic.
- 98% of respondents rated our service(s) overall as excellent or good in our customer satisfaction survey.
- Our volunteers have provided 682 invaluable hours of their time.
- In August 2020 we completed our exciting rebrand from Cheshire Centre for Independent Living (CCIL) to Disability Positive. The new brand has helped us give a much clearer idea about who we are and what we do, and we have had lots of positive feedback on it.
- There has been a 283% increase in the number of visitors to our website compared to the previous year.
- In the early stages of the pandemic, we quickly took on a role distributing PPE to our clients for use by their PAs. We used volunteers to collect supplies and take them around Cheshire where needed.
- We have influenced a range of local, regional, and national policy and our Chief Executive Officer continues to Chair the North West Regional Stakeholder Network of the Cabinet Office Disability Unit, providing a channel for input and engagement with central government from disabled people in the region, and has recently begun chairing the newly formed Cheshire Disabled People's Panel.
- We are a founding member of Cheshire Disabled People's Panel along with Cheshire Disabled People Against Cuts (DPAC), Deafness Support Network (DSN), Dial West Cheshire, and Disability Information Bureau (DIB). The purpose of the panel is to bring together disabled people's organisations and groups across Cheshire to work collectively to act as the voice of people with lived experience of disability and long-term conditions in the county.

As we move into 2021/22, we will be continuing to deliver our services in a world that has changed since the pandemic began. We will continue to adapt to the pandemic and the challenges and opportunities it has brought our way. We are incredibly proud of the way our staff have risen to the challenge of the pandemic, working from home, often around other commitments at times and still providing a fantastic service to our clients.

# Chairperson's Report

I am pleased to present our Impact Review for 2020/21, a year which has been incredibly busy and very challenging for the staff of Disability Positive. I'm so proud of all our staff who have been responding to the needs of people with lived experience of disability and long-term conditions during the Covid-19 pandemic.

Throughout this year we have supported 8,560 people living with disability and long-term conditions, and their families to access our range of services and we've also made the change from Cheshire Centre for Independent Living (CCIL) to our brilliant new brand Disability Positive.

In response to the problems, we heard about during the pandemic, we have expanded our Advocacy service to include general advocacy. This service supports people to say what they want in situations like finding suitable housing, neighbour disputes, custody arrangements for families, benefits and a range of other situations. General advocacy has been particularly essential in the pandemic which has had such a huge impact on many people living with disability or long-term conditions.

Our Ambitious 3-year Strategy 2020-23 was approved by Members at our Annual General Meeting (AGM) in September 2020. This was our first ever virtual AGM and it worked really well. It was great to see so many suggestions from members about how to deliver the strategy, which is now being rolled out.

As well as advocacy, Disability Positive has also had to continue adapting to the pandemic. We now have a Covid-19 Health and Safety Policy and Recovery Plan which have kept our services running smoothly, our staff safe and helped us plan and adapt our service delivery to the 'new normal'.

We've also continued to hold virtual board meetings to maintain the governance of the charity and have made sure that we've kept informed of the views of staff during these challenging times, by sending out regular surveys to ask about experiences of home working.



You may remember that last year (2019/20) HMRC were successful in their legal appeal against the decision by the tribunal that VAT should not be applied to our payroll service. We were, however, successful in having our costs awarded to us on the basis that HMRC had not brought forward the legal argument for their appeal at an earlier stage. Having our costs returned to us enabled us to delay increasing the charge to customers until the next financial year.

Looking ahead to 2021/22, and hopefully with the worst of the pandemic behind us, the board has formed a Research and Development working group to look at how we can continue to develop our services to support the public sector during these challenging times. We'll continue with the roll out of our 3-year strategy, as well as supporting people as the pandemic eases and life returns to normal.

Finally, I really would like to thank my fellow trustees, members, staff, and volunteers, for their continued hard work and dedication throughout what has been an incredibly challenging and unpredictable year.

**Randal Smith**  
Chairperson

# CEO Report

What a year it has been! Our staff have been nothing short of amazing, whether looking after things at the office or working from home around other commitments. Either way they have been committed to delivering services, opportunities and a voice to people living with disability and long-term conditions in Cheshire, and beyond.

Our brilliant trustees, members and volunteers have also been fantastically supportive of our work, both in terms of adapting to the pandemic and delivering our services virtually (or in 'bubbles'), and our ambitious rebrand to Disability Positive in the midst of it all.

We've continued our close relationship with disabled people's organisations across the country, through our involvement with the Our Voices group and with the Regional Stakeholder Network (RSN) of the government Disability Unit, which I chair. The RSN produced an insight report into what people in the North West would like to see included in the government's National Strategy for Disabled People, which is expected to be published in 2021/22.

We've continued to develop our new brand - Disability Positive, and our new website is much more user friendly and includes new sections. The charity has seen a significant increase in visitors to the new website. By the end of March 2021, there had been 42,287 visitors to the site, a 283% increase compared to the previous year!

We celebrated the international day of disabled people by lighting up purple and making our Disability Positive icon available to download. We're really proud of our icon which recognises that people living with disability and long-term conditions do not all look the same.

Across Disability Positive we have been involved in new initiatives to support people during the pandemic, recognising the disproportionate impact the pandemic has had on people living with disability and long-term conditions.

Looking ahead to 2021/22, we need to continue to make our strategy happen by delivering our work plan.

We also need to consider how to work in the 'new normal', which will look at how we use our building in future, and what we have learned works well (and what doesn't!) about remote and virtual service delivery.

I'm really proud of everything we've achieved this year and hope you will enjoy reading how we have impacted the lives of disabled people and risen to the unique challenges of the Coronavirus pandemic.

**Lynne Turnbull**  
Chief Executive Officer



# Visions and Aims

## Vision

We want a world that is Disability Positive, our new strategic themes are:

- Positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions.
- Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.
- Positive about giving a voice to people with lived experience of disability or long-term health conditions.

## Values

- **Positive:** It's not just our name, it's how we approach every challenge and opportunity.
- **Collaborative:** We don't believe we can do everything ourselves; we love working with others who think like us.
- **Representative:** We are here to be the voice of people living with disability and long-term health conditions.
- **Ambitious:** We are not going to change the world without thinking big.
- **Trustworthy:** We need to be a place where people feel safe and can come freely for honest and impartial advice and support.



## Positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions.

- **8,560** people accessed our support services including Advocacy, Arrangement of Care and Support Service, Liverpool Direct Payment Pilot, Learning Service, Payroll and Supported Banking Service.
- **146,883.83** hours of support were provided during the period.
- **80%** of people reported an improvement of their Choice and Control, Self Confidence and Dignity. Whilst the remainder had not improved, they reported that things had stayed the same in these areas, which given the context of the Coronavirus pandemic, can be considered a positive outcome.
- However, **60%** of people reported that their Quality of Life and Health and Wellbeing has been understandably negatively affected by the disproportionate impact of the pandemic on people living with disability and long-term health conditions.
- **94%** of respondents rated the service(s) as excellent or good in our customer satisfaction survey.

### Case Study – Arrangement of Care and Support – Liverpool Pilot Scheme

#### The Challenge

Angela\* was using a range of care agencies to provide her care and felt frustrated that they often weren't able to provide a carer at the times she wanted, and that it would be a different person every time. She was feeling increasingly like she didn't have much control over her care.

#### The Solution

Angela\* decided to look at employing Personal Assistants through a Direct Payment. It appealed to her because she liked the idea of knowing who would be coming, and when, and that she could get to know someone.

#### The Outcomes

The Independent Living Advisor contacted Angela to talk about the responsibilities of a Direct Payment. Angela wanted to employ Personal Assistants so that she could have continuity of care.

The Independent Living Advisor explained the responsibilities of employing a Personal Assistant, such as the need for employers liability insurance, contracts of employment, holiday pay, sorting out tax/NI, risk assessments, and training.

The Independent Living Advisor then sent Angela the paperwork she would need for setting up a Direct Payment, including an information booklet and application forms.

Once set up, Angela was so much happier with the care that was now in place and felt much more in control of how the care was done.

**\*Not real name**

“Disability Positive have been so helpful, and Angela's care is so much better”

# Positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions.

## Case Study – Arrangement of Care and Support (ACSS)

### The Challenge

Erika\* was referred to us for a carers Direct Payment. The team were already aware of her situation and had supported her in setting up her daughter's Direct Payment. Erika's daughter employs 2 Personal Assistants to support her with her daily needs, and Erika supports her daughter with the role of being an employer. Unfortunately, both Erika and her daughter were struggling with the responsibility and paperwork that came with a direct payment.

### The Solution

As we knew Erika and her needs, we were able to explain things to her over the phone.

After speaking to the social worker that referred them both, we raised concerns over them being able to manage the Direct Payment and responsibility, even with a managed bank account.

The social worker recognised our concerns and we were able to suggest the idea of using the North West Care Co-Operative. This would mean that Erika and her daughter would be supported by their own PAs but without the employer responsibilities.

Through her carers Direct Payment, Erika would employ one of the PAs already supporting her and her daughter. Erika decided to look at this again in the new year once the Direct Payment was up and running.

We were able to provide a lot of support for Erika through conversations on the phone about what was needed, printing documents and completing them over the phone with her, and then posting them to her, marking clearly where she needed to sign.

We contacted the insurance company on Erika's request, and spoke directly with PAs to organise training, to ease Erika's stress and anxiety.

### The Outcomes

Erika's Carers Direct Payment was set up with all paperwork in place. We will continue to offer support and ensure the Direct Payment is running smoothly. In the New Year we will contact Erika to see if she still wants to look at North West Care Cooperative as an option and if she does, we will support her through this transition process. Erika has been supported and empowered throughout to use a direct payment and remain in control.

**\*not real name**

"Thank you for being so patient and understanding and listening to my needs, so I can get the right support I need.."





# Positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions.

## Case Study – Learning Service

### The Challenge

\*Jabulani receives a Direct Payment which gives him the choice and control over his own care needs. He has accessed regular support from his dedicated advisor from the Arrangement of Care and Support Service who have provided him with the information and knowledge he needed to employ a team of dedicated Personal Assistants. To make sure he meets all the legal obligations of being an employer, the advisor discussed the importance of training employees and accessing the Learning Service.

### The Solution

The Learning Service provided easy access to training for Jabulani's Personal Assistants, allowing a personalised approach in the facilitation of meeting individual needs and bespoke training courses.

Whilst previously, training has been delivered face to face and in a person's home, during the pandemic this hasn't been possible, and so we have had to adapt our training.

It is essential that Personal Assistants are provided with the training they need to safely carry out their roles and Jabulani identified that his Personal Assistants required Manual Handling, Health & Safety, First Aid, Covid 19, Safeguarding and Safe Handling of medicines training.

To make sure Covid-19 regulations were followed, Jabulani's Personal Assistants accessed online training. The advisor supported Jabulani with the referral form and went through the process of registering and accessing the training modules for the Personal Assistants.

### The Outcomes

The Personal Assistants were able to complete the training at a time that worked for them and which also meant they had very little time away from the workplace. Jabulani has been able to meet his legal obligations as an employer, to ensure his Personal Assistants have the right training to enable them to complete their work safely.

**\*not real names**

"I feel a lot happier knowing that my personal Assistants have received the training they require, it ensures that I am moved in a safe way and that all of my Personal Assistant's know how to keep me safe and well.



# Positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions.

## Case Study – Payroll

### The Challenge

Charlotte\* is a professional woman who employs a Personal Assistant via a Direct Payment. Although she was capable of managing Payroll for herself via HMRC she was finding it took up a lot of her time, especially when considering issues around pensions. She was increasingly stressed and having to use her free time outside of work to manage payroll issues. This then began having an impact on her long-term health condition.

### The Solution

Charlotte spoke to her Care and Support Advisor at Disability Positive about the idea of using a payroll provider. Her Advisor gave her a range of providers to consider. Charlotte chose to use our Payroll service because it was important to her to use a provider run by people who have lived experience of disability and long term conditions, as she felt they would therefore be better able to understand her needs. She also liked the idea of using a service that was not for profit.

### The Outcomes

Charlotte feels she has freed up a lot of time she had been using for managing Payroll by herself and is much less stressed. She really values having a named Payroll Clerk who she can contact with any issues and also finds the service has made her Local Authority audits a much easier process.

**\*not real name**

“A massive thank you from me and some of my staff. You are a star and a life saver. Put your feet up when you get home!”



# Positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions.

## Case Study – Supported Banking

### The Challenge

James\* gets funding for care from a Personal Health Budget but was finding the process of setting up an account confusing, and it was taking up a lot of time speaking to all the people he needed to talk to make sure that he could invoice for his care. He was worried that he would end up in a situation where there wasn't enough money in the account to pay his Personal Assistant (PA).

### The Solution

James came to us and we were able to take over the running of the account. We followed up with the Clinical Commissioning Group (CCG) on James' care plan and made sure that it was in place so that James could invoice the CCG. We also set up an alert on the account if the funds go under the amount needed to pay James' PA and kept him involved all the way through.

### The Outcomes

James had been worried that his PA wouldn't be able to carry on working for him because of the issues with invoicing and pay. Since we have been involved, he now feels able to manage his care properly and really values the support we have offered.

**\*not real name**

" In my short time [using] Disability Positive I now find myself wishing I had known about [you] 9 or 10 years ago... thank you for listening and understanding. I wish I had been with you from the beginning of my journey receiving Direct Payments".



## Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.

- **594** people accessed our community engagement services including the Buzz Youth Group, Creative Breaks Service and Good Company Adult Social Group.
- **95%** of people reported a reduction in their Social Isolation from participating in virtual activities during the pandemic.
- **100%** of people accessing our social groups, reported that their Self Confidence had remained the same or improved, despite the challenges faced by people with lived experience of disability and long-term conditions during the pandemic.
- Whilst 100% of parents felt that they had the same opportunity for a short break across the activities, only **67%** of parents felt this had improved on the previous year. Parents have told us that the pandemic and the change to the way the opportunities have been accessed, has had a significant effect on their experience of purchasing short break activities.
- **100%** of respondents rated the opportunities as excellent or good.
- We maintained our **Disability Confident Leader** status.
- During 2020/21, **67%** of our workforce reported that they have lived experience of disability and long-term conditions (61% of paid employees, 63% of our board of trustees and 76% of our volunteers).
- We set up a **supported internship** in partnership with Cheshire West and Chester Council.
- We have signed up to the **Kickstart programme** which supports young people into work.
- **2** people with experience of disability and long-term conditions participated in a work placement with us.
- **106** volunteers supported us across our range of services.
- **682** invaluable volunteer hours have been given in support during the pandemic, providing an 'in kind' contribution worth £6,480.
- **2** employers have been actively supported on their journey to become Disability Confident.
- We have committed to using 'Evenbreak' which is a **recruitment platform for people with lived experience of disability and long-term conditions seeking employment**, as part of our recruitment processes.
- We have had to change the way we work and deliver services; we have however continued to be **flexible in our approach** and have **supported all employees to work from home**, provided equipment and reasonable adjustments to those that have required them.

# Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.

## Case Study – Buzz Youth Group

### The Challenge

Aaran\* is socially isolated and his mum needed a break from her caring role due to his complex needs (anxiety, autism, ADHD). During lockdown, his mum told us that Aaran's mental health initially improved as there was no school, but after 8 weeks his anxiety had come back and he was becoming withdrawn and unwilling to engage with others

Aaran was exhibiting extreme verbal behaviour towards his Mum at home and was struggling with the school environment and increased anxiety. During lockdown Aaran's mental health deteriorated and he became withdrawn and isolated from his friends.

**\*not real name**

### The Solution

Aaran was attending our Buzz youth group regularly before lockdown and staff provided support on a weekly basis using behaviour management strategies and mindfulness. However, during lockdown our activities moved to online weekly zoom sessions and although Aaran initially engaged with sessions, as his mental health deteriorated, he began to withdraw. Our staff decided to speak to him on the phone and agreed to 1-1 online sessions. Aaran also attended face to face sessions during summer holidays.

### The Outcomes

Aaran now joins in with weekly online zoom calls and takes part in a range of 'chats', activities and mindfulness strategies. As well as this, Aaran now has an opportunity to share anxieties and concerns on a weekly basis with staff and is supported to manage his worries.

Aaron is now managing his anxiety much better and is no longer isolated.

"I really appreciate all you're doing, so sorry you are stuck with us" - Mum  
"its good to talk to you and you do what you say you are going to do" – Aaran\*

# Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.

## Case Study – Good Company Adult Social Group

### The Challenge

Jasmeen\* joined good company as she had made friends at our Buzz group when she was younger and wanted to follow them to the adult group. Jasmeen has a speech impediment and her family told us that this has made it hard for her to make friends. She can become frustrated if people do not wait for her to speak.

During the first lockdown Jasmeen told us that she was feeling very isolated and had limited people to speak with outside of her immediate family. Her family thought that Jasmeen was more withdrawn during the online good company sessions compared to face to face sessions.

### The Solution

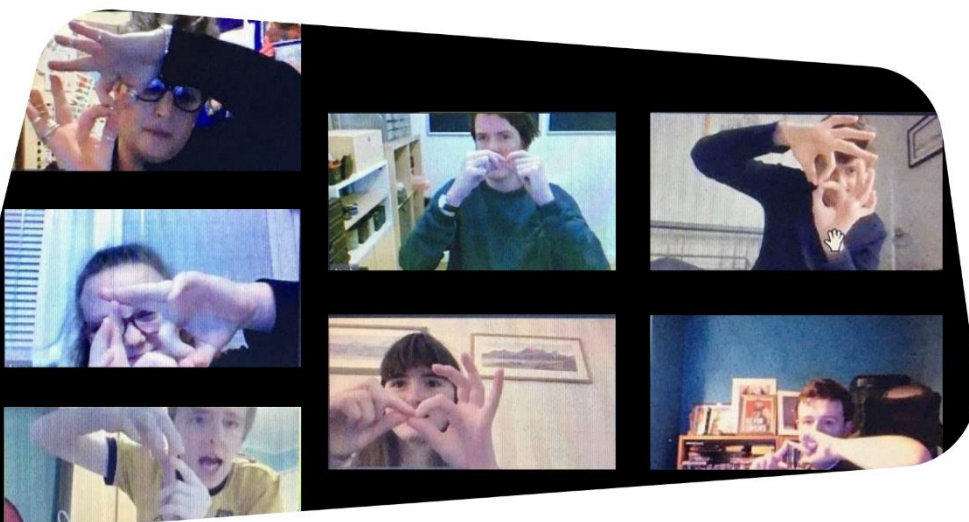
A member of staff spoke to Jasmeen outside of online zoom sessions and she shared she was worried about what was happening with covid19, and that she felt isolated. Staff set up weekly 1-1 phone calls/zoom calls to make sure Jasmeen had a regular opportunity to share any worries and to talk about how she was feeling. The staff team set up a rota so Jasmeen did not become reliant on one person as had happened in the past in the face to face group sessions.

### The Outcomes

Jasmeen was able to share her worries and felt much less isolated by joining 1:1 zoom calls and weekly phone calls.

Staff were able to assess if Jasmeen needed signposting to other services and could make a referral if needed.

**\*not real name**



Jasmeen told us that she found it was nice to speak to people who understood her and allowed her space to be themselves.

“Thank you for arranging for someone to speak to me, I really like it and its helping”.

# Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.

## Case Study – Creative Arts & Drama

### The Challenge

After the first lockdown, \*Rosie became socially isolated as she lives in rural area, did not attend school and had few friends.

### The Solution

Rosie began attending creative arts and drama sessions online. During the lockdown, the creative arts and drama sessions were moved online, and an activity programme was developed to suit online video meetings. We sent pens, papers, paint and canvas panels to families to make sure that all young people had what they needed to take part.

Our staff team kept in contact with Rosie and her family by phone and email so that they could raise any issues or worries and be signposted to other services if needed.

### The Outcomes

Rosie was much less isolated and began to enjoy joining in with the activities and finding new friends. Her confidence also improved as she had an opportunity to learn new skills.



“It’s been great the group has continued even though its not in a building, at least they have all had a chance to see each other and been able to have something to focus on”...

**Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.**

## **Case Study – Creative Breaks**

### **The Challenge**

\*Charlie was socially isolated after a long stay in hospital and not being at school. He lost confidence and missed his friends. He also started to behave in a way that was very challenging for his parents.

### **The Solution**

Charlie's parents registered to access the creative breaks service to purchase short breaks. They asked to use the funding for horse therapy sessions as Charlie loves being with animals and said he was much calmer and his anxiety was reduced when he was around animals.

### **The Outcomes**

Charlie starting going to a weekly horse therapy session which had a huge impact on his behaviour at home, and improved his anxiety. His parents felt better as they began getting much needed short breaks.

**\*not real name**

"We use the Creative Breaks funds for horse therapy sessions for our son; his behaviour has improved and he has learnt lots of new Makaton signs for when horse riding.

We get a break from caring whilst he is at the sessions and have noticed how calm he is when he is finished his session. Thank you for the opportunity to arrange this type of activity, it's been beneficial for the whole family".





# Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.

## Case Study – Active Friendships

### The Challenge

\* Arthur was socially isolated at home with limited opportunities to spend time with his friends during the pandemic and wasn't exercising with no opportunity to go to his usual physical activity sessions.

### The Solution

Arthur chose to come to Active Friendships to spend some time with friends and join in with some physical activity sessions. The sessions were online weekly and the activity sessions term was 20 weeks.

When he joined, we asked Arthur what physical activity he would like to take part in, which meant that all the activities were chosen by the members of the group.

Staff worked in partnership with a range of community-based sports tutors to offer a variety of activity sessions – yoga, Pilates, dance, sport. The tutors adapted the way they ran their sessions so that they were accessible. This included chair-based activities and instructions shown in pictorial format as well as given verbally.

### The Outcomes

Arthur really enjoyed the sessions and being able to have a say in what activities the group did. He found that his physical and emotional wellbeing improved, as well as his confidence, as he had tried lots of new things for the first time.

**\*not real name**

"I've had a great time dancing and I like doing things with friends as I can't see them at the moment".



# Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.

## Case Study – Work and Volunteering

### The Challenge

Eddie\* was referred to us in July 2020 from a local volunteer organisation when we were not actively recruiting volunteers. At the same time, we were looking at setting up a small befriending service in response to our clients and members saying that they were starting to feel isolated.

### The Solution

It was clear that Eddie was perfect for this role, he was chatty, and had a real willingness to want to help others. After going through our volunteer recruitment process, Eddie started as a befriender in August 2020.

Since then, Eddie has supported a number of clients by making weekly calls. He has provided a friendly ear and helped ease the loneliness that the pandemic caused for some and has received positive feedback from both clients and staff.

### The Outcome

Not only has Eddie helped clients, but his confidence has also grown. He came to us with the eventual goal being to obtain paid employment and when he is ready to move on, he will be an asset to any employer.

**\*not real name**

“I feel that because of this role I have seen my confidence grow, I have been with Disability Positive for 8 months now, I am part of a team and feel like I am making a difference to people’s lives”.



# Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.

## Case Study – Internship

### The Challenge

Cheshire West and Chester Council Skills and Employment Service came to us in October 2020 to ask if we would consider hosting a supported internship placement. At this point and mid-pandemic, we weren't sure when our employees would return to the office, but as we have been optimistic throughout, we said yes.

In November we were introduced to Cassie\* who was interested in completing an admin role with us. Following a meeting with the Volunteer and Training Manager, the Office Manager and Cheshire West and Chester Council's Employment service agreed that we would start the placement in January 2021.

### The Solution

In January however we entered a full national lockdown and with Cassie being asked to shield we agreed she would start the placement from home. Cassie was given a laptop and headset and a workplace assessment was completed to see if she needed anything else. It was decided as Cassie would need quite a bit of 1:1 support to start with she would start work in the Payroll department as there were daily tasks she could build on.

### The Outcome

Cassie did well on the placement. She picked up the tasks quickly and managed the working from home well with virtual support from Cheshire West Employment Service, Volunteer and Training Manager and the Payroll department.

This placement is still going, and we are proud to have been able to continue it in such challenging times when we know other employers have asked to wait. We have been able to be flexible and look for solutions and not barriers.

**\*not real name**

"I was given the perfect support by the staff and found they were all lovely. I needed to rebuild my confidence as well as my skills which Disability Positive helped me to do....I am very excited for the future".

# Positive about giving a voice to people with lived experience of disability or long-term health conditions.

## How we have influenced local, regional and national policy

We have been part of 7 campaigns locally, regionally and nationally.

### Policy Influencing Themes:

- We responded to Cheshire West and Chester Council consultations on social care charging, short breaks and budget.
- We challenged Cheshire West and Chester Council's direct payment policy on employment of family members.
- We worked with Our Voices (national Disabled People's Organisation group), the Regional Stakeholder Network of the government Disability unit (RSN) and becoming a forming member of Cheshire Disabled People's Panel.
- We wrote 3 letters on behalf of Our Voices group on impact of pandemic on disabled people, National Strategy for Disabled People and access to vaccines.

## Case Study – Policy Influencing

### The Challenge

Cheshire West and Chester Council held a consultation on proposed changes to their Social Care Charging Policy. There were a number of proposed changes covering a range of areas.



### The Solution

The Policy and Communications Manager looked in detail at the consultation documents and surveys and then arranged to meet to gather feedback from the Community Engagement Manager and Arrangement of Care and Support Manager. There were a number of key issues with the proposed changes that the Policy and Communications Manager wrote into a formal consultation response and made a series of recommendations to the council.

### The Outcomes

The report on the charging policy that went to Cheshire West and Chester Council's cabinet meeting in January 2020 acknowledged our consultation response. Although many of the recommendations made were not taken on board, we were pleased to see that a key proposed change (proposal 1D 'Unless a minimum of one weeks' notice is given, service users will be charged for the total amount of hours agreed in their care and support plan') was not taken forward, in line with our suggestion, and instead users will not be charged if they have extenuating circumstances.

# Positive about giving a voice to people with lived experience of disability or long-term health conditions.

## Case Study – Advocacy

### The Challenge

Albert\* was a healthy and mobile 65-year-old man, living independently in his family home that he shared with his wife of 40 years, working at a full-time active job.

In October 2020, Albert contracted Covid-19. Several weeks after having the virus, Albert's family noticed a change in him. He had a reduction in his functioning, signs of memory problems, was agitated towards them and at times behaving strangely. Albert's wife found it difficult to cope.

Early in 2021, Albert was involved in a minor road traffic accident and was discharged from hospital the same day, but confusion worsened, and he was admitted to hospital.

After a scan, Albert was found to have an inoperable aggressive brain tumour and his confusion, agitation, and reduction in mobility were symptoms. Albert's prognosis was that he may have two to five months left to live.

Albert didn't acknowledge his diagnosis, prognosis and impairment, or that he needed any care. Albert believed the tumour was caused by the scan and also blamed his wife. He was angry towards his medical treating team and wife and did not want to be in hospital.

Albert was assessed as lacking capacity to decide on where he should live, and to make decisions about his care and support needs. He was very unhappy that it was suggested that he was unable to make decisions for himself.

The different options for Albert's care were discussed, which included a return home with a care package, to live with his son with a care package, or of a family friend with a care package, or to move into a nursing home.

Albert continued to be unaccepting of his care and support needs. He expressed a clear unwillingness to be admitted to a care or nursing home, and stated he wanted to return home with his wife and to get back driving and working again.

Albert's wife said that she would find it practically impossible to have Albert back home due to his care needs and the agitation he had shown towards her previously, even with a care package in place. She felt that the option for Albert to stay with a family friend would not work due to the friends age and health needs, and that her son, from whom she was estranged, appeared not to understand Albert's needs.

Therefore, no agreement was reached as to where Albert should reside and receive the care he would need outside hospital.

### The Solution

An IMCA (Independent Mental Capacity Advocate) referral was made to our service, due to the disputes, to help support Albert through a decision-making process under the Mental Capacity Act. This triggered further referrals for additional advocacy support.

### The Outcomes

As a result of our support, Albert agreed to be discharged from hospital to a local hospice whilst waiting for the court hearing which was due for the end of the following week.

Sadly, Albert passed away 4 days prior to the hearing taking place.

**\*not real name**

# Financial Summary

## Income & Expenditure 2020 – 2021

<b>Income</b>	<b>£</b>	<b>%</b>
Commissioned Services	1,794,739	76
Charged for Services	457,688	20
Grants, Fundraising and Investments	75,800	3
Other Income	25,000*	1
<hr/>		
<b>Total</b>	<b>2,353,226</b>	<b>100</b>
<b>Expenditure</b>	<b>£</b>	<b>%</b>
Charitable Activities	1,674,265	76
Support Costs	511,389	23
Governance	12,802	1
Other	4,883**	0
<hr/>		
<b>Total</b>	<b>2,203,339</b>	<b>100</b>
<b>Surplus (deficit)</b>	<b>149,887</b>	

\*Relates to the award of legal costs from Her Majesty's Revenue and Customs (HMRC) following the outcome of the VAT tribunal.

\*\* Relates to the reimbursement of donations from three supporters who contributed to our legal costs for the VAT tribunal.

## What Our Clients Say

"... has been extremely helpful, kind and really put me at ease during the process of employing a PA. They patiently explained the whole process, answered any questions and still had energy to have a laugh too".

*Family (Arrangement of Care & Support)*

"Sarah has had a brilliant experience with Good Company who have encouraged and supported her "to reach for the sky"! The positivity of the staff has always been amazing and nudge the young people to achieve. Thank you Mel H for giving Sarah the opportunity to be part of Good Company."

*Parent (Good Company)*

"Absolutely everything works well for my child when attending activities, Be it "normal" buzz/life skills, or during the summer activities, despite a pandemic. He really needs the breathing space, to just mix with peers in a safe nurturing environment, where he feels fully supported at all times. Time to just be himself and learn new skills, most of all, forming friendship groups with children just like him."

*Parents (Buzz)*

"... has been very helpful and has set up an urgent payment for me. She was very prompt, and communication was very polite and courteous. Thank you.

*Client (Supported Banking Service)*

" During the challenging Covid 19 times, mum was being supported by a fantastic carer. However, on a regular basis enquiries were being made from Disability Positive to see if we were coping. For someone who didn't have the support that mum has it would have been incredibly supporting just to know that help was at hand and people cared."

*Client (Liverpool Pilot)*

"The person I spoke to today was very helpful and passed the hours I submitted for my employee to the clerk. The clerk responded promptly, and I received an email with everything and more. A positive outcome. Great service."

*Client (Payroll)*

"Very constructive feedback and also very accurate"

*Professional – (Advocacy Service)*

"Found the course very interesting and made a lot of sense, especially being mindful at all times".

*Family (Learning Service)*



# Who's Who

## Board of Trustees as up to 31st March 2021

<b>Randal Smith</b>	Chairperson
<b>Sue Tebb</b>	Vice Chairperson
<b>Alan Scott</b>	Treasurer/Trustee
<b>Sonja Jonas</b>	Company Secretary/Trustee
<b>Richard Lewis</b>	Trustee
<b>Miro Griffiths</b>	Trustee
<b>Andrew Johnston</b>	Trustee
<b>Simon Holden</b>	Trustee
<b>Chris Shiel</b>	Trustee
<b>Judy Ford</b>	Trustee
<b>Chris Warren</b>	Trustee

## Senior Management Team as up to 31st March 2021

<b>Lynne Turnbull</b>	Chief Executive Officer
<b>Lindsey Walton-Hardy</b>	Head of Services
<b>Matthew Lord</b>	Head of Finance

## Operational Managers as up to 31st March 2021

<b>Vicky Randles</b>	Advocacy Service Manager
<b>Alison Davenport</b>	Arrangement of Care and Support Service Manager
<b>Melanie Hinde</b>	Community Engagement Service Manager
<b>Mark Clark</b>	Office Manager
<b>Alicia Graham</b>	Supported Banking Service Team Manager
<b>Jess Tait</b>	Policy and Communications Manager
<b>Janet Pointon</b>	HR Manager
<b>Steven Quayle</b>	Payroll Service Manager
<b>Viki Atherton</b>	Volunteer and Training Manager



# Contact Us



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**Facebook:** [www.facebook.com/disabilitypositive/](http://www.facebook.com/disabilitypositive/)

**Twitter:** [www.twitter.com/dis\\_positive](http://www.twitter.com/dis_positive)

**Instagram:** [https://www.instagram.com/dis\\_positive/](https://www.instagram.com/dis_positive/)

**We would also like to express our thanks and gratitude to the following organisations that support us:**



NHS Halton Clinical Commissioning Group  
NHS Warrington Clinical Commissioning Group