

Annual Report: Impact Review 2022/23

We want a world that is Disability Positive



**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 and carers.

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

During the year 2022–2023, we have been embedding our 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. At our 2022 AGM we agreed to extend our strategy to 2030 and agreed to ambitious growth to support more people.

Headlines from our impact report

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

- We have provided 74,656 hours of support to 10,081 people with disability, long-term health conditions and their families or carers.
- 97% of people accessing our service(s) reported an overall improvement in one or more areas (self-confidence, choice and control, independence, dignity, reduced isolation and upholding of rights) with an average improvement of 7.5%.
- 98% of respondents rated that they were very happy or extremely happy with our service(s) in our customer satisfaction survey.
- Our volunteers have provided 893 hours of their time.
- We have worked with other local, regional, and national representative organisations to ensure the voice of our members and people with lived experience of disability and long-term conditions are heard. This year we have been involved in addressing 3 key social challenges and responded to 6 consultations.
- We remained committed to generating 10% Social Value across all our services in social, economic and environmental impact. This year we have generated 40% Social Value across all our services, with a financial proxy value of £1,290,454.
- We remain committed to reducing our carbon footprint and emissions by 10% each year to achieve our aim of being carbon neutral by March 2030. This year we measured our performance against our 3-yearly targets and have reduced our carbon footprint by 45% since our baseline data in 2020 and reported a 22% improvement this year against our 2022/23 target.



Chairperson Report

I am pleased to present our Impact Review for 2022/23, a year which has been another incredibly busy year for the staff of Disability Positive. Looking at the positive impact during the past year, I am very pleased to say that 97% of people we support reported an improvement in one or more of their personal outcomes and that 98% of respondents to our customer service survey rated our service(s) excellent or good.

Our Board of Trustees and senior management team are looking forward to the continued future and growth of Disability Positive. We have recruited a new Head of Operations and Business Development, Kate Foster, who is implementing our new strategy and supporting the growth of our services. We value the hard work of all our employees and volunteers and would like to applaud all the contributions and accomplishments, on behalf of the board of trustees. I would like to take this moment to show our recognition and congratulations to staff member Ronan Willis, who celebrated 20 years of service with Disability Positive this year.

We have said goodbye to a very valuable member of the board of trustees Sonja Jonas, a special thank you goes to Sonja who brought valuable wisdom, guidance, support, and commitment throughout her time as board member and chairperson of the governance committee.

The No Limits festival in 2022 was a great success and it was incredible to see so many people in attendance.

The extension of our strategy was approved at the October 2022 AGM and we are positive about reaching more people by working collaboratively by being a trustworthy organisation to be a representative voice.

Looking ahead to 2023/24, the Board has looked at how we can continue to develop our services to support the business sector, looking at ambitious growth to help more people with lived experience of disability and long-term health conditions and expanding of our services throughout the nation. We are proud to see our company values throughout the workforce and services of being representative, collaborative, ambitious, trustworthy, and positive.



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

Randal Smith
Chairperson

Chief Executive Officer Report

It has been an exciting yet challenging year, and of course my report is only a snapshot of some of the things that have happened this year, but I really hope you enjoy reading our full report to give you a better insight into all the amazing things that we have achieved this year, despite some bumps along the way.

Sadly, we started the year with the loss of a local authority contract to deliver one of our much-loved opportunities – the Cheshire West Buzz Group; despite this, we were delighted that our trustees approved the use of £45,000 of reserves to extend a vital youth provision for the year, and they also agreed a further £25,000 from reserves to extend our Counselling and Befriending service. We also commenced two exciting new opportunities through Community Connections and our Sensory Hive services.

We also were disappointed to be unsuccessful in our tender to continue statutory advocacy from September 2022; in spite of this, I am delighted that we were able to retain the skills and expertise of 63% of our advocate workforce who decided to remain with Disability Positive, rather than transfer to the new provider.

It has not been all doom and gloom though - we still managed to provide an impressive 74,656 hours of support to 10,081 people with disability, long-term health conditions and their families or carers during the year, and we have been able to demonstrate our massive social value and environmental impact across the organisation.

As already mentioned by our Chairperson, following a Board development day, our members agreed to extend our strategy to 2030 and agreed our ambitious growth plans to double our reach and income by 2030 – no pressure! To help us achieve our ambitions, the Board agreed to invest a further £32,000 from reserves so we could look at other ways that we can diversify our income, so that we can provide services, opportunities, and a voice to more people with lived experience of disability and long-term conditions, and support businesses to be more Disability Positive.

During the year, together with a number of other Disabled Peoples Organisations, we submitted a response to the Covid-19 Public Inquiry Terms of Reference to ensure that the specific impact of the pandemic on disabled people was not forgotten. I am really pleased that this resulted in a positive change to the Terms of Reference and that subsequently, I was asked by the Inquiry to submit a witness statement for module 1: to share our views about the government's response to the pandemic, to record people's lived experience and the impact this had on our lives.

I'm incredibly proud of the unrelenting positivity, dedication and drive of our trustees, members, employees, and volunteers who remain committed to delivering our activities that really do have a positive impact on people's lives, thank you - we really couldn't do it without you.

I look forward to seeing what excitement 2023/24 has in store that will get us even closer to our vision of a world that is Disability Positive.

Lynne Turnbull
Chief Executive Officer



Visions and Aims

Vision

We want a world that is Disability Positive.

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.

Strategic Themes

Our strategic themes are the things that guide our work, being:

- 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.



Snapshot of our Social Value Impact

Our total social value generated this year has been **40%**, with a proxy financial value of **£1,290,454**. *

97% of people we support, reported improvement in one or more area: independence, self-confidence, dignity, choice & control, mental health and wellbeing, upholding of rights and reduced social isolation.

98% of respondents to our customer satisfaction surveys were happy or extremely happy with our service(s) overall.

100% of our staff were paid at least the Real Living Wage.

60% of our workforce have lived experience of disability and long-term health conditions.

23% of our workforce are Mental Health First Aid trained.

We reduced our total carbon emissions by 78.31 tonnes.

97% of our workforce live in Cheshire.

We provided 51 employees with access to well-being programmes.

We invested £29,882 in initiatives to support people with lived experience of disability to build stronger community networks and improve their wellbeing.

We are on track to be carbon neutral by 2030.

We spent £450,502 with Community Sector organisations in our supply chain.

We have addressed 3 key social challenges in partnership with other Disabled People's Organisations.

We spent £335,756 locally within our supply chain

We invested £71,140 in wellbeing initiatives to support people with lived experience of disability to improve their physical and mental health.

*based on proxy values used in the National Themes, Outcomes and Measures Framework.

Snapshot of our Environmental Impact

Our carbon emissions this year has **reduced by 22%** over and above our 2022/23 target and we have reduced our carbon footprint by **45%** compared to our baseline data from 2020.

Our 2020 baseline data:

Total Annual Emissions: 172.80 tCO₂

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Energy: 36.90 tCO₂

▶ View details

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Expenditure: 52.73 tCO₂

▶ View details

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Food: 1.46 tCO₂

▶ View details

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Travel: 80.41 tCO₂

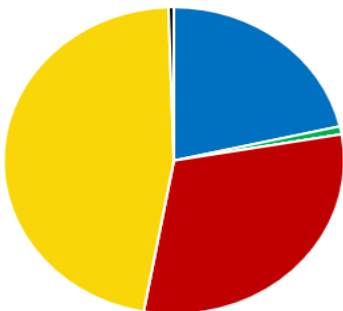
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Waste & Water: 1.30 tCO₂

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Disability Positive Baseline Carbon Emissions
2019-2020



Energy	21%	Expenditure	31%
Food	0.8%	Travel	47%
Work from home	0%	Waste and Water	0.5%

Our 2022/23 performance:

Total Annual Emissions: 94.49 tCO₂

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Energy: 21.23 tCO₂

▶ View details

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Food: 486 kgCO₂

▶ View details

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Work From Home: 13.89 tCO₂

▶ View details

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Expenditure: 33.32 tCO₂

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Travel: 25.28 tCO₂

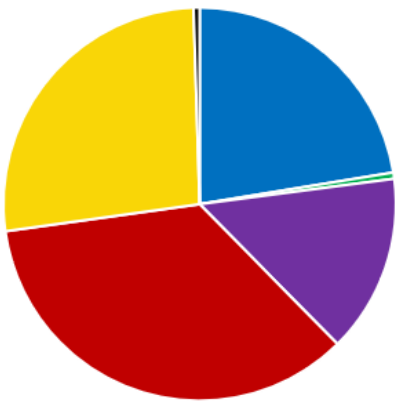
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Waste & Water: 286 kgCO₂

▶ View details

Our Carbon Emissions 2022- 2023



Expenditure	35%	Energy	22%
Travel	27%	Food	0.5%
Waste and Water	0.2%	Work from home	15%

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

- **8,356** people accessed our services including Arrangement of Care and Support Service, Learning Service, Payroll and Supported Banking Service
- **53,474** hours of support were provided during the period.
- **94%** of people reported an improvement in their Choice and Control, Quality of Life, and Dignity, with an average improvement of 7.5%. However, the average score for Dignity improved by a more significant 12%.
- **95%** of people were very happy or extremely happy with our service(s) in our customer satisfaction survey.
- Northwest Care Cooperative our wholly owned trading subsidiary supported **67** Personal Assistant Members to provide **3,048** support hours per month to **37** Principal Members of the Care Cooperative, during the period.

Case Study – Arrangement of Care and Support (ACSS) – Learning Service

The Challenge

Grace* received a Personal Budget from her Local Authority, she paid a higher rate of pay and could not allocate any training as she did not have this allocated in her budget.

The Solution

The learning administrator informed her that we could use some of our funding to cover the cost of her PAs to be trained.

The Team came to the office where we arranged PA training days along with other PAs from differing employers.

They were each given a PA passport so they could keep a track of their training and know when it needed updating.

The Outcome

All PAs are now fully trained and have formed an informal PA support group with other PAs.

They appreciated the PA passport and look forward to adding more skills to their portfolio.

***Not real name**

"We are very happy with the quality of the training that you have provided for us and have the fullest confidence in it. We look forward to seeing you all next year."

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

Roisin* has an extremely rare condition; a package of care was difficult to source, and the family have been resistant to care packages being put in place. This has resulted in a number of agency packages breaking down, and those that were proposed - being rejected. This meant that in case of an emergency there weren't many people available that could support Roisin. Roisin's mother, and main informal carer, was rushed to hospital following a severe medical emergency. This resulted in trying to secure a 24/7 package of support, ahead of the bank holiday weekend, in just 4 hours.

The Solution

Following an emergency Multi-Disciplinary Team meeting with lead Integrated Care Board professionals a few possible options were determined: a short stay residential placement, a hospital admission or agency coverage. Unfortunately, there was no availability anywhere nearby, with the only suitable placements a considerable distance away.

The solution was the immediate implementation of Personal Assistants (PAs). There were a number of highly skilled PAs available for an immediate start. Following swift organisation by our Arrangement of Care and Support Team Manager and health professionals, the PAs were able to be inducted to support Roisin. The PAs were required to be formally employed by Roisin, so Disability Positive were able to support the selection of payroll and managed account services and an appropriate insurance policy to ensure the PAs were legally and safely employed. The Payroll and Supported Banking services, managed to setup the entire package within an hour. The recosting of the budget was drafted by the advisor to ensure that the funding would be urgently approved for the appropriate amount of expense. Within an incredibly tight timescale the entire package was implemented alleviating the additional stress on the representative who was undergoing the emergency medical intervention.

The Outcome

Roisin was able to remain at home with high-level support, rather than require a residential placement that may not have been able to meet Roisin's needs safely.

*not real name

"The client and their family felt they were supported around the clock and safeguarded against further developments if their hospital admission was to continue. They thanked Disability Positive for their prompt actions."

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

Maria* had recently started employing her own PAs, she was quite nervous and very stressed about the idea and had no understanding about how to pay her PAs wage. Someone Maria knows who already employs their own PAs using our payroll service recommended Disability Positive to her.

The Solution

Maria got in touch with Disability Positive saying that she had heard of our good reputation as an organisation and would like to know more about how payroll works.

The Outcomes

Maria's account is now set up and working well, with constant communication with her dedicated payroll clerk. Maria is now a confident employer of her own PAs.

***Not her real name**

"Thank you for all of your help, you have been amazing, and I feel more relaxed and in control."

Case Study – Supported Banking Service

The Challenge

Avril* was providing care for both their mum and brother, whilst also running own their business. It became challenging and Avril wanted to ensure that mum and brother continued to have their care needs met with a suitable PA. After finding a suitable PA the administration of the direct payment funding was needed to support Avril.

The Solution

Provided with options by social care and chose to have a supported banking account with Disability Positive

The Outcomes

A supported bank account was set up to support Avril with the administration of direct payment funding for her mum and brother so that they can continue to live independently with a suitable PA. The PA required payment quickly as was already in place, however the full account set up can take some time. The supported banking team liaised with Avril to ensure the account paperwork was complete and funds received timely and interim payments were raised to the PA so that the PA could continue without any breaks in receiving payment.

***Not real name**

"Thank you for helping sort out an interim payment for PA 1. It's a huge help as she's so enthusiastic and has really turned life around for both my mum and my brother. They are enjoying life again! Thank you for your part in this great success story."

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

- **429** people accessed our opportunities including Buzz Life Skills, Sensory Hive, Community Connections, Good Company and Counselling and Befriending service(s).
- We provided **10,035** hours of support across our opportunities.
- **97%** of people reported an improvement in one or more areas from self-confidence, reduced social isolation, opportunity to socialise, opportunity to learn new skills and opportunity for a short break.
- **100%** of people were very happy or extremely happy with the opportunities they received and the service we provided.
- We offered **2** volunteer placements to disabled people to improve self-confidence and support their return to paid employment.
- We maintained our Disability Confident leadership status and an average of **60%** of our workforce (73% trustees, 68% paid staff and 39% of volunteers) reported that they have lived experience of disability and long-term conditions.
- We actively supported **2** local employers on their journey to be Disability Confident.
- **40** volunteers supported us across our range of services. Through them, **893** invaluable volunteer hours have been given in support during this time - a generous 'in kind' contribution worth £15,118.



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 (Cheshire East)

The Challenge

Kelly's* mum told us there are no opportunities for Kelly to attend groups independently from her parent/carer due to her needing personal care and rescue medication.

Kelly is unable to explore opportunities outside of school for socialising, developing independence, nurturing relationships outside of her family unit, or expanding her social skills.

Kelly's parents don't feel able to leave her at an activity session as she/they did not know staff.

The Solution

Our team went to visit the family to discuss and complete a risk assessment and support plan. Kelly was allocated a 1-1 support worker who attended rescue medication training arranged by Kelly's mum. The coordinator also attended rescue medication training. We provided Kelly with 1-1 support to engage in activities and get to know her peers within the group.

The support worker and coordinator gave Kelly's mum feedback at the end of each session about Kelly's progress, whilst also building up trust with mum weekly - by engaging in person and answering any queries via telephone

The Outcomes

Kelly's confidence and independence were increased. Kelly's mum has agreed for her to attend an overnight residential in 2023! Kelly has increased her friendship group and has been invited to birthday parties by other members. Kelly's mum has become friends with parents of other members and families and socialise outside of the group setting.

***Not real name**

"Kelly can't wait for Buzz sessions and loves her Support worker and Coordinator" - Mum



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

Riley* is isolated from the community due to having limited opportunities to socialise outside of college and home. He has regular periods of increased anxiety and can be physical towards others if his anxiety increases. Riley has difficulty with self-regulation and has obsessive behaviour on a regular basis about certain topics.

Riley's Dad, who is a single parent, requires regular short breaks. He was looking for a social group post for when his Buzz group closed. Riley was added to the waiting list and could not attend straight away.

The Solution

Our team went to the family home to complete a risk assessment and support plan. Riley's Dad wanted him to remain attending services delivered by Disability Positive as he had been given 1-1 support at our Buzz group, he was confident in the staff team to manage Riley's behaviours and understand his requirements.

After being on the waiting list for 5 months, Riley was offered a place with Good Company, and was allocated a Support Worker.

When attending activity sessions, Riley is given verbal instruction and direction by our staff team in short sentences. Riley is given the chance to write down any questions he may have about future activity sessions to reduce his anxiety.

The Community Engagement Manager attends Adult Multi-Disciplinary Meetings to ensure they are aware of all personal requirements, engage with college and obtain information about behaviour support strategies used to ensure consistency. Feedback is given to Dad at end of each activity session. Dad updates staff team with any developments/incidents within college/home life.

The Outcomes

Riley now attends groups on a weekly basis where he is provided with 1-1 support on an ongoing basis. Riley has now built up trust with our staff team and is understanding when and what behaviour is not acceptable within the group and apologises if he does so within activity sessions.

Riley is also supported to self regulate where possible by our full staff team.

***Not real name**

"the only place Riley can go to socialise as an adult that understand him, staff team are always helpful and do their best all the time' - Dad



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

Case Study – Community Connections

The Challenge

A family with 2 children aged 11 and 13yrs, who both have SEN came to Disability Positive for some respite support.

Mark* has ADHD, he had no friendship groups and struggles in social situations. He requires a lot of adult support.

Lacey* has depression and suffers with PTSD, she struggles with self-care and leading a healthy lifestyle, she needs encouragement to move and get more exercise. Lacey also struggles in social situations and her processing skills/emotional age is of a child much younger.

The Solution

Our Community Connections service was suggested to the family in order for both children to access activities whilst giving the parents the opportunity to have a break from caring and the 1:1 support the children need.

The Outcomes

The clubs Mark goes to has helped him to focus on a particular activity and keep him occupied in a positive and healthy way. He can socialise in a structured setting that wouldn't happen outside of the group. He feels like he fits in with the other children during these sessions.

Lacey is now much more active, the activities she attends encourage her to move and get more exercise, the singing and dancing helps her emotionally too.

They both access activities that allow them to feel included and have a sense of belonging with their peers which they both crave and need. The positive role models within the groups allow them to build their social interaction skills and self-confidence.

***Not real names**



"The help and support from the Community Connections team has been amazing as the new system was difficult to set up and navigate. It's difficult to try and plan 12 months in advance with our children as things change week to week. The funding means our children can access activity we couldn't afford otherwise, and it gives them a healthier lifestyle. The whole family benefit from the respite, especially me as it can be very tiring emotionally and physically at times" - parents

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 Life Skills (Cheshire West)

The Challenge

Mable's* anxiety is increasing due to complications in her health and her sister's health, which is triggering past trauma concerning the death of a close family member. Mable is becoming extremely withdrawn.

There are no activity groups in the local area that could provide Mable with the tailored 1-1 support she requires, and commissioned service stated they would not be able to meet Mable's needs.

The Solution

Our staff team completed a home visit to carry out a risk assessment and support plan.

Mable's parents chose Disability Positive because 1-1 support was available and they were confident in the staff team to understand Mable's needs and how to respond effectively.

We were able to offer 1-1 support for Mable so that she could attend weekly group sessions and build up her confidence to be with others. Support was also provided to manage Mable's health requirements whilst attending activity sessions.

Mable found it difficult to enter the venue due to it being busy and other young people being present. Our staff set up a table outside the main door for her to sit and engage in activities and watch other members at a safe distance. 1-1 support stayed with Mable to explain what was happening in the room and encouraging her to complete table top activities.

The Outcome

Mable attended activity sessions on a weekly basis and worked through her anxiety with her allocated 1-1 Support Worker.

Eventually Mable had built up enough confidence to go in to the room and spend time with her peers. After 3 months of intensive 1:1 support, Mable's anxiety reduced enough for her to be able to take part in all group activities with her peers.

***Not real names**

"This is the only group Mable has attended which has stuck. The staff are beyond excellent" - Mum

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

Case Study – Sensory Hive

The Challenge

Thomas* has a diagnosis of attachment disorder and learning disability. His Parents told us that Thomas would require 1-1 support and would probably find it difficult to leave his parents initially due to attachment disorder.

Thomas' parents feel that he is socially isolated and has low self-confidence when away from family home.

The Solution

Thomas' parents advised that they chose this service as they had previous experience of the buzz youth group and were confident that Disability Positive understood their child and activity sessions were of a high standard.

The staff team completed a home visit to do an individual support plan and allocate a 1-1 support worker to get to know Thomas and to encourage him in engaging within the activity sessions.

The worker spent time with Thomas at home initially to build up a relationship of trust. They created photo images of the venue where the activity sessions took place, and possible activities they could take part in. The support worker developed social stories about activity sessions to use with Thomas and created a transition plan to move from the home environment to activity sessions.

The support worker began to walk with Thomas to the venue to look at the building and the front door. This support then included to walking into the building before anyone else arrived to familiarise themselves with the venue. Once Thomas had become comfortable with the venue, the support worker took him to activity sessions when other young people attended and built up time spent with their peers.

The Outcome

Thomas now attends weekly activity sessions and is supported by a staff member to enter the building. The support worker meets him upon arrival and accompanies him into activity sessions to assist him to settle. Other staff members now engage with Thomas so they can also support him to settle within activity sessions. The staff team remain flexible with Thomas and work with his Mum on a weekly basis to encourage Thomas to attend activity sessions using pictorial images and ensuring there is a familiar face at the door when they arrive. Thomas now has an opportunity to increase his friendship group and increase his self confidence within group settings.

***Not real names**

"Can't thank you enough for your commitment to getting Thomas to attend" - Mum

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

Jackie* wanted to expand her social opportunities and learn new skills for potential job opportunities, Jackie lives with a long term-health condition and has seen a change to her confidence and self-esteem.

The Solution

Jackie is aware of the support Disability Positive provides for volunteers who have lived experience of long term health conditions and was happy to join us.

The Outcome

During a feedback session, Jackie told us that she had:

- Increased self-confidence.
- Increased self-esteem.
- Increased skill set from group supervision role.
- Gained new experience of young people with variety of personal requirements.
- Observed staff manage behaviours positively and increased understanding of personal centred response.

***Not real name**



"I have really enjoyed this opportunity and feel I have settled into the group well; I am looking forward to continuing volunteering and experiencing new things".

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

- **1296** people accessed our advocacy service.
- We provided **11,147** hours of advocacy support.
- **100%** of people who were supported by our Advocacy Service had their rights upheld.
- **100%** of people who were supported to have their voice heard were very happy or extremely happy with our service(s)
- We responded to **6** consultations on local and national policy issues, including to the Cheshire West and Chester Council Budget, Cheshire West Fuel Poverty Strategy, Cheshire East Health and Wellbeing Strategy, Cheshire East Digital Inclusion Strategy, the SEND review: right support, right place, right time Green Paper and the Liberty Protection Safeguards.
- We **represented the voice of people with lived experience** through our collective work with Our Voices (national Disabled People's Organisation group), the Regional Stakeholder Network of the government Disability unit (RSN), Cheshire Disabled People's Panel (CDPP), and the Disabled People's Organisation (DPO) Forum, including:
 - Writing to MPs about our concerns on the cost of living and energy crisis and the impact on disabled people and their families.
 - Writing to the Chancellor of the Exchequer about the energy crisis and the impact on disabled people and their families.
 - Meeting with the energy regulator Ofgem to discuss the issues facing disabled people and in particular raised concerns about use of pre-payment meters.
 - In response to the cost-of-living crisis, we collectively campaigned to the Government on the risks of public spending cuts and austerity.
 - Made a joint application for Core Participant Status for the Covid 19 Inquiry; whilst Disability Positive were not successful in gaining core participant status, a national DPO (Disability Rights UK) did gain Core Participant status on behalf of England based Disabled People's Organisations.
 - Submitted a 12-page witness statement to the Independent Chair of the Covid Inquiry for Module 1 regarding government preparedness for the pandemic.
- 300 members have been kept up to date through newsletters and social media.



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

Case Study – Policy Influencing

The Challenge

The government published for consultation draft Terms of Reference (ToR) for the Covid Public Inquiry in March 2022 setting out the issues it intended to address; however, there was no specific mention of disabled people. We knew from our members, our collective lived experience and research data, that we had experienced a significant disproportionate impact of the Covid 19 pandemic.

The Solution

In April 2022, 6 representative organisations of Disabled People: Disability Positive, Disability Rights UK, Inclusion London, Disability North, Disability Peterborough and WinVisible, called on the Covid-19 Public Inquiry to ensure the experiences of Disabled people are not “airbrushed from history”.

The Outcomes

In response to our letter, the inquiry committed to key changes to the ToR, including:

- To examine the impact on those receiving care outside of non-residential settings;
- To emphasise that it will examine the impact on different categories of people, including, but not limited to those with protected characteristics under the Equality Act 2010.

In addition, a representative organisation from England, Wales, Scotland and Northern Ireland, was each given Core Participant status for the UK Inquiry to ensure the voice of disabled people was heard. The Independent Chair of the Inquiry also requested a witness statement from our Chief Executive for Module 1 – the government preparedness for the pandemic, for which we submitted a 12-page response to record people’s experiences and the impact.

Case Study – Advocacy

The Challenge

Joyce* contacted general advocacy because she was very worried about her teeth. Joyce’s teeth and gums had become damaged over the years by the essential anti-psychotic medication that she needed to take in order to keep her well.

Joyce was on disability benefits, and was concerned that she could not find a dentist to help with her teeth, or afford to have them fixed, as a result she was considering stopping her anti-psychotic medication in order to limit any further damage to her teeth.

The Solution

Our Advocate helped Joyce to check whether she was receiving the benefits that she was entitled to, and helped her to access an NHS dentist.

The Outcome

The aim of general advocacy is early intervention, to assist with averting mental health crisis and subsequent hospitalisation.

Had Joyce not accessed our service, she stated that she would have stopped taking her vital medication, and then quickly become so unwell that she would have to be admitted to hospital again.

***not real name**

“I was just talking about you recently, and the marvellous advocacy service you and your colleagues provided to our hospital.” [Professional]

Financial Summary

Income & Expenditure 2022 – 2023

Income	£	%
Commissioned Services	1,822,807	58
Charged for Services	448,691	14
Grants, Fundraising and Investments	81,910	2
Commercial Trading Operations	813,930	26
Total	3,167,338	100
Expenditure	£	%
Charitable Activities	1,766,706	55
Support Costs	615,452	19
Governance	13,280	1
Commercial Trading Operations	817,018	25
Total	3,212,456	100
Surplus (deficit)	-45,118	

The deficit includes expenditure of £113,299 through the use of reserves (designated funds), following feedback from our members and customers regarding gaps in services, with the Board agreeing to fund several services using reserves (designated funds) (detailed in note 19 in the statutory accounts).

What Our Clients Say

"Not being a good communicator myself in the meeting our advisor could put across what my wife and I were thinking in a way that was clear to all. Her ability to access information 'on the system' to find specific details was great. She really seems to care. Was always contactable and very friendly!"

Family (**Arrangement of Care & Support**)

"The team is organised and extremely experienced on ensuring everyone's needs are met and they have the best experience possible. As a parent it's reassuring to know your child will be well cared for and have a great time"

Parent (**Buzz**)

"Such lovely people very supportive and have always been there to help my daughter."

Parents (**Good Company**)

"The lady I spoke to was so friendly and helpful when I needed to explain changes to my daughter's invoices. When so much in life is controlled by uncaring computers, it was such a relief to speak to a real, lovely, person.."

Client (**Supported Banking Service**)

"I received information relating to the account, which prompted me to call with a query. Lady from finance spoke to me and explained everything, putting me at ease with the situation. When the call ended, I felt confident that everything had been dealt with. Thank you for your valued help and support."

Client (**Payroll**)

"I was just talking about you recently, and the marvellous advocacy service you and your colleagues provided to our hospital."

Professional – (**Advocacy Service**)

"Extremely Happy. Wonderful, kind and very caring staff. Deal with you very quickly too and always respond right away. One of the best services that I have ever dealt with. Thank you so much."

Parent – (**Community Connections**)

"There was no waiting time as I was contacted the same day as my referral went in. Colin was extremely helpful, and I could tell he genuinely wanted to help, and it wasn't just his job. He made it easy to understand the service and made me feel at ease at every step."

Client – (**Counselling and Befriending**)

"The manager has helped us a lot, mainly with good signposting but also with offers of volunteer work for my son."

Volunteer's parent – (**Volunteering and Training**)

Who's Who

Board of Trustees as up to 31st March 2023

Randal Smith	Chairperson
Sue Tebb	Company Secretary/Trustee
Alan Scott	Treasurer/Trustee
Miro Griffiths	Trustee
Amie Bridson	Trustee
Anne Toone	Trustee
Paula Gilbert	Trustee
Mike Morrison	Trustee
Judy Ford	Trustee
Chris Warren	Trustee
Andy Galbraith	Trustee

Senior Management Team as up to 31st March 2023

Lynne Turnbull	Chief Executive Officer
Lindsey Walton-Hardy	Head of Services
Matthew Lord	Head of Finance
Kate Foster	Head of Development and Business Operations

Operational Managers as up to 31st March 2023

Vicky Randles	Advocacy Service Manager
Annette Gallagher	Arrangement of Care and Support Service Manager
Melanie Hinde	Community Engagement Service Manager
Mark Clark	Operations Manager
Alicia Graham	Supported Banking Service Team Manager
Jess Tait	Policy and Communications Manager
Steven Malone	Payroll Service Manager

Contact Us



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Email: info@disabilitypositive.org

Website: www.disabilitypositive.org

Facebook: www.facebook.com/disabilitypositive/

X: www.x.com/dis_positive

Instagram: https://www.instagram.com/dis_positive/

We would also like to express our thanks and gratitude to the following organisations for supporting our work:



Recent certification awarded to Disability Positive

