

# Annual Report: Impact Review 2023/24

We want a world that is Disability Positive



Charity No: 1091744  
Company No: 4050994

# Contents

Executive Summary	3
Chairperson's Report	4
Chief Executive Officer's Report	5
Vision and Aims	6
Social Value Impact	7
Environmental Impact	8
Our Staff	9
Positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions.	10
Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.	13
Positive about giving a voice to people with lived experience of disability or long-term health conditions.	18
Financial Summary	21
What Our Clients Say	22
Who's Who	23
Contact Us	24



# 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 2023–2024, we have been continuing to embed 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.

## Headlines from our impact report

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

- We have provided 57,668 hours of support to 9,105 people with lived experience of disability, and long-term health conditions, and their families.
- 98% of respondents rated that they were extremely happy or very happy with our service(s) in our customer satisfaction survey (24% response rate).
- 96% 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 overall improvement in score of 28% over the year.
- Our volunteers have provided 1,270 hours of their time.
- 100% of our staff said we are an awesome, great or good place to work, with 96% of staff also agreeing that we live our values (75% response rate).
- We have supported 35 organisations to remove societal barriers for people with lived experience of disability and long-term health conditions.
- 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 3 consultations.
- We remained committed to generating 10% Social Value across all our services in social, economic and environmental impact. This year we have generated 44% Social Value across all our services, with a financial proxy value of £1,736,178; and we have reduced our carbon footprint by a further 30% during the year (62% since our baseline data in 2020).



# Chairperson Report

I am pleased to present our Impact Review for 2023/24, another busy and productive year for the staff of Disability Positive. We have exceeded our 10% target for our social value and environmental impact this year; achieving 44% social value this year, with a proxy financial value of £1,736,178 and reducing our carbon footprint by a further 30% - from 94.49 tCO<sub>2</sub> to 66.35 tCO<sub>2</sub>.

Our Board of Trustees are proud to see our company values of being representative, collaborative, ambitious, trustworthy, and positive embedded throughout the workforce. This has been evidenced by the great results from our staff survey: 100% of staff said Disability Positive was an awesome, very good, or good place to work; 94% said they understood how their role contributes to the overall company strategy; 88% rated their overall work life balance a 7 or above; 98% said communication about what's going on across the organisation was effective, and 96% of staff agreed we live our values.

During the year, the board have approved: a cost-of-living rise for all staff, implementation of condensed working hours, and a salary sacrifice scheme -all contributing to a continued great place to work for our incredible workforce. The board have also reviewed our strategic policies and monitored our workplan progress and risk management over the year to ensure we are on track to achieve our ambitious growth plans, and we are delighted to have seen a significant increase over the year with new support for businesses.

The No Limits event in March 2024 was a great success and it was incredible to see so many people in attendance. The event was well attended with guest speakers including Paralympian and author Danielle Brown, and performances from Dee-Sign BSL Choir and Down Syndrome Cheshire dance group. There was an excellent line up of contributors and exhibitors and attendance from the Deputy Lord Lieutenant, the Mayor of Chester, the Mayor of Cheshire East, the Mayor of Northwich and the High Sherrif of Cheshire.



Looking ahead to 2024/25, we hope to start modernisation of our HQ, Sension House, to improve the toilet facilities and board room; along with implementation of some green initiatives to create a more sustainable workspace, to further reduce our environmental impact.

We will also have some retiring trustees; therefore, we'll be looking to recruit and look forward to welcoming new trustees to our diverse board. So please do keep an eye out for the advert if you want to join us.

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 another 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 everything that we have achieved this year, despite some bumps along the journey.

Sadly, we started the year with the closure of the Cheshire West Buzz Group, after our 12-months funding from reserves that we reported last year, was not sufficient to continue delivery into 2023/24, and we were unable to secure additional external funding to sustain the vital service during the year.

There is some good news though - we still managed to provide an impressive 57,668 hours of support to 9,105 people with disability, long-term health conditions and their families or carers; with 96% reporting an improvement in one or more of their personal outcomes; and 98% of respondents to our customer satisfaction surveys rating our service(s) excellent, very good, or good during the year. As detailed in our Chairperson's report, we have been able to demonstrate our massive social value and environmental impact across the organisation, delivered by our happy workforce.

In addition, our wholly owned trading subsidiary, North West Care Cooperative, team of 68 personal assistant members provided 6,618 hours of support to 44 Principal Members of the Care Cooperative, during the period.

As already mentioned by our Chairperson, the growth of support for businesses has seen a rise in delivery of customer experience audits and delivery of disability equality training. We've supported 35 businesses to remove disabling barriers and delivered training to 218 people, with 94% of attendees reporting an increased understanding of disability.

We are proud of the work we led in 2023/24 with Cheshire Disabled Panel to successfully facilitate a coproduced review of day services, in equal partnership with people with lived experience, day service providers and the local authority.

We have also continued our work to amplify the voice of people with lived experience through collective efforts with other Disabled People's Organisations to develop the Disabled People's manifesto and writing to the Prime Minister about benefit decisions that will impact disabled people's lives.

I remain 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 any of you.

As I finish celebrating 20 years at Disability Positive, I look forward to seeing what other developments 2024/25 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.

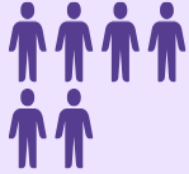
## Strategic Themes

Our strategic themes are the things that guide our work. We 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.

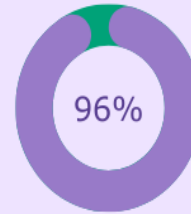
# Our Social Value

Our total social value generated this year has been 44%, with a proxy financial value of £1,736,178\*



We recruited 6 people with lived experience of disability and long-term conditions during the year.

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



96% of people we support, reported improvement in one or more area: independence, self-confidence, dignity, choice & control, health and wellbeing, upholding of rights and reduced social isolation.



95% of our workforce live in the locality area they work in.



75% of our workforce have lived experience of disability and long-term health conditions



30% of our workforce are Mental Health First Aid trained.



We spent £467,719 with Community Sector organisations in our supply chain



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

We invested £39,334 in initiatives to support people with lived experience of disability to build stronger community networks and improve their wellbeing.



We reduced our total carbon emissions by a further 28.14 tonnes and will be carbon neutral by 2030.



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

# Snapshot of our Environmental Impact

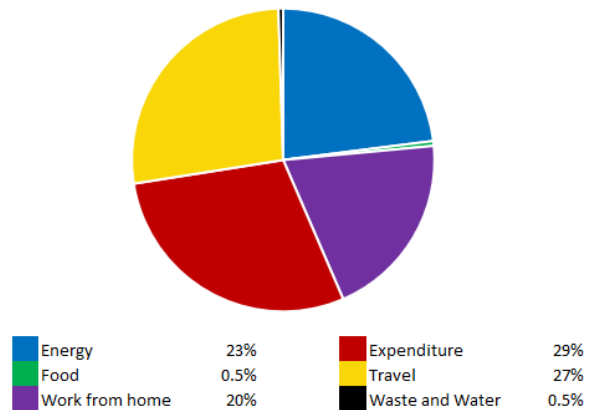
Our carbon footprint has reduced by a further **30% from the previous year**, which is a **62%** total reduction compared to our baseline data from 2020 and are on track to be carbon neutral by 2030.

Our 2022/23 performance:

## Emissions: 94.49 tCO<sub>2</sub>

💡 Energy: 21.22 tCO <sub>2</sub>
🏠 Work From Home: 18.48 tCO <sub>2</sub>
🚗 Travel: 25.28 tCO <sub>2</sub>
🍴 Food: 486 kgCO <sub>2</sub>
💰 Expenditure: 28.73 tCO <sub>2</sub>
🗑️ Waste & Water: 286 kgCO <sub>2</sub>

Disability Positive Carbon Emissions 2022-2023

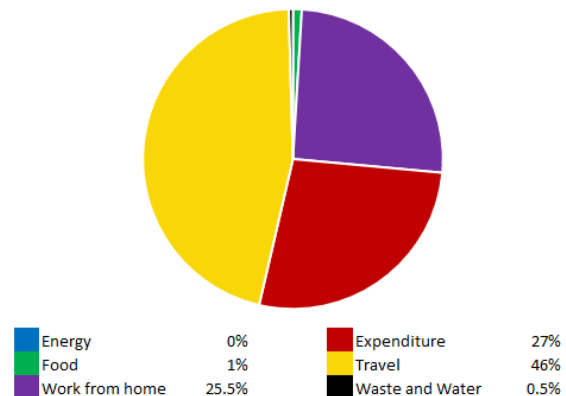


Our 2023/24 performance:

## Annual Emissions (Market): 66.35 tCO<sub>2</sub>

💡 Energy (Market): 0 kgCO <sub>2</sub>
🏠 Work From Home: 16.93 tCO <sub>2</sub>
🚗 Travel: 30.48 tCO <sub>2</sub>
🍴 Food: 638 kgCO <sub>2</sub>
💰 Expenditure: 18.02 tCO <sub>2</sub>
🗑️ Waste & Water: 291 kgCO <sub>2</sub>

Disability Positive Carbon Emissions 2023-2024



Whilst we have exceeded our targets for 2023/24, if we compare this year's performance to 2022/23, our carbon footprint for food and travel emissions have increased since last year (average 25%). This is a consequence of more staff hybrid-working in the office compared to last year (more cups of tea and coffee have been consumed) and more face-to-face visits have been required. It is worth noting that although travel emissions have increased, we have circa 13% of the workforce now using hybrid/electric vehicles to commute/undertake business travel for the Company, compared to 0% in 2022/23.



# Our Staff

100



100% of our staff said Disability Positive is either an awesome, very good or good place to work.

75



75% of our workforce have lived experience of disability and long-term health conditions.

100



100% of our staff say we are representative

6



We recruited 6 people with lived experience of disability and long-term conditions.

30



30% of our workforce are Mental Health First Aid trained.

23



23% of Disability Positive staff are Male

77



77% of Disability Positive staff are Female

100



100% of staff said we are Trustworthy, and also talk about how colleagues are supportive of each other.

100



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

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

- **7,840** people accessed our services including Arrangement of Care and Support Service, Learning Service, Payroll and Supported Banking.
- **47,818** hours of support were provided during the period.
- **95%** of people reported an improvement in their Choice and Control, Independence, and Health & Wellbeing, with an average improvement of 6.25% in score over the year. However, the average score for improved health and choice and control increased by a more significant 12%.
- **96%** of people were extremely happy or very happy with our service(s) in our customer satisfaction survey.
- Northwest Care Cooperative our wholly owned trading subsidiary supported **68** Personal Assistant Members to provide **6,618** support hours per month to **44** Principal Members of the Care Cooperative, during the period.

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

#### The Challenge

Josef\* has been in receipt of Direct Payments for many years with a steady team of 8 PAs for his 24-hour package of support. As the PAs had been in their roles for a few years, they knew Josef and his needs well, but over time, their mandatory training had lapsed.

#### The Solution

During a review with the ACSS advisor, Josef was very keen to get himself up to date with all appropriate training and was happy for a referral to be made to the Learning service.

After a conversation with our Learning Service, Josef arranged for all his PAs to be signed up for sessions on for training including Safeguarding, Manual Handling, Basic Life Support, Fire Safety, Food Hygiene and Good Employer Training. Some sessions were offered online and some face to face.

#### The Outcome

Josef and his PAs were able to do their training in a timely manner around their support roles. They thoroughly enjoyed the in house, face to face training, as it allowed them to learn from peers and share valuable information.

Although all PAs had done the training in the past or within other roles, they were really happy with all the information that they came away with, and feel they are more equipped and have refreshed knowledge for their roles.

\*Not real name

“Concise, interesting and helpful information provided by a fun and engaging trainer. Very helpful. [I would] definitely recommend.” **PA**

# 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

Vera\* has had a Personal Health Budget (PHB) to buy dressings for a facial wound. These dressings were not available on prescription.

During our annual review and 'light touch' audit, a surplus of funds was found. Vera did not go out as much during the Covid pandemic, and so was not getting through as many dressings during this period.

During review, Vera also talked about the recent death of her husband and how she was struggling to cope. The advisor gave Vera details of some organisations that could support her and we talked about her contacting the GP for support. We told Vera that we would need to contact ICB Finance team to let them know about the surplus and the ICB Finance team then contacted Vera to request an audit.

Vera then contacted us to say she felt unable to complete an audit as she was overwhelmed and still dealing with probate and other financial matters from her husband's death

### The Solution

We offered to help Vera with the audit, and immediately told the ICB Finance team about the situation and that we were going to support with the audit. We visited Vera and supported her to gather all the paperwork required for the audit. We helped her to create an account record of all incomings and expenditure.

Vera was not able to email the documents and so we did this for her, with her agreement.

### The Outcome

The audit was completed in a timely manner and Vera was very grateful, saying that it was a great load off her mind that it was completed.

**\*Not real name**

"[You are] patient, respectful and use words to help me understand...nothing's too much trouble."

"When there's chaos overwhelming me with 30 Dr's to see 12 hospitals to attend, you put peace and meaningfulness and sanity back into [my life]. ...You play a part in protecting and providing a service that gives me back hope and independence." **Client**

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

### Case Study – North West Care Cooperative (NWCC)

#### The Challenge

Davina\* has a Personal Health Budget (PHB) which pays for support in her own home twenty-four hours a day, seven days a week.

Davina has a team of Personal Assistants (PAs). Davina relies on technical equipment for her support, that can fail and require repair or replacement that she cannot afford. She would often have to wait for many weeks before repair or replacement could be provided.

As an employer, she was worried her PAs might not provide support if she did anything to upset or criticise them. There was a range of pay rates within her team, and she had a fear of being unable to find cover at critical times.

#### The Solution

Davina joined NWCC to improve her situation with her PAs.

When Davina joined we made our service expectations very clear to Davina's PA Team. We also made it clear that NWCC was now the employer and that as a regulated service our expectations were non-negotiable. Two PAs (who were paid a higher rate) chose to retire or move onto other employment, whilst the others adjusted well to our service expectations. We were also able to recruit new PAs to deal with natural turnover.

We have provided Davina's PA Team Leader with advice and support in managing a team of PAs to ensure greater structure and processes that they need to follow to ensure that Davina can live well. We have also been able to respond quickly to equipment related issues, as we have the funds to pay for things upfront when we know that the NHS will fund them, recovering the cost later on.

#### The Outcome

Davina benefits from being part of the wider NWCC family and there is a growing sense of 'togetherness' within Davina's PA team which has allowed routine cover requirements to be met much more easily.

We have been able to standardise pay rates and free up funds from her PHB to bring the lower paid PAs up to NWCC pay rates, ensuring equality of pay across the team, and we have been able to respond quickly to cover any absences and address any equipment related issues.

"You are more than just carers, you are family now and we appreciate all your help, support and care. 'A' loves each and everyone of you and enjoys all the activities".

**Client**

# 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

Ajay\* uses an agency for care, but he was then awarded respite care as well and would need to employ a PA, but only needing a payroll provider for once or twice a year. This is an unusual situation.

Ajay has had problems in the past with misunderstandings when he has requested this unusual payroll method. Not all Payroll providers would be familiar with this type of transaction. Ajay received a lump sum for respite care and uses this at a certain time in the year, resulting in him explaining numerous times what he required.

### The Solution

Our Payroll service was recommended to Ajay. We arranged a call so that Ajay knew he had been listened to and understood. We explained more about how pay and holiday pay is worked out and explained how we could support his payroll requirements within his budget.

### The Outcomes

Our Payroll team has a good relationship with Ajay, and all payroll clerks have been given instruction on how his payroll works. Ajay says he trusts us when a payslip is needed.

\*Not real name

“Every time I call, I get perfect helpful service, easy to understand and always polite and helpful.” **Client**

## Case Study – Supported Banking Service

### The Challenge

Charlotte\* provides care to her husband Steve\* but required a hospital overnight stay, which meant she was unable to provide care during this time and whilst recovering. Charlotte wanted care to be in place for her husband to remain at home.

### The Solution

Charlotte’s Local Authority referred her to our Supported Banking service.

### The Outcomes

Charlotte was able to go for treatment safe in the knowledge that care was in place for Steve. Our Supported Banking team contacted the care agency, to make sure that all the necessary administrative tasks were actioned for Charlotte.

“Debbie was amazing. Disability Positive was new to me, she was always at the end of the phone if I needed her.”

“The service is excellent and not a lot of people know about it. I would recommend it.”  
**SBS Client**

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

- **492** people who were digitally excluded, accessed our telephone helpline to find information about services available for them in their local area.
- We provided **5,664** hours of support across our opportunities.
- **95%** 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, with an average improvement of 8% in score over the year.
- **100%** of people were extremely happy or very happy with the opportunities they received in our customer satisfaction survey.
- We offered **1** volunteer placement to a disabled person to improve their self-confidence and support their return to paid employment.
- We maintained our Disability Confident leadership status and **75%** of our workforce reported that they have lived experience of disability and long-term conditions.
- We actively supported **16** employers to remove disabling barriers in the workplace.
- We worked with **19** community providers to increase their inclusive practices to champion greater lived experience involvement.
- **18** volunteers supported us across our range of services. Through them, **1,270** invaluable volunteer hours have been given in support during this time - a generous 'in kind' contribution worth £21,501

# 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

Lucy\* has limited opportunities to attend activity sessions in the community because she needs one to one support to manage anxiety, behaviour and appropriate interaction with others.

### The Solution

Lucy chose to register for our Good Company group, as it was an accessible service and could provide the required support to develop life skills and independence.

Our staff team developed an individual support plan and allocated a 1-1 support worker to support Lucy to settle into the group, build a relationship of trust, and get to know her likes and dislikes. Other members of the group were supported to understand how Lucy communicates with others so that they could respond positively to her.

### The Outcomes

Lucy's mum felt that the group has had a positive impact on Lucy's development. There was no other group locally Lucy could attend independently which could also provide the necessary emotional and practical support she needed.

Lucy attends Good Company every week and continues to be supported by the staff team, who help her to engage and have fun!

**\*Not real name**

"Staff take extra care to help Lucy get involved in activities and are always supportive and understanding of any issues that she has. Good Company provides an essential service for young adults that would otherwise struggle to access these sorts of social activities".

**Lucy's 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 – Community Connections

### The Challenge

Vernon\* was referred to help him expand his social opportunities and provide mum with a respite opportunity. Vernon wanted to join a Sports Camp at Neston Recreation Centre with his brothers.

### The Solution

Before he joined the Sports Camp, we did home-visits so that we could build a positive relationship with Vernon and better understand his support needs.

We attended two days of the sports camp, however we quickly decided that this would not be a suitable environment for him because Vernon would need one to one support, which the camp provider was not able to offer.

We then researched and contacted alternative providers but unfortunately there were no mainstream community providers that could provide the specialist support required by Vernon.

We discussed a specialist service with the family and with their agreement, referred Vernon to our Sensory Hive group.

### The Outcomes

Vernon is provided with 1-1 support at our Sensory Hive group and feels safe and understood. He has a positive relationship with all staff members and is building a friendship with another young person.

The group has offered a holistic, person-centred approach to supporting the family by conducting home visits, understanding Vernon and his personal requirements and supporting him when he has displayed physical behaviours and experienced meltdowns.

“This [going to Chester Zoo with the group] is the best day of my life!” **Vernon**



# 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

Riley\* registered for our Sensory Hive group. His parents shared that he had a diagnosis of severe childhood trauma, learning impairment and behaviour that may challenge others. When staff visited Riley at home, they were told that he would need one to one support and would probably find it difficult to engage with his peers appropriately.

### The Solution

We recommended our Sensory Hive group as it was an accessible group and could provide the 1-1 support Riley needed. We explained to Riley's mum that there was no other group locally that would be suitable for Riley to attend.

Our staff team completed a risk assessment, individual support plan and allocated a 1-1 support worker to get to know Riley and build a relationship of trust. We got to know his likes and dislikes, and showed him photos of the venue where the club meets and of all the great activities that he could take part in.

### The Outcome

Riley began to attend the out of school club every week and the support worker introduced him to the staff team and other members of the club using a structured programme of support.

Since he joined the group, Riley has grown in confidence and really enjoys the activities on offer. The staff work to support him and to take a break in the quiet room when needed or talk about how he is feeling.

By being able to attend, Riley is developing important skills, learning to be more independent and beginning to understand how to communicate with others.

**\*Not real names**

"Well trained staff, the only after school club that offers personal care, Manual handling and medication. Staff are confident and nurturing whilst instilling an importance of independence." **Parent, Sensory Hive**

# 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

Jodie\* wanted experience of working with young people with lived experience of disability before going to university to study medicine. She also wanted to give something back to the community.

### The Solution

Jodie was looking to do volunteering for a while until she came across Disability Positive and thought it would be the perfect place to volunteer. Jodie wanted to understand better how disabled people can be supported to live well. Jodie chose to volunteer with our adult social group Good Company, which meets every week.

### The Outcome

Jodie volunteers every week with our Good Company group and is a popular member of the support team with both staff and young adults. She has developed an excellent understanding about each young adult in the group and provides peer support and mentoring to a very high standard.

Jodie has been able to gain new skills whilst working with the members of the group and has had the opportunity to expand her learning through the training we offered her, including – safeguarding, health and safety, equality and diversity and data protection.

**\*Not real name**

“My objectives were to enjoy each of the sessions whilst also meeting new people [and learning] the importance of inclusion and equality of opportunity. I have achieved my objectives, and the support provided for me has been excellent”.

**Good Company Volunteer**



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

- **203** people accessed our advocacy service.
- We provided **4,186** 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 extremely happy or very happy with our service.
- We sent out **4** newsletters to our members to keep them informed of our work during the year.
- We responded to **3** consultations on local and national policy issues, including transport, social care charging and Direct Payment policy.
- 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), Disabled People's Organisation (DPO) Forum, and Cheshire Disabled People's Panel (CDPP), including:
  - Developing a Disabled People's Manifesto with 4 key asks:
    - **Representation and Voice:** we want Disabled people to participate across all political and public roles, with the required adjustments put in place, so we can achieve real justice and equality.
    - **Independence:** we want the right to live independently with choice and control over the support we get.
    - **Rights:** we want to fully enjoy all rights guaranteed by the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD); and discrimination we face in all areas of life must stop.
    - **Inclusion:** we want plans for every aspect of life to address specific needs of Disabled people from the outset.
  - Writing to the Prime Minister about proposed disability benefit changes and the impact on disabled people.
  - Successfully supporting the save the ticket offices campaign to ensure disabled people who may be digitally excluded, are able to continue to purchase rail tickets.
  - Writing to local Councillors in Cheshire about the importance of working in coproduction with disabled people and their representative organisations
  - Facilitating a coproduced review of Day Services with Cheshire West & Chester Council.
- 311 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

Disability Positive is a founding member of Cheshire Disabled People’s Panel (CDPP) along with, 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.

Cheshire Disabled Peoples Panel sent a letter to all Councillors across Cheshire about the importance of representative organisations and working in coproduction with disabled people in equal partnership in the design, delivery and development of all policies and services that affect them, in line with the UNCRPD.

### The Solution

Cheshire West and Chester Council responded to the letter and asked for our support to redesign day services to ensure the support provided for people with learning difficulties and autistic people met their needs in the future, so they can enjoy life to the full.

### The Outcomes

Cheshire Disabled People’s Panel facilitated a coproduced review of Day Services, to make sure a redesigned service is based on what people want, when and where people want, and that people have choices that suit them.

Cheshire Disabled People’s Panel collated experiences from 77 disabled people through focus groups and surveys about what they liked and disliked about day services; then established a Coproduction Group which was an equal partnership of people with lived experience, representatives from the Council and providers, to ensure that together we could look at potential solutions for a redesigned service; and provided a coproduced report of all of the key findings and recommendations, to the Council, to inform the public consultation.



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

## Case Study – Advocacy

### The Challenge

Karl\* and his wife were foster carers for two girls. Karl has a brain injury which means that he struggles to stay focused and keep up with conversations and processes.

Karl and Sadie had an argument that escalated, resulting in Karl being asked to leave his family home, by police and Social Services.

Karl then fought a lengthy court process which cleared him of all the allegations against him. Karl was living in a small flat and was struggling financially because of the ongoing court case and had to fight for his rights to see his children.

Karl was not able to see the children during the court process, despite one of them having a lot of problems after having been the victim of an assault.

Karl said that he has had 'very dark days' during and after this experience and felt it would help him move on in life if he was able to speak with someone from Social Services, to tell them how what happened has affected him. He wanted to tell them how things could have been done differently, to prevent any other parent go through the same.

### The Solution

Our Advocate helped Karl prepare for the meeting as he struggles to focus and stick to the point, he didn't want to come across the wrong way. We spent many hours with Karl, helping him prepare his paperwork, sticking to the facts and present them in chronological order. We helped practise many times ahead of the meeting. We also met Karl two hours before the meeting to support him and remind him of how the meeting would work.

### The Outcome

Karl was able to get answers that he needed to move on with his life and to get his health back on track.

**\*not real name**

"I was just talking about you recently, and the amazing Advocacy service you and your colleagues provided to our hospital."  
**Medical Professional**



# Financial Summary

## Income & Expenditure 2023 – 2024

<b>Income</b>	<b>£</b>	<b>%</b>
Commissioned Services	1,875,811	48
Charged for Services	509,434	14
Grants, Fundraising and Investments	205,991	5
Commercial Trading Operations	1,293,170	33
<b>Total</b>	<b>3,884,406</b>	<b>100</b>
<b>Expenditure</b>	<b>£</b>	<b>%</b>
Charitable Activities	1,752,197	46
Support Costs	789,510	20
Governance	11,136	1
Commercial Trading Operations	1,255,530	33
<b>Total</b>	<b>3,808,373</b>	<b>100</b>
<b>Surplus (deficit)</b>	<b>76,033</b>	

## What Our Clients Say

"[I like] everything about [the service] from the coming out to our house, understanding the difficulty in attending appointments, the friendly knowledgeable approach to us."

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

"My daughter has been attending since she was 5, she is now 11. The staff know her well and it is the only club she can attend independently."

Parent (**Buzz**)

"It a responsible community and helps children with special needs and their families, my experience with Disability Positive is perfect."

Parent (**Good Company**)

"The lady on the phone was lovely and helpful, she also remembered details from our last call, and it was such a breath of fresh air and hard to find nowadays."

Client (**Supported Banking Service**)

"Our Payroll Clerks throughout the months, have been absolutely invaluable. Amazing demeanour, kind, sincere and extremely down to earth. Everyone at the organisation that we have ever spoken to are just the pinnacle of humanity. Amazing. Everyone we have ever spoken to are like the rays of sunshine that make you feel the warmth. A blessing for us and we thank all of you for supporting us."

Client (**Payroll**)

"This morning the sun came out from behind a dark cloud. Can't tell you how much it means. Thank you for all you have done. Also have been meaning to tell you how lovely the people are in your organisation - the help and positivity genuinely stand out compared to other bodies I have been in communication with. You are definitely making a difference!"

Professional – (**Advocacy Service**)

"They have been great as my son is now able to [have lessons] and I get a break as well!"

Parent – (**Community Connections**)

"He sees the other children who attend as his "friends" which is amazing! He looks forward to coming to club & his confidence just keeps growing. Along with his social skills"

Parent – (**Sensory Hive**)

"I enjoyed all of the training, knowledge and experience from [the trainer] and those attending training added to the value of the training."

Attendee – (**Equality and Diversity In-house Training**)

"This was the most interesting and insightful training I've been to in the last 20 years – thank you!"

Safeguarding Course Attendee – (**Volunteering and Training**)

# Who's Who

## Board of Trustees up to 31st March 2024

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

## Senior Management Team as up to 31st March 2024

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

## Operational Managers as up to 31st March 2024

<b>Vicky Randles</b>	Advocacy Service Manager
<b>Annette Gallagher</b>	Arrangement of Care and Support Service Manager
<b>Melanie Hinde</b>	Community Engagement Service Manager
<b>Mark Clark</b>	Operations Manager
<b>Alicia Graham</b>	Supported Banking Service Team Manager
<b>Jess Tait</b>	Policy and Communications Manager
<b>Natasha Greenfield</b>	Payroll Service 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/)

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

**LinkedIn:** <https://www.linkedin.com/company/disability-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

