

Annual Report: Impact Review 2021/22

We want a world that is Disability Positive



We are

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	7
Positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions.	8
Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.	12
Influencing Positive Change	19
Positive about giving a voice to people with lived experience of disability or long-term health conditions.	20
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 2021–2022, we have been busy embedding our new strategic themes, set by our members, to work towards a vision of a world that is Disability Positive. Our key objectives are: positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions, positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life and positive about giving a voice to people with lived experience of disability or long-term health conditions.

We have now begun our new normal, adapting our services as necessary and adjusting to 'hybrid remote' working, meaning some of our staff work partly from home and partly from the office. Our staff have adapted well and continue to deliver an excellent service for all of our clients.

Headlines from our impact report

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

- We have provided an amazing 132,140 hours of support to 8,953 people with disability, long-term health conditions and their families or carers.
- 90% of people accessing our services reported an overall improvement in one or more areas (self-confidence, choice and control, independence, and dignity) with an average improvement of 25%.
- 96% of respondents rated that they were very happy or extremely happy with our service(s) in our customer satisfaction survey.
- Our volunteers have provided 887 hours of their time.
- There has been a 416% increase in the number of visitors to our website compared to the previous year.
- We have influenced a range of local, regional, and national policy. Our Chief Executive Officer continues to Chair the North West Regional Stakeholder Network of the Cabinet Office Disability Unit, providing a channel for input and engagement with central government from disabled people in the region, as well as the newly formed Cheshire Disabled People's Panel, and also acts as a steering group member of the national Disability Poverty Campaign Group.
- We implemented a new social value strategy policy and committed to generating 10% Social Value across all our services in social, economic and environmental impact. This year we have generated 38% Social Value across all our services, with a financial proxy value of £937,825



Chairperson Report

I am pleased to present our Impact Review for 2021/22, a year which has been incredibly busy for the staff of Disability Positive. I am very proud of all our staff who have been responding to the needs of people with lived experience of disability and long-term health conditions during the ongoing Covid-19 pandemic. Our Health and Safety Policy and Recovery Plan have kept our services running smoothly, our staff safe and helped us plan and adapt our service delivery.

Looking at the positive impact during the past year, I am very pleased to say that 96% of respondents to our customer satisfaction survey were very happy or extremely happy with our services. Looking at our social value over the past year, we have worked on our environmental impact and with continuing homeworking we have saved 88% of unnecessary car mileage and recycled over 83% of waste in the past year. Reflecting on our social impact, we have provided 132,140 hours of support to 8,953 people and supported 90% of people to improve their self-confidence, choice and control, independence, dignity, and wellbeing.

We have expanded our services to help support people in a range of situations and this year have provided advice supporting Travelodge to further evolve and enhance its customer journey, helping to make hospitality accessible to everyone by undertaking a review of the full Travelodge journey for customers with lived experience of disability and long-term health conditions and their families.

We have continued to hold virtual board meetings, which have worked very well, and we have said goodbye to some long-standing Trustees with over 27 years' service combined. Their contribution and loyalty to the organisation have helped steer our values and ambition. A special thank you goes to Simon Holden, Richard Lewis, Andrew Johnston and Chris Shiel who have brought valuable wisdom, guidance, support, and commitment throughout their time as board members.

We are welcoming new Trustees to the Board to help drive Disability Positive with growth and opportunity to make the world more Disability Positive.



Looking ahead to 2022/23, the Board has looked at how we can continue to develop our services with ambitious growth, to help more people with lived experience of disability and long-term health conditions. 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

I'm sure I say this every year, but what a year! With pandemic restrictions now lifted, our staff have settled brilliantly into a new way of working, which is combination of home and office working (or hybrid working, as everyone is calling it!). One thing that hasn't changed has been their hard work and results for people living with disability and long-term health conditions in Cheshire and beyond.

Our dedicated and brilliant trustees, members and volunteers have continued to be extremely supportive of our work. From our trustees keeping our ambitious workplan on track, to our volunteers supporting the delivery of services, it goes without saying that we couldn't do it without them all.

In April we launched Cheshire Disabled People's Panel along with other organisations in Cheshire. We are particularly proud to be one of the founding members of the panel which aims is to bring together disabled people's organisations and groups to work collectively as the voice of people with lived experience of disability and long-term health conditions in the county.

We've also begun working with Travelodge, one of the UK's largest hotel chains that operates over 590 hotels across the UK, Ireland and Spain. Travelodge appointed us to advise them on policy and training programmes to support customers with lived experience of disability and long-term health conditions, and their families and we're delighted to be working with them to support positive change and hopefully encourage other large hospitality businesses to look at how they can improve too.

Following on from the suggestions at our last AGM, we have now established an amazing new Counselling and Befriending service, which aims to help people with lived experience of disability or long-term health conditions to reduce social isolation and improve mental health. Since the service started in September 2021, we've been able to support nearly 60 people, and with demand rising all the time we hope to be able to support many more people over the coming year.

Our new name Disability Positive is now firmly established, and we are continuing to develop our website and social media presence. We are working on improving website accessibility as well as introducing British Sign Language (BSL) information and videos to help people understand our services. If you haven't seen it, check out our first video on our Facebook page, all about the role of a Personal Assistant.

The above is just a snapshot of what we have been up to this year and the rest of this Impact Review has details of many more of our achievements. I'm incredibly proud to share our successes and start working on another year of exciting developments, that will all support 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 **38%**, with a proxy financial value of **£937,825**. *

97% of our workforce live in Cheshire.

90% of people we support, reported improvement in one or more area: self-confidence, health and wellbeing, dignity, choice & control and mental health and wellbeing.

70% of our workforce have lived experience of disability and long-term health conditions.

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

Our volunteers provided 887 hours of their time.

We have addressed 7 key social challenges in partnership with other Disabled People's Organisations.

17% of our workforce are Mental Health First Aid trained.

We spent £406,753 with Community Sector organisations in our supply chain.

We made an 88% saving in unnecessary car mileage.

We provided 50 employees with access to wellbeing programmes.

We recycled over 83% of our waste.

We invested £51,628 in initiatives to support people with lived experience of disability to build stronger community networks and improve their wellbeing.

96% of respondents were happy or extremely happy with our service(s) overall in our customer satisfaction survey.

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

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

- **7,472** people accessed our services including Arrangement of Care and Support Service, Learning Service, Payroll and Supported Banking Service
- **74,208** hours of support were provided during the period.
- **100%** of people reported a small improvement in their Choice and Control, Quality of Life, and Dignity, with an average improvement of 3%. However, the average score for Independence improved by a more significant 25%
- **95%** of people were very happy or extremely happy with our service(s) in our customer satisfaction survey.
- Northwest Care Cooperative became our wholly owned trading subsidiary:
36 Personal Assistant Members provided **2952** support hours per month to **20** Principal Members of the Care Cooperative, during the period.

Case Study – Arrangement of Care and Support (ACSS)

The Challenge

Oscar* is a young disabled man who lives with his parents. They were a very active family and used to enjoy holidays overseas with other members of their family. As Oscar grew older and taller and heavier, the family gave up on holidays and days out as it became very difficult for them to mobilise Oscar away from the home. They always felt guilty about Oscar having to go to respite whilst they had a holiday, they didn't like where Oscar was having to go.

The Solution

When the Care and Support Advisor first met the family, she asked them what their dream outcomes would be from receiving a personal health budget and support from Disability Positive. They spoke of Oscar's care needs and the support he needed in everyday life. The advisor asked again what the family's dreams would be. Their answer was to get back to family holidays and days out. Oscar's chair was very heavy to mobilise if there were any inclines. The family used to holiday in Florida, but the thoughts of doing this ever again had never entered their thoughts. The advisor requested that they contact the wheelchair service and request a power pack for the chair. The wheelchair assessment centre did not supply these but did write a letter of support stating the type required for Oscar's chair. The advisor completed a variation that enabled the family to purchase the power pack via the Personal Health Budget.

The Outcome

The advisor researched holidaying in Florida and flying as a disabled person. All information was given to the family and after several trips to Manchester Airport and trials on transfers in and out of the planes, the family have now booked a holiday in Florida for all the family including a fully accessible villa, a Wheelchair Accessible Vehicle (WAV) and all equipment hired to be delivered. Hours were added to the package to allow them the support they need while they are away.

*not real name

“Transferring from social care funding to a Personal Health Budget was initially quite daunting. Everyone assumed we knew how it all worked. It's taken a while to get the hang of things but with the support of Disability Positive, it's now working really well”.

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 – Manchester Pilot Scheme

The Challenge

Ahmed* is a 19-year-old man who was referred across to us as a Fasttrack as he was sadly not expected to survive into the New Year. He had an existing package of care in place that was funded by the local authority and had PAs in place as well as a Payroll & Managed account provider.

The Solution

An urgent support plan was needed, and Ahmed's mum asked if there was any scope in the budget for an increase in PA wages. As the indicative budget was not clear (around the length of care overnight) we first had to clarify this before being able to complete the costs. The PA wages were increased and were under budget.

During completion of the support plan, we asked his mother if Ahmed had anything left on his to do list that he would like to complete, they were:

- Go to a firework display
- Go to a Chocolate factory to make chocolate buttons
- Visit Hamley's toy store in London as a special guest
- Go on the London Eye

We made some inquiries to see if any of these things could be achieved

The Outcomes

The support plan was completed within the timescales and under budget.

Ahmed's mum was sent a list of local firework displays that were taking place and Ahmed was able to attend one.

Following a conversation with the CCG, we contacted a local chocolatier who said that he was happy for Ahmed to go along, make the buttons without charge.

On the off chance, we contacted Hamley's toy store to explain what Ahmed wanted to do. Hamley's agreed he could have the store to himself for an hour before opening and will get to ring the bell and be part of the store's opening ceremony and can then stay for as long as he likes through the day

All as is now left for his mum to do is arrange the London eye.

***Not his real name**



Your team have been amazing thank you for all the support you have given to my Ahmed but also to us as a family. Allowing me to go to work while Ahmed has a carer looking after him. Allowing a carer to look after Ahmed overnight and supervising him whilst I can sleep and concentrate on my mental health and health.

CHC budget grant has changed my son's life, it's not about the Quantity but the Quality.

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) – Learning Service

The Challenge

Morgan* has complex care needs and has a large team of PAs that support them with all aspects of daily life, this includes delegated healthcare tasks.

Morgan receives a Personal Health Budget funded through Continuing Healthcare which is managed by their Mum.

Previously Morgan had been supported through an agency, due to issues with the agency the package of care was changed, and his Mum took on the employment of a team of PAs.

To enable Mum to take out the right level of Employers Liability Insurance it was essential that all PAs were fully trained and that the complex healthcare procedures that the PAs need to carry out throughout the day had clinical signoff.

The Solution

The advisor discussed all aspects of training with Mum and the CC to establish what clinical procedures are carried out by the PAs.

It was very important that the PAs were urgently trained to enable them to support Morgan safely.

The Outcome

The advisor provided Morgan's mum with details of training providers, and it was decided to contact a provider that could provide both clinical and mandatory training face to face and as soon as possible.

The advisor contacted the training provider and liaised with them and Morgan's Mum to arrange bespoke clinical and mandatory training the following week. The package provided by the trainer includes ongoing assessment/training/clinical signoff of delegated healthcare duties.

The advisor then completed a variation request and submitted it to the CCG for authorisation of the expenditure.

All PAs are now fully trained and will receive 3 monthly oversight/clinical sign off of delegated healthcare tasks, ensuring that they meet the requirements of the healthcare employer's liability insurance and full cover can be provided.



***Not their real name**

"We value our PAs and want to make sure they are properly supported to perform their tasks in a safe way. We are very happy with the quality of the training that you have provided for us and have the fullest confidence in it."

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

Since the beginning of joining Disability Positive Sia* has always used the payroll service. It was recommended to her by Lancashire Independent Living Service. Sia's family were under a lot of pressure and wanted to ensure their PAs were paid on time.

The Solution

Sia chose to use Disability Positive's Payroll service to reduce pressure and make it easier for her to ring in their PA hours and for the Payroll service to take on any worries. The PAs wages would be processed and managed without worry.

The Outcomes

The Payroll service helped by listening to Sia's concerns, helping her understand how the service works, supplying her with a date to have hours with them and a date for when the PAs will be paid. The service responded quickly and efficiently to questions raised by Sia, considerably lessening any worries, and taken the pressure of Sia and her family.

***Not her real name**

"Your staff have been extremely helpful, supportive, kind, generous, trustworthy, always ready to talk and explain over the phone and emails, never let us down and explained everything fully. Just like to say a huge thank you and you are much appreciated."

Case Study – Supported Banking Service

The Challenge

Penny* was paying her PA and needed support through using a supported banking service.

The Solution

To take the pressure off the employer by having the Supported Banking Service take away one of the time-consuming parts of being an employer and enable Penny to concentrate on providing care.

The Outcomes

Penny found it easy to use our supported banking service and feels confident in the service provided. Through working together with her and ensuring any issues are resolved, Penny now feels at ease that she has consistency for the PA being paid, which will ensure she can keep the PA.

***Not her real name**

"You are a star - a shooting star because you work quickly and get things done! Thank you so much... I really appreciate all you have done for us".

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

- **637** people accessed our opportunities including Buzz, Creative Arts and Drama, Creative Breaks, Good Company and Counselling and Befriending service(s).
- We provided **47,673** hours of support across our opportunities.
- **90%** of people reported an improvement in one or more areas from Independence, Self Confidence, and Opportunity to Socialise with 60% of people reporting an improvement in all areas despite the continuing challenges faced by people with lived experience of disability and long-term conditions during the pandemic.
- **30%** of people reported a small reduction in their independence as a result of ongoing disruption from the pandemic and self-isolation requirements.
- **90%** of people who used our counselling and befriending service reported an 113% improvement in their mental health.
- **99%** of people were very happy or extremely happy with the opportunities they received and the service we provided.
- **70%** of our workforce reported that they have lived experience of disability and long-term conditions (72% trustees, 74% paid staff and 65% of volunteers).
- We maintained our Disability Confident leadership status.
- We set up a supported internship in partnership with Cheshire West and Chester Council.
- We hosted **1** x Kickstart placement (programme which supports young people into work) in our supported banking department. This person has now gone on to do a Business Administration Apprenticeship with Cheshire East Council.
- **2** people with experience of disability and long-term conditions participated in a work placement with us.
- **39** volunteers supported us across our range of services. Through them, 887 invaluable volunteer hours have been given in support during this time - a generous 'in kind' contribution worth £8,781.



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

Case Study – Buzz Youth Group

The Challenge

Henry* has anxiety and complex health and social needs. He also feels socially isolated and has low self-confidence. Henry has limited opportunities to spend time with peers, attend accessible activity groups and doesn't get much chance meet friends outside of the school environment.

The Solution

Parents wanted Henry to access a social group within their local community independent of parents/carers. Henry's parents had been told about our service from another parent who had a positive experience of attending group sessions and who attended the same school.

They advised they were looking for a safe place for their son to meet new people and where staff would understand their son's complex health and social care needs. They told us that Henry was starting to struggle with mainstream school and his anxiety levels were beginning to increase. He was withdrawing from others and was happy to stay at home.

A home visit was completed to meet Henry and his parents to give them information on what support would be available and what opportunities would be available by attending group sessions.

The Outcomes

Henry has attended weekly group sessions for 4 years with 1-1 support when required. He has taken part in a wide variety of onsite activity sessions, daytrips during school holidays and an overnight residential.

Disability Positive were asked to be lead professional for the Team Around the Family process (TAF) our Community Engagement Team Manager carried out this role for 12 months.

Staff attended all school reviews at the request of Henry and his parents.

Staff completed 'progress reports' at the request of Henry and his parents for the Education Health and Social Care Plan (EHCP)

Staff signposted parents to a range of community support services including counselling, benefits, local authority information and advice service for EHCP planning.

***Not his real name**

"On behalf of Henry, and ourselves, we'd just like to say an absolutely huge THANKYOU to all the staff and volunteers at disability positive, old, and new, for all you've done for our family over the years! You've given Henry the opportunity to join in with peers doing some exceptionally cool stuff! He's learnt so much, so many skills. The way you looked after all the children and their families through the pandemic, was nothing short of admirable. Tonight was the last buzz group meeting for Henry, and he's thoroughly enjoyed himself, as always. We're both saddened and excited for new adventures, in equal measure. Whatever makes you guys and gals you, it needs bottling.... you're all amazing, and you should be readily available on the NHS"

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

Rachael* joined the Good Company Group in 2018 having previously been a member of the Buzz Youth Group.

Rachael wanted to meet new friends, have a break from parent, take part in activities she enjoyed and was looking for support with problems she was having at home.

Rachael was socially isolated from peers and local community and staff were aware she was known to Adult Social Care and had previously been known to Children’s Social Care.

The Solution

Rachael wanted to join the Good Company Social Group as she knew staff members from previously attending the Buzz Youth group and so she was comfortable talking to these staff members and said she wanted to meet new friends.

Rachael attended activity sessions on a regular basis for 2 years and now attends the group on an ad hoc basis.

Rachael has an opportunity to speak with staff about any concerns she may have.

The Outcomes

Rachael has an ongoing opportunity to keep in contact with friends from the Good Company Group, she is supported to attend activity sessions face to face or virtual whichever is most suitable, depending on what is happening at home.

Rachael has contact with staff on a weekly/daily basis and any concerns raised by her or staff are recorded and submitted to the Adult Social Worker. Our staff attend multi-disciplinary and core group meetings about Rachael, and she is safeguarded effectively by staff, with safeguarding concerns raised as appropriate.

***Not her real name**



**‘Good Company is a nice place, and my friends are always there’
‘I know I can talk to you if I want’**

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

Case Study – Creative Breaks

The Challenge

Archie* lives with anxiety and lacks confidence, but he wants to become more independent and try new things

The Solution

Archie and his family accessed our Creative Breaks Service, which allowed him to choose activities he was interested in, rather than doing typical things as a group which may not be his preference.

The Outcomes

Creative Breaks has made a real difference to Archie's outlook. Archie chooses activities that he is interested in, and this has helped him to increase his self-confidence and social interaction with other children and also improved his concentration. Archie continues with his activities such as indoor rock climbing and swimming, recently he was able to go onto the intermediate rock-climbing course under the supervision of his instructors, and this has been a real achievement for him. Archie's anxiety has reduced as a result of these activities.

Archie has also been able to go on short breaks away with another family. Last year he went on a narrowboat holiday, and he enjoyed helping out with all of the daily chores required on the boat, he even got a turn at being Skipper!

***Not his real name**



“As his parent it has been greatly rewarding to see him grow in confidence and with his independence skills, which I believe is by him being able to do the activities that he enjoys. Overall, it has been a very positive outcome for Archie, and I am hoping that this can continue for him in the future. We are very grateful that we have been able to access such a fabulous and well-run service. Many Thanks”

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

Stefan* came to us to volunteer supporting the Information and Signpost Service. Stefan had previously worked and had found due to a long-term health condition that he was struggling to manage a full-time role. He was keen on getting back into paid employment and wanted to access what he was capable of doing and build on his skills and experience.

The Solution

Stefan felt that as Disability Positive was a user led organisation it would be a perfect place for him to volunteer due to his own long term health condition.

The Outcome

Stefan is currently actively volunteering for us and has been building up his hours. He has recently requested to volunteer as a Befriender for the Counselling and Befriending Service and has completed his training and checks and is waiting to be matched with a client. Stefan is a great volunteer; he has really grown into the role, and we look forward to when he is ready to move into paid employment. Until then he is providing valuable support to a much-needed service, and he is doing an amazing job.

***Not his real name**



“Volunteering at Disability Positive has been a great way for me to contribute to the services they provide, and it has helped me build on my skills and experience.

As I’m living with a chronic health condition, I decided that volunteering for Disability Positive would be ideal as they are a user led organisation and state they are particularly keen to accept applications from those with lived experience of disability....I would recommend volunteering to anyone wanting to develop their skills and gain experience, Disability Positive is a great organisation to volunteer for as they make you realise barriers to volunteering and employment are more to do with society and it’s about recognising what adjustments you may need.”

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

Case Study – Disability Confident Leadership

The Challenge

Jane* has worked for Disability Positive for 12 years and during this time Jane's daughter started to develop quite complex mental health problems. There have been times when Jane has had to take emergency leave and couldn't do her role as she had in the past.

The Solution

We worked with Jane and discussed how we could support her in her new caring role. We developed flexible working arrangements and provided access to counselling when needed.

The Outcome

Jane is a valued and knowledgeable staff member with 12 years of experience working for our organisation. As a result of providing flexible working arrangements and reasonable adjustments to her role we have been able to support Jane to continue working. Jane's daughter is now more stable and generally Jane only needs time off for appointments. Jane feels valued and supported and as a result we have retained her skills and experience.



***Not her real name**

"I have a daughter with complex mental issues and his can impact on my work. However, my employer allows me to work flexibly when problems occur. Sometimes I must leave work urgently, when my daughters school call to say I have to come and get her. I never have a problem taking time out to do this. I can work my hour so that I can make lost the hours up. I'm allowed to work from home so that I can support my daughter. When things have been really difficult, I have been offered counselling. I have regular supervision where my wellbeing is monitored. I have never felt any job insecurity because I'm a full-time carer. My employer fully supports me in my caring role. I couldn't work for a better organisation."

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

Case Study – Counselling and Befriending service

The Challenge

Laura* has a long-term health condition and relied a lot on support from a local support service prior to the pandemic.

When Covid-19 prevented support workers from being able to attend Laura's home she started to struggle with her mental health, which was exacerbated by the recent loss of her father whom she had lived with. She was left feeling isolated and alone.

Laura wanted help with her depression and to be able to come to terms with the loss of her father.

The Solution

Counselling waiting lists on the NHS were extremely long so Jane contacted Disability Positive for support.

The Outcomes

The service and support were explained to Laura, and she was guided and supported through the process. Improvements were seen within the first week.

We worked together at her pace as at times she could feel overwhelmed.

Laura has now come to the end of her counselling and says she has found the sessions useful in helping to accept the loss of her father and it has really helped with the grieving process.

Laura has expressed an interest in moving over to the befriending service now her sessions are finished. This is a big step for her because she wouldn't have had the confidence to do this when we first met. We have managed to find Laura a local befriender who now has a mixture of weekly call and visits.

***Not her real name**

"My son had a diagnosis of autism [and] OCD, early this year he made a serious attempt to take his life. After discharge from hospital the counselling and mental health services from the NHS were non-existent or over a 12 month wait. Disability Positive offered my son 6 sessions, it has been very valuable and has given us, his family, a sense of relief that something has been available, something has been done, to actually help. Still no input from the NHS. We would recommend the service, absolutely!"

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

- **844** people accessed our advocacy service
- We provided **10,259** hours of advocacy
- **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 **5** consultations on local and national policy issues, including to the Health and Disability Green Paper, Cheshire West and Chester Council Budget Consultation and the Disability Workforce Reporting Consultation.
- 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

Case Study – Policy Influencing

The Challenge

Cheshire has a number of organisations that represent disabled people. We worked together with these organisations on various campaigns and shared issues but felt increasingly that having a shared voice would increase our ability to influence positive change, and work constructively with decision makers in Cheshire, as well as in other areas of the country.



The Solution

The Policy and Communications Manager began working with the chair of Cheshire DPAC (Disabled People Against Cuts) after meeting at a conference in early 2020. The idea of a disabled people's panel was a shared ambition by both organisations. The Policy and Communications Manager invited the Chief Executive Officer to chair a working group, with involvement from Cheshire DPAC and other local organisations, as well as from Greater Manchester Disabled People's Panel

(GMDPP). The involvement of GMDPP ensured that the Cheshire Disabled People's panel was supported by a peer with experience of successes and barriers and could offer advice and support. The inaugural meeting was held in July 2021, with key local decision makers in attendance, who all pledged their support for working with the new panel.

The Outcomes

The panel has worked together since July 2021 and has continued to be chaired by the Chief Executive Officer. The panel meets monthly and has become a united voice on a number of local issues and has work to campaign for change with Cheshire West and Chester Council (CWAC) on issues including social care charging and the importance of co-production of policy that affects people with lived experience of disability and long term health conditions. The panel will continue to develop and engage with decision makers across Cheshire.

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

Case Study – Advocacy

The Challenge

Jack* was admitted to hospital in the Autumn of 2021 after suffering from a stroke. Jack had a diagnosis of a mild learning disability and he had lived independently in his family home that he shared with his wife of almost 40 years. However, Jack's wife was unable to support him with decision making as she was unable to weigh up and retain information herself because of her own learning disability.

After Jack's stroke, he changed a lot and began having memory problems, and was increasingly agitated. Jack also began to struggle with his mobility for the first time.

It was felt by Jack's Social worker that it would not be safe for Jack to return home at this point because of his new difficulties, along with the fact that his wife also had a significant physical disability,

Jack was assessed as lacking capacity to decide on where he should live, and to make decisions about his care and support needs.

Jack was unhappy about this and did not accept that anything had changed or that he required any level of care at all. He objected to being discharged to a care home for further assessment and rehabilitation.

Due to the pandemic, there were only very limited options available to Jack, and the only care home that was available was a significant distance from Jack's home. His wife did not drive making visiting difficult and Jack made it clear he did not want to be admitted to a care or nursing home, and stated he wanted to return home with his wife.

Jack's wife also wanted to have Jack living back home with her. However, Jack's wife was unable to fully understand the extent of his new care needs and thought that Jack would still be able to care for her as he had done previously.

No agreement was reached as to where Jack should be discharged to following his stay in hospital.

The Solution

An IMCA (Independent Mental Capacity Advocate) referral was made, due to the disputes, to independently help support Jack through a decision-making process under the Mental Capacity Act.

The Outcomes

Jack agreed to be discharged from hospital to the only available care home, as long as he was supported to be moved back home with his wife as soon as possible. Jack agreed to stay for one month only, while a package of care was arranged for him at home.

***not real name**

Financial Summary

Income & Expenditure 2021 – 2022

Income	£	%
Commissioned Services	1,826,370	67
Charged for Services	453,417	17
Grants, Fundraising and Investments	80,368	3
Commercial Trading Operations	262,400	9
Other Income	104,302*	4
Total	2,726,857	100

Expenditure	£	%
Charitable Activities	1,732,605	70
Support Costs	512,668	20.5
Governance	9,868	0.5
Commercial Trading Operations	237,559	9
Total	2,492,700	100

Surplus (deficit)	234,157
--------------------------	----------------

*Relates to the release of an accumulated VAT provision following the outcome of a previous VAT tribunal case. Her Majesty's Revenue and Customs (HMRC) had a maximum 2-year window to raise an assessment from February 2020, which has now expired.

What Our Clients Say

"The team has again been brilliant in supporting us with a request for some additional funding as part of the NHS CHC personal budget plan. Our advisor understood our needs and we felt that she goes the extra mile in achieving the objectives agreed. Overall very happy indeed!"

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

"...good explanation of the changes with the buzz group, told me how to register my daughter and then sent me all the info again in an email so I didn't forget, really helpful and polite and understood the issues for parents of disabled children."

Parent (**Buzz**)

"All the staff at disability positive are so friendly, approachable and helpful. They're genuinely interested in what you have to say/ask, and there's no such thing as a silly question, they're happy to help however they can."

Parents (**Good Company**)

"The answers have been given to my questions and I have been helped all along the way even when I personally have been a little bit muddled by some of the questionnaire forms. So I have no complaints and I am entirely happy."

Client (**Supported Banking Service**)

"if he did not visit we don't know where would will be today, my BP was so high but I am glad my husband has support now".

Client (**Manchester Pilot**)

"The lady on the phone had all the patience in the world and helped me through things, taking time to explain it to me with no rush or hurry... Made a nice change to be treated kindly"

Client (**Payroll**)

"The advocacy service is simply exemplary, the individuals needing this service are very well supported, and reassured simply by the advocates presence. They offer a consistent reliable service, attending CPA meetings, Tribunals and ward rounds and championing individual care packages. I have very many examples where our patients felt quite confident in their advocacy support."

Doctor - (**Advocacy Service**)

"This service and previous services have always kept me in the loop they have afforded me to the chance to take my two children both with echp,s on holiday and join clubs do hope the service resumes thank you for giving me some memory's as a single parent I wouldn't of been able to achieve them"

Parent - (**Creative Breaks**)

"The Training Manager organised the training that I wanted, checked it was agreed by management, really promptly and I really enjoyed"

Trainee - (**Volunteering & Training**)

"I am very happy with the volunteers placed in my department, great job"

Team Manager - (**Volunteering & Training**)

Who's Who

Board of Trustees as up to 31st March 2022

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

Senior Management Team as up to 31st March 2022

Lynne Turnbull	Chief Executive Officer
Lindsey Walton-Hardy	Head of Services
Matthew Lord	Head of Finance

Operational Managers as up to 31st March 2022

Vicky Randles	Advocacy Service Manager
Alison Davenport	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 Quayle	Payroll Service Manager
Viki Atherton	Volunteer and Training Manager

Contact Us



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

Telephone: 01606 331 853

Email: info@disabilitypositive.org

Website: www.disabilitypositive.org

Facebook: www.facebook.com/disabilitypositive/

Twitter: www.twitter.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

