

# Annual Report: Impact Review 2019/20

We want a world that is Disability Positive



disability  
**positive**



Charity No: 1091744  
Company No: 4050994

The new name for  
**Cheshire Centre for Independent Living (CCIL)**

# Contents

Executive Summary	3
Chairperson's Report	4
Chief Executive Officer's Report	5
Vision and Aims	6
Inclusive Family Lives	7
Living Independently in the Community	10
Wellbeing	15
Work and Volunteering	16
Influencing Positive Change	18
How We're Doing	20
Financial Summary	21
What Our Clients Say	22
Who's Who	24
Contact Us	25



# Executive Summary

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.

Our strategic themes, set by our members, continues to be the key driver of our activities, to work towards our vision of an equal and inclusive society for disabled people.

During the year 2019–2020, we have been successful in meeting the key objectives we set for the year, as part of 2016-2021 strategy across our three key themes of Inclusive Family Lives, Living Independently within the Community, Wellbeing, Work and Volunteering and Influencing Positive Change. We have provided over 59,000 hours of support to 10,163 people with disability, long-term conditions and their families

## Headline achievements

The following are the summary overall highlights from the report:

- 97% of people accessing the services reported positive achievement of 2 or more personal outcome areas on the improvement of 1 or more of the following: Health and Wellbeing, Dignity, Choice and Control and Self Confidence.
- The average score per individual increased by 80%
- 95% of respondents rated the service/s overall as excellent or good in our customer satisfaction survey
- Our volunteers have provided 1,848 invaluable hours of their time
- We were awarded Disability Confident Leadership status during the year and are taking an active leadership role in encouraging and helping other employers on their journey to becoming Disability Confident.
- We have influenced a range of local, regional and national policy and our Chief Executive Officer was appointed as Chair of 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
- We hosted Cheshire Independent Living Awareness Day (CILAD) 2019 with support and sponsorship from our community partners. 99% of respondents reported a positive impression of the event and 89% felt the event helped people to understand disability better.

As we move into 2020/21, we will be rebranding to Disability Positive to better reflect who we are and what we do and we will be working with our members to finalise a new ambitious 3-year strategy to ensure we continue to provide services, opportunities and voice to people with lived experience of disability and long-term conditions. This will no doubt, also consider how we can adapt to the new 'normal' in light of the Covid-19 pandemic!

# Chairperson's Report

I am pleased to present to you our Impact Review for 2019/20; a year which has been incredibly busy for the staff of Disability Positive responding to the needs of people with experience of disability and long-term conditions; and towards the end of the financial year, our response to the Covid-19 pandemic.

Throughout this year we have supported 10,163 people with experience of disability and long-term conditions, and their families to access our range of services.

In June 2019, after a long battle with HM Revenue and Customs, the trustees were informed that we had been successful in our VAT appeal at First Tier Tribunal, confirming that our Payroll Service was exempt from VAT. However, following HM Revenue and Customs appeal against this decision with a new ground of appeal to the Upper Tier Tribunal, we made the difficult decision to withdraw from proceedings in February 2020, following advice from our Legal Representation. We have ensured that we have sufficient funds to cover the VAT liability and we hope that during 2020/21, we can re-invest some funds into the implementation of further services for people with disability and long-term conditions.

As 2019-20 drew to an end, we were heading into a time of uncertainty because of the Covid-19 pandemic. At Disability Positive, we worked hard to respond quickly to the vast majority of staff commencing homeworking, whilst continuing vital virtual support across all of our services to people with disability and long-term conditions. For the duration of the pandemic, we will continue to provide weekly calls to our customers and through the use of our invaluable volunteers, distribute Personal Protective Equipment to recipients of a Direct Payment who employ their own Personal Assistant/s.

As we move into 2020/21, we will be working with our members to finalise a new ambitious 3-year Strategy to ensure we continue to provide services, opportunities and voice to people with disability and long-term conditions. This will no doubt, also consider how we can adapt to the new 'normal' in light of the Covid-19 pandemic!

I would like to thank my fellow trustees, members, staff and volunteers, for their continued hard work and dedication throughout the year.

**Randal Smith**  
Chairperson



## CEO's Report

I would like to take the opportunity to express my thanks and gratitude to our trustees, members, volunteers and staff who have worked tirelessly towards influencing positive change and delivering our activities that really do have a positive impact on people's lives.

We have retained a close working relationship with disabled people's organisations across the North West and during the year, I was appointed as the Chair of a new Regional Stakeholder Network, established by the Cabinet Office Disability Unit, providing a channel for input and engagement with central government from disabled people and their organisations in the region.

In July 2019, we instructed a branding and design agency to improve how we communicate who we are and what we do. I am really excited that as a result of this process and following involvement from members, in December 2019, members agreed for us to rebrand to Disability Positive, to explain more clearly who we are and what we do.

In August 2019, we hosted Cheshire Independent Living Awareness day, which aimed to raise awareness of barriers faced by people with care and support needs and their families, celebrate equality and diversity and encourage community participation, integration and cohesion. The event was supported and sponsored by Active Cheshire, Brio Leisure, Cheshire West and Chester Council, Healthwatch Cheshire, Qwest and Vivo Care Choices.

We were awarded Disability Confident Leadership status during the year. Disability Confident is a government scheme designed to encourage employers to recruit and retain people with lived experience of disability and long-term health conditions. We are taking an active leadership role in encouraging and helping other employers on their journey to becoming Disability Confident (as reported under 'Work and Volunteering').

The Covid-19 pandemic has brought many new and additional challenges, along with anxieties amongst people with experience of disability and long-term conditions who have been disproportionately affected by the impact of Covid-19. We have understood these concerns as we have experience of disability and long-term conditions too.

The voice of people who use our services have remained a driving force behind our activities. Nationally, as well as being an active participant of the Independent Living Strategy group, we have also expanded our national influence, particularly regarding the impact on people with disability and long-term conditions as a result of the Covid-19 outbreak (as reported under 'Influencing Positive Change')

Our Strategic themes, set by our members, continues to be the key driver of our activities, to work towards our vision of an equal and inclusive society for disabled people. I hope you will enjoy reading more throughout the report about the impact our services have for people with disability and long-term conditions.

**Lynne Turnbull**  
Chief Executive Officer



# Visions and Aims

## Vision

Our vision is an equal and inclusive society for disabled people.

We achieve this by:

- **Empowering** disabled people to have independence, choice and control over their lives.
- **Being** a trusted, influential, and supportive organisation, run by disabled people, for disabled people.
- **Using** our members' views to influence local, regional and national government, media and other organisations about the changes we want to see.

## Aims

Our Mission is the driver in creating a number of Strategic Aims, all of which are intended to support local disabled people:

- We want a society that embraces and values the importance of family, friends and carers.
- We want a society that embraces choice and control and enables disabled people to choose how, when and where their needs are met.
- A society that embraces a person's physical and mental wellbeing and recognises that early intervention and prevention services can often avoid crisis situations.
- A society that embraces the social model of disability and truly meets the needs and aspirations of disabled people.
- A society that provides fulfilling and rewarding work and volunteering opportunities for disabled people and recognises the contribution and skills that disabled people can offer to all workplaces, with or without support.
- An organisation that is accountable to members and run in line with the constitution, legal requirements and strategic direction.
- An organisation that can achieve a balance between competitive, commissioned service through tenders, charged for services and fundraising, so that we can ensure a diverse range of funding sources.
- An organisation that provides a happy environment for staff to work in, with excellent terms and conditions, as well as provides opportunity for learning, development and growth/

# Inclusive Family Lives

## How we have valued the importance of friendship, families and carers

- **777** people accessed our community engagement services including the Buzz Youth Group, Creative Breaks Service and Good Company Adult Social Group.
- **8,274** hours of support were provided during the period.
- **100%** of people accessing the services reported positive achievement of 2 or more personal outcome areas on the improvement of 1 or more of the following: Health and Wellbeing, Dignity, Choice and Control and Self Confidence.
- During the period the average self confidence score per individual increased by **311%** (average score of 4.11 from average score of 1 in the previous year).
- **100%** of respondents rated the service/s as excellent or good in our customer satisfaction survey.

## Case Study – Buzz Youth Group

### The Challenge

Miles\* is 6 year old boy who was socially isolated and had very few opportunities to access leisure services outside of the family home without parents/carers. His parents advised us that Miles had complex personal requirements including management of behaviour, personal care and medication. Community activity providers were unable to respond to these requirements. Miles' parents assessed him as requiring 1:1 support at all times.

### The Solution

Miles' parents were referred by a third party to the Buzz Youth Group knowing it was a fully accessible and inclusive service for disabled young people. They were also aware that the staff team were qualified and experienced in providing high quality care for disabled young people. The group provided 1:1 support which enabled Miles to attend evening activity sessions on a weekly basis during term time, and weekly daytime activities during school holidays. Miles' parents and siblings were also invited to the Buzz Youth Group family events, held three times a year.

### The Outcomes

Miles now attends the Buzz Youth Group on a weekly basis and has attended a number of activity sessions during school holidays. He has dedicated 1:1 support each time he attends activity sessions and is able to actively participate in all activities. Miles has made new friends, learnt new skills and has been able to take part in activities which were not available previously, greatly reducing social isolation. The parents have an opportunity for a short break from their caring role on a weekly basis and a longer break during the summer holidays. Miles' parents are now confident to leave him with the staff team and have registered him for a number of off-site activity sessions.

**\*not real name**

“Thank you for all your support and for arranging these sessions; they have been brilliant — Miles told me it was awesome!”

# Inclusive Family Lives

## Case Study – Good Company Adult Social Group

### The Challenge

21-year-old Fred\* moved with parents from Australia and lived in a rural location with limited opportunity to meet new friends. The parents advised that Fred was socially isolated and had very few opportunities to access leisure services outside of the family home without parents/carers.

### The Solution

Parents found information about the service via the local authority and referred Fred to the service as they had been told that 1:1 was available at the group and parents were not required to accompany their son to activity sessions. Parents advised they had also spoken to another parent whose young adult attended the service, at a parent/carer support group and they had recommended the service. Parents advised they had been told the service was high quality and young adults could take part in a wide variety of social activities on a weekly basis. Parents felt this type of service would be 'perfect' for Fred.

### The Outcomes

Fred attended weekly, evening activity sessions for 14 months until they moved from the area. Fred had a dedicated 1:1 each time they attended activity sessions and they actively participated in all activities. He made new friends, learnt new skills, took part in activities which were not available previously and social isolation was reduced. The parents had an opportunity for a short break from their caring role on a weekly basis.

**\*not real name**

"Thank you for everything you have offered Fred over the last year, he has had an exceptional experience with kind and caring people who accepted him for who he is. We are all going to miss you very much and wish you every success in the future".



# Inclusive Family Lives

## Case Study – Creative Breaks

### The Challenge

9-year-old Brad\* was socially isolated and had very few opportunities to access leisure services outside of the family home without parents/carers. Brad's parents required a short break opportunity but were not eligible for support through social care.

### The Solution

Parents were referred by a third party to the service and were aware the Creative Breaks service could fund Brad's attendance at out of school activity sessions within their local community. They were aware that other disabled young people in the locality were attending afterschool, equine therapy sessions and were interested in Brad also attending these sessions. The parents were interested in accessing the service as the funding is managed by Disability Positive and payment for activity sessions can be made direct to a provider – they advised this would help the family significantly as they were not in a position to pay for the sessions direct and wait for the fees to be reimbursed.

### The Outcomes

Brad attends equine therapy sessions on a weekly basis and has attended a number of activity sessions during school holidays. He has a dedicated 1:1 each time he attends the activity sessions and is able to actively participate in all activities. Brad has also made new friends, learnt new skills, has been able to take part in activities which were not available previously and has now reduced social isolation. The parents have an opportunity for a short break from their caring role on a weekly basis and a longer break during school holidays.

**\*not real name**

“This service has been a wonderful opportunity for Brad and we have seen an improvement in behaviour almost immediately, you have been so helpful getting this sorted we are really, really grateful for everything you did to get this up and running.”



# Living Independently in the Community

## How we have supported disabled people to have choice, control and independence

- **9,386** people accessed our support services including Advocacy, Arrangement of Care and Support Service, Brokerage, Liverpool Direct Payment Pilot, Learning Service, Payroll and Supported Banking Service.
- **51,147** hours of support were provided during the period.
- **97%** of people accessing the services reported positive achievement of 2 or more personal outcome areas on the improvement of 1 or more of the following: Health and Wellbeing, Dignity, Choice and Control and Self Confidence.
- During the period the average score per individual for choice and control maintained at the same level (average score remains at 5 no change from previous period), however, the quality of life scores per individual increased by **17%** (average score of 3.5 from average score of 3 in the previous year, the personal dignity average score per individual increased by **100%** (average score of 4 from average score of 2 from the previous year).
- **95%** of respondents rated the service/s as excellent or good in our customer satisfaction survey.



# Living Independently in the Community

## Case Study – Advocacy

### The Challenge

Linda\* wished to see her father who was at the end of life. Barriers were put in place by her support workers due to their concerns around her reaction to the visit and her anxieties around Covid-19.

### The Solution

Linda is under the court of protection and wished to see her father before he passed away. She had not seen him for 12 weeks due to Covid-19.

### The Outcomes

The provider was challenged by the Advocate around not allowing Linda to see her father. They were also asked to complete risk assessments for the visit to her father. Following the challenge and risk assessment the visit was allowed to go ahead. The advocate supported the client by telephone, before, during and after the visit. Linda's human rights, and her father's human rights were upheld. Linda now feels that she is able to have choices and to challenge decisions herself in the future.

**\*not real name**

“Thank you so much for fighting for my daughter’s rights to see me at this time. Your reassurance helped her so much, I don’t know what we would have done without you”.

(Linda’s father)



# Living Independently in the Community

## Case Study – Arrangement of Care and Support

### The Challenge

Referral received for Arthur\* via the Clinical Commissioning Group for a Personal Health Budget after sustaining acquired spinal cord injury following a road accident some years previous. After recent admission to hospital and awaiting discharge, there was a delay due to not finding a package of care. The family refused agency care due to previous bad experiences. The hospital advised Arthur's wife that it would be impossible for him to return home, even though she had one Personal Assistant (PA) in mind to employ. Arthur's wife was described as difficult and unwilling to take advice and attempts in creating a traditional care package to return home had failed.

### The Solution

The Arrangement of Care and Support Service (ACSS) advisor's initial visit to the family was difficult, they didn't want to hear anymore 'empty promises'. The advisor listened, addressed each issue the family faced managing the budget, paying staff, managing a rota, training, finding the right staff. The advisor assisted in; advertising, supporting the family to apply for a managed bank account and payroll service, lots of information to support the family in the recruitment process. A head PA was recruited to manage rotas, training and time sheets, but during this period an agency was used. NHS funding allowed Arthur's wife to bring her husband home and care for him the way she wanted to, during the period of training they used an agency, they 'promised the world' and gave nothing.

### The Outcomes

A team of PAs are now in place and Arthur and his family are very happy. There is open communication with the family and the advisor. A bonus for the family is the package of care is a third cheaper.

**\*not real name**

"With the ACSS adviser urging me on, I have now got four PA's on board and am looking for another to take us to the full amount of staff needed. To be honest with the ACSS backing I found the confidence I need to do this, and I have even stopped using the agency, to the complete joy of all.

My ACSS advisor is my first 'go to' when I'm unsure or need help or advice. Without their help I don't know what would have happened to my husband, but with my ACSS advisor's help and support, I have a great team who all work together and give my husband gold standard care."

# Living Independently in the Community

## Case Study – Learning Service

### The Challenge

Ethan\* lives at home supported by family and personal assistants employed using a Personal Budget. Ethan has a variety of care and support needs and therefore needs trained staff that are competent in managing his care and support at home.

### The Solution

Elaine\* uses our service to train staff to support Ethan correctly. Ethan has a variety of complex support needs and having access to tailored person-centred training has been invaluable for him receiving the care and support he needs to live independently at home. As personal budgets can be tight and staff are part-time it can be difficult to train staff in a conventional way to meet such individual needs. The Learning Service is cost effective and person-centred and means that clients like Elaine and Ethan can receive training appropriate to their needs, delivered the way they want it.

### The Outcomes

Training was delivered by qualified trainers at Ethan's home address, using his own equipment. Trainers were able to combine topics and sessions around PA hours so that all involved could receive the training needed. Staff were able to discuss any concerns they had and really look how this would work for them and Ethan.

**\*not real names**

“The training for the staff is absolutely crucial, it gives them a better and much deeper understanding of Ethan's medical, physical and mental needs. All the training is person-centred, so every area of Ethan's wants, and needs are addressed. It gives staff confidence when sometimes dealing with very negative and aggressive behaviour.

As an employer it covers us legally that the staff trained in every area of their client's needs. It also gives us the ability to train our staff properly and in a person-centred way. As a mum, it makes me feel more secure knowing that if there are any issues my staff are trained and understand what they need to do correctly. My staff would not work as productively as they do without training from CCIL it is absolutely crucial, and I thank you all very much.”

# Living Independently in the Community

## Case Study – Payroll

### The Challenge

Upon being awarded Direct Payments, Rita\* needed a payroll service to meet the legal requirements of employing staff.

### The Solution

Lancashire Council, the funding authority, and Disability Positive offer a contracted service for payroll provision.

### The Outcomes

Rita received an end-to-end payroll service, alleviating some of the stresses involved with employing staff.

**\*not real name**

“Can I thank you for all the support you have given me through the year for my son. Without your vital role we would struggle and our care team do such amazing work with him and I count you as part of the team”.

## Case Study – Supported Banking

### The Challenge

Sandra\* required care, and wished for this to be in her own home but she didn't want to deal with payments to her staff and associated paperwork.

### The Solution

Sandra was self-funding and chose the service independently to maintain her independence by living in her own home. Sandra made use of the Supported Banking Service (SBS) so that through Direct Payments she could choose her own care and support. With the assistance of the Supported Banking Service, Sandra has been able to do this by having the administrative tasks of managing the payments and ensuring the account was running efficiently.

### The Outcomes

Sandra was able to maintain independence and remained in her own home, whilst not having the added role of issuing payments to Personal Assistants.

**\*not real name**

“Thanks for all the help over the last few years in helping to keep my grandma in her own home, where she wanted to be”.

# Wellbeing

## How we have supported disabled people's physical and mental wellbeing

- **97%** of people accessing our services reported positive achievement of 2 or more personal outcome areas on the improvement of 1 or more of the following: Health and Wellbeing, Dignity, Choice and Control and Self Confidence. During the period the average Health and Wellbeing score per individual increased by **80%** (average score of 4.5 from average score of 2.5 in the previous year)
- We continued to work in partnership with the Neuromuscular Centre and the Carers Trust to deliver Read and Connect — a reading group. We also introduced a new service — Reel Connections — film sessions to continue to support disabled people and their family, friends and carers by helping reduce social isolation.

We hosted Cheshire Independent Living Awareness day in August 2019, in partnership with Active Cheshire, Brio Leisure, Cheshire West and Chester Council, Healthwatch Cheshire, Qwest and Vivo Care Choices. The event aimed to raise awareness of barriers faced by people with care and support needs and their families, celebrate equality and diversity and encourage community participation, integration and cohesion.

The event had eleven themes; aligned to the Pillars of Independent Living; 'Advocacy', 'Equipment', 'Health & Social Care', 'Housing', 'Information', 'Leisure', 'Money', 'Peer Support', 'Personal Assistance', 'Transport' and 'Work and Volunteering'. Exhibitors within the programme were grouped according to the relevant theme.

- **52 exhibitors** showcased their services available to disabled people and carers,
- **543 visitors** with a further reach of 63,370 via social media.

The event also featured a series of accessible activities including accessible football, smoothie bike, accessible rugby, inflatable tennis and face painting. 'DJ Jay' helped to create a 'buzzing' atmosphere.

- We received feedback forms from **153** visitors and exhibitors.
- **99%** of respondents reported a positive impression of the event.
- **100%** of exhibitors were happy with the opportunity to talk about their products and services.
- **89%** felt the event helped people to understand disability better.



# Work and Volunteering

## How we have supported disabled people into paid employment and volunteering roles

We were awarded Disability Confident Leadership status. Disability Confident is a government scheme designed to encourage employers to recruit and retrain people with experience of people with disability and long-term health conditions. As Leaders we are committed to helping and encouraging other employers on their Disability Confident journey.

- **2** people with experience of disability and long-term conditions participated in a work placement with us.
- **28** volunteers supported us across our range of services.
- **1,848** invaluable volunteer hours have been given in support, providing an 'in kind' contribution worth £17,186.
- **21** employers have been actively supported on their journey to become Disability Confident.
- **19** organisations have signed up to be Disability Confident employers.





# Work and Volunteering

## Case Study – Work and Volunteering

### The Challenge

\*Jason was a sixth form student at a local school for disabled children. He came to Disability Positive for a work placement to gain meaningful work experience before leaving school and looking at further education.

### The Solution

Following a successful placement last year with another student, Jason requested to do his work placement with us. Jason wanted to gain communication and social experience and decided to do his placement in the reception area. Jason worked along side our receptionists and answered the phones, welcomed staff and guests and also ensured our procedures were followed. Jason also completed various administration tasks while at the reception and helped out other departments from time to time.

### The Outcomes

Jason was able to practise his communication skills face to face, via the phone and email. We saw a definite increase in Jason's confidence whilst he was with us and he became very popular with staff and tenants.

**\*not real name**

"Jason's confidence grew more and more each week on reception. He was so nervous of the switchboard in the first few weeks, but he got the hang of it in no time at all. Jason then moved on to doing some of our admin work, which he was great at – I'd show him once, and leave him to it, no problems at all. Reception received many positive comments about Jason, he was a pleasure to work with."

*(Feedback via—reception staff)*

# Influencing Positive Change

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

We have continued to develop our policy influencing activity locally and regionally and have been increasingly influential nationally, including:

- Locally, we raised a challenge with Cheshire East Council on their Direct Payment Policy, worked with both Cheshire Safeguarding Adults Boards, and contributed to engagement on the Cheshire West Place plan. We also wrote to both Cheshire Local Authorities urging them not to implement easements of the Care Act 2014 as allowed under provisions under the Coronavirus Act 2020. Both authorities confirmed that they are not intending to implement the easements.
- Regionally, during the year the Chief Executive Officer was appointed as Chair of 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.
- Nationally, as well as being an active participant of the independent living strategy group, we have also expanded our national influence, having met with Justin Tomlinson MP (Minister for Disabled People), local MPs and Cabinet Office representatives.

In addition we have contributed views to inform a response to a DEFRA enquiry on access to food during the Covid-19 outbreak and signed an open letter to the NHS regarding the possible imposition of blanket Do Not Resuscitate (DNR) orders, calling on them to ensure disabled people's rights during the pandemic. This received an open response making a commitment to ensuring rights.



# Influencing Positive Change

## Case Study – Policy Influencing

### The Challenge

Cheshire West and Chester Council invited engagement on their Proposal Place Plan, a long-term strategy document planning the future of health and wellbeing priorities over the next 5 years.

### The Solution

The Policy Influencing Officer looked at the plan in detail, attending engagement events organised for local CVS organisations. A formal response was submitted to the consultation. The terms 'disability' and 'disabled people' were missing from the document in most sections. Given the context of the Place Plan and its ambition to improve health and wellbeing, we encouraged the council to consider changing this. Though there were references made to 'people with long-term conditions' or people with 'complex needs' - all medical terms, and not in keeping with the Social Model of Disability. We made it clear we would welcome seeing them replaced with specific reference to disabled people throughout the document. Particularly important in the sections on preventing isolation and loneliness, where disabled people were not identified as a group at risk of isolation.

### The Outcomes

We received feedback from the author of the Place Plan that our feedback had been very constructive and that disabled people would now be specifically mentioned in the document. The final Place Plan included reference to disabled people throughout using the spirit of the social model as we suggested. It also makes specific reference to disabled people under the 'preventing isolation and loneliness', as well as commitment to support employers to become disability friendly. This was very encouraging result of our engagement and influencing with the Council. Helping towards inclusion of disabled people in the Council's next 5 year plan.

# How We're Doing

## Performing with Excellent Governance

### How we have run in line with our strategy, legal requirements and constitution

- 4 new trustees were successfully appointed during the period.
- The strategic risks for the organisation were reviewed by the Strategy and Risk Committee on a bi-monthly basis during the year and key risks reported to the Board of Trustees.
- Implemented 100% of recommended changes from the external Governance Review.
- Audited by the Advice Quality Standard in April 2018 and retained the Advice Standard Quality Mark: Disability, Health & Social Care for a further 2 years.
- Achieved all Key Performance Indicators linked to the strategy during the year.

## Being a great place to work and progress

### How we strive to make Disability Positive a great place to work and progress

- In June 2019, an annual review of the Remuneration Policy was carried out.
- In January 2020, staff were awarded a pay increase to ensure that we remained aligned to the real living wage.
- **86%** of employees reported that Disability Positive is a Great Place to Work.
- **96%** of employees told us that that the terms and conditions of employment are excellent or good.
- **94%** of employees feel supported by management.
- In mid-March 2020 all staff were encouraged to work from home in light of the Covid- 19 pandemic and a Covid-19 policy was implemented.

## Financial Sustainability

### How we have achieved a diverse range of funding

- **78%** of our income came from commissioned services.
- **19%** of our income came from charged for services.
- **3%** of our income came from grants and fundraising.
- Cash reserves at beginning of financial year were 4.6 months and at the end of the year 5.1 months (the reserves policy is 4.5 months).
- Disability Positive maintained **100%** occupation of the ground floor by organisations that share our vision.

# Financial Summary

## Income & Expenditure 2019 – 2020

<b>Income</b>	<b>£</b>	<b>%</b>
Commissioned Services	1,952,609	77
Charged for Services	481,967	19
Grants and Fundraising	60,446	2
Other Income	59,050*	2
<hr/>		
<b>Total</b>	<b>2,554,072</b>	<b>100</b>
<b>Expenditure</b>	<b>£</b>	<b>%</b>
Charitable Activities	1,863,785	78
Support Costs	514,219	21
Governance	22,253	1
<hr/>		
<b>Total</b>	<b>2,400,257</b>	<b>100</b>
<b>Surplus (deficit)</b>	<b>153,815</b>	

\*This income relates to the outcome of a VAT tribunal case in which Disability Positive sought to confirm that the provision of payroll services to disabled people who employ their own care staff (via a direct payment for health or social care) in Cheshire was not subject to VAT. During the year the trustees were informed that the charity had been successful in their VAT appeal at First Tier Tribunal. However, following HMRC's appeal against this decision and advice from a Barrister and QC, the charity made the decision to withdraw from proceedings in February 2020. Over the period of the case which had been ongoing since 2012 the charity had accumulated a provision for VAT relating to an assessment period of 4 years. Having received legal advice that, the maximum period of assessment is 2 years, the charity has been able to reduce the VAT assessment provision. This additional income, provides funding for the Charity to invest in further services for disabled people

## What Our Clients Say

"...along came NHS funding and the support from ACSS who were a breath of fresh air with fantastic suggestions to enable my husband to be discharged from hospital and for me to look after him the way I wanted to"

*Family (Arrangement of Care & Support)*

"I think we can confidently say that we both worked relentlessly to gain the right outcomes for the client and her family. Thank you so much, and I am really grateful for your input in recent weeks – it's been really challenging"

*Professional (Advocacy)*

"My son has received so much from this service, he has developed much better social skills. He can stand around in public areas much better and longer. And this is still developing. He has learnt to swim and from this developed much better communication skills. He has made friends which he finds difficult. We've had brilliant family time, one to one time with me doing activities – opportunities that would not be easy for us to get"

*Parents (Creative Breaks)*

"Thank you so much for all you have done, I really do appreciate it. It is such a big weight off my shoulders, now I can get on with sorting my own things out"

*Parent (Supported Banking Service)*

"Thank you for a lovely afternoon (Talent Show). How lovely to see young people share such a diverse range of talents. It was amazing! They were clearly proud not only by their achievements but what their fellow members have achieved"

*Professional (Good Company)*

"I have had a long association with CCIL, and enjoyed superb professional assistance and advice from your organisation. For me it has been a stress free relationship these last 10 years. Thanks to X for all your help, please pass on my thanks to all your colleagues who have been my point of contact over the years"

*Client (Payroll)*

"The whole of the SBS team are brilliant! They explained the whole process to the Lancashire client and she is much happier now"

*Professional (Lancs)*

**(Supported Banking Service)**



## What Our Clients Say

"Great club with fantastic staff, the only place my son can go and be himself. They have really given him the confidence to do things that he has never tried before. They have given me support when things at home are very stressful and always have time to talk and support parents as well as the children"

*Parent (Buzz)*

"Excellent guidance and advice, a friendly and very competent voice at the other end of the telephone. Very informative emails every week, it is good to know that there is always someone there"

*Client (Arrangement of Care & Support)*

"The service provided each month is fantastic. Thanks to X who are always helpful all of the time, processing time sheets quickly and responding to any queries I may have — Thank you!"

*Client (Payroll)*

"The training for the staff is absolutely crucial, it gives them a better and much deeper understanding of X medical, physical and mental needs"

*Family (Learning Service)*

"Thank you for supporting our patients so well, as always, we really appreciate it"

*Professional (Advocacy)*

"Thank you so much for all the recent training, my staff rated the sessions and trainers very highly. The training has definitely helped give the staff an understanding of why X behaves and communicates in the way he does. It has facilitated lots of discussion amongst the team as to appropriate strategies to implement and has really helped us shape a relevant, personalised care plan"

*Family (Learning Service)*



# Who's Who

## Board of Trustees as up to 31st March 2020

<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>Georgina Wray</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 2020

<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 2020

<b>Vicky Randles</b>	Advocacy Team Manager
<b>Alison Davenport</b>	Arrangement of Care and Support service Manager
<b>Melanie Hinde</b>	Community Engagement Team Manager
<b>Liz Traynor</b>	Office Manager
<b>Alicia Graham</b>	Supported Banking Service Team Manager
<b>Viki Atherton</b>	Workforce Development and Volunteer Manager



## Contact Us



**Address:** Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU

**Telephone:** 01606 331 853

**Email:** [info@disabilitypositive.org](mailto:info@disabilitypositive.org)

**Website:** [www.disabilitypositive.org](http://www.disabilitypositive.org)

**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:

