

# Disabled Living

Practical solutions supporting disabled adults, children & older people



# Our Mission and Vision

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## Our Mission is...

To be the leading voluntary organisation in the North West providing advice and information about assistive technology (equipment and products) to help disabled and older people make more informed choices which enables easier, safer and more independent living.

## Our Vision is...

To work for a society where disabled people and their families and carers can achieve optimum independence and self determination.

## President's Message

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2015 is a year during which we can look confidently into the future.

Over the last decade, we set out to transform our core services and created new offers such as the Kidz exhibition in a financially sustainable model. During that journey, we encountered many unexpected adversities, a world banking crisis, a severe recession, a devastating fire...

But with the help of many of our friends, who could offer us anything from a word of advice to a generous legacy, the dedication and hard work of Debra and her team, together with the wise Management Board and Council Members; today we can truly and triumphantly declare that we have emerged at the other side of the tunnel. So that Disabled Living will enjoy long term financial stability.

This encouraging prospect has allowed us to look with confidence at our strategy for the next decade. We have also examined the changing landscape for disabled children, adults and older people to consider how best to tailor our services to provide appropriate support. The changes are ongoing and we can expect many more; these include personal independence payments, personal budgets and the more recent introduction of health budgets.

We are determined to continue to deliver our charitable objectives with incremental excellence, always being mindful of the needs of the individuals that we are helping and supporting timely.

**Gerry Yeung OBE**

**President**



# Chairman's Message



It is not that many years ago that Disabled Living, Manchester's second oldest charity, was very close to having to close its doors, which without doubt would have been an absolute tragedy.

What has been achieved over the last eight years is truly incredible. We are now on an extremely sound financial footing and we can consider repaying the mortgage on Redbank House, whereas our only previous strategy was to sell the building, our only major asset. I do not want to steal the thunder of our Treasurer, Paula Brown, but her report will make excellent reading.

Under the exemplary guidance of Debra Evans and her team, the organisation has a clear direction and we must all thank her and all the staff for their dedication, enthusiasm and professionalism.

There are still some areas of the organisation that require further work and we must ensure the extremely successful areas continue to perform well. I can guarantee the Trustees will do everything they can to avoid Disabled Living returning to its previous desperate situation.

At last year's AGM, I urged all attendees to visit a Kidz event. They are truly inspiring and capture the very reason Disabled Living is such an important organisation. I do hope you were able to attend. If not, Kidz to Adultz up North will take place at Event City, Manchester on Thursday 19<sup>th</sup> November.

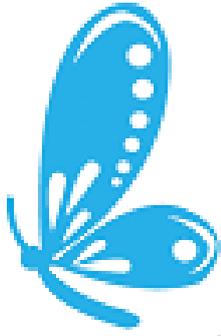
This year Kidz has expanded into Scotland, and we continue to search for a new venue for Kidz to Adultz South as demand grows. Kidz to Adultz Wales will take place in 2016 and I am confident all the Kidz events will continue to grow and aid the financial sustainability of Disabled Living.

Public sector cuts are still being implemented, with no doubt more to come. The role of third sector organisations will therefore grow and play an ever increasing vital part in ensuring services offered to disabled people remain, enabling them to achieve greater independence. The advice, information and training we provide to clients receives fantastic praise.

Finally I must thank all the Trustees who have given their time and expertise to Disabled Living. We are continually looking to strengthen our Board, and I do hope after reading the Annual Report you are inspired and motivated to consider helping Disabled Living meet the inevitable challenges it will face in the future.

**Dean Styger FCMA**

**Chairman**



# Chief Executive's Report

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Disabled Living has overcome many of the challenges faced in previous years, by ensuring our service developments are aligned to changes within the health and social care sector. There is no denying, reduced budget allocation from central to local government continues to impact on Disabled Living's services both in terms of business development and sustainable income streams. However, implementing, monitoring and evaluating our long term strategic approach has ensured we are in a positive position to adapt to the continual changes of statutory sector service re-design in an uncertain economic climate.

April 2014 brought two important legislative changes which will impact on the development of Disabled Living's services for many years to come. The Care Act 2014 represents the biggest overhaul of the care system in nearly 70 years. It has made significant changes to the adult social care system in England and is set to have a huge impact on individuals, carers, local authorities and health and social care providers. The Children & Families Act 2014 now supports children and young adults up to the age of 25 years. The team at Disabled Living have been implementing changes to our working practices which will support our clients through the transition.

The opportunities for third sector organisations working in the health and social care arena are diverse and continue to expand. As an organisation, we are conscious of the importance of ensuring our team develop their skills and knowledge from both a clinical and business perspective to embrace the changes required to ensure Disabled Living remains prominent in the assistive technology and related markets.

Like many third sector organisations it can be challenging to meet our charitable objectives and at the same time generate sufficient income. I consider Disabled Living has found the appropriate balance. We consult and engage with our stakeholders on a regular basis to ensure we are delivering the most appropriate services to support and enhance quality of life for our clients.

I would like to take this opportunity to thank the dedicated staff and volunteers for their commitment and support which has resulted in Disabled Living having a successful year both in terms of service development and income generation.

**Debra Evans**

**Chief Executive**

# Enablement

The Disabled Living Centre, is considered by our colleagues and clients as a 'Centre of Excellence for Assistive Technology'. Although the Centre is primarily used for assessment purposes by people living in the North West, there are occasions when geographical location is not an obstacle to clients travelling hundreds of miles to be confident of receiving outstanding services. We are delighted to have welcomed 3797 visitors to the Disabled Living Centre this year.



Access to a wide range of assistive technology is essential for both our clients and the professionals who support them. Having the ability to compare several pieces of equipment side by side reduces the possibility of making inappropriate and costly purchases. Our commercial colleagues welcome the opportunity to display their equipment in a modern environment and support our clients by providing additional products for complex assessments at very short notice.



There continues to be an increase in demand for our free helpline and assessment services as statutory sector waiting lists continue to

grow and pressure increases to support people in their own home and consider residential care services as a last option. So much has been the demand, it was considered important to ensure these charitable services can be easily identified from our other services and have been re-branded as Equipz@Disabled Living.

The team continue to undertake private assessments on behalf of local authorities and housing associations. There has been a steady increase in moving and handling risk assessments. Our partnership with Salford City Council to process Blue Badge assessments resulted in the team assessing 2131 applications. This year, three members of the team travelled to Belfast for product training from Firefly, a company based in Ireland, to enable our staff to provide assessments on specific paediatric equipment for children throughout the UK.



There continues to be a very close relationship with the University of Salford, specifically to develop the student occupational therapists' knowledge of equipment. All of the students on the degree course visit the Disabled Living Centre at some point during their three year training.

# Training

Disabled Living's reputation as a provider of high quality training continues to ensure we are market leaders in assistive technology training. As an Open Awards accredited provider, our services are in high demand. There has been a noticeable increase in delegates attending mandatory moving and handling training this year. The procurement of Trusted Assessor training throughout the UK is on the increase as local authorities continue to restructure their services to make significant budget cuts.



Disabled Living prides itself in our ability to tailor training programmes to suit the specific requirements of our clients, ensuring their staff are competent and confident in their role to assess and provide equipment. We have long standing partnerships with all the local authorities in the North West, with more intensive programmes being delivered in areas including Bury, Manchester, Rochdale, Blackburn and Cumbria.



In contrast this year, we have noticed a significant decline in delegates attending courses which are not mandatory or are not considered will support wider cost savings initiatives. Due to extensive waiting lists, Managers will only release staff on what they consider is essential training. This shift in direction does impact on the development of Disabled Living's training programme and income generation. However, this change in direction provides an opportunity for the team

to consider the development of new training programmes & options to deliver training more cost effectively and to wider markets.

There continues to be an increase in the demand for training personal assistants, as more people transfer to personal budgets. These training programmes are tailor made by our staff to ensure the team supporting the client is competent and confident in the use of the equipment in their working environment.

This year we have merged three of our teams, under the direction of one Manager— Enablement, Training and PromoCon. These teams comprise multi-disciplinary health and social care professionals whose clinical skills and knowledge collectively have the ability to provide comprehensive assessment, training and consultancy services.

Our team provide a range of free training and awareness sessions for informal carers and it is our intention to develop this programme further.

# PromoCon

PromoCon, Disabled Living's service to support people with bladder and bowel problems continues to provide services nationally. Calls to the helpline service increase year on year, as waiting lists for appointments to NHS continence services grow longer.

Working in partnership is high on the PromoCon teams' agenda, ensuring minimal duplication of services, enabling all the partner organisations to use their expertise to pilot and deliver cost effective initiatives without duplication. The team's clinical skills are in high demand with our paediatric specialists involvement in a national project to liaise and work with Clinical Commissioning Groups (CCGs), helping services develop in line with NICE Guidance and Quality Standards.

A partnership with South Manchester University Hospital has provided the opportunity for a secondment to provide clinical services for the Healthy Bowel Clinic within the Tertiary Specialist Pelvic Floor Service.

University Hospital of South Manchester   
NHS Foundation Trust

In order to support our colleagues CPD, the team continue to deliver a wide range of training opportunities, with speakers who are experts in their field. The events include the Continence Symposium, at which the PromoCon Annual Bowel Care Award is presented to a healthcare professional or team who has made a difference to the care of people with bowel problems.



**Bowel Care Award presented to Lynn Briggs.**

Our special interest groups for adult bowel care and paediatric continence promotion are over subscribed. In addition, requests for training programmes to support the development of paediatric continence services has taken our specialist nurses to all corners of the UK and Southern Ireland.

The team take every opportunity to engage and support people with bladder and bowel problems, in order to direct them to appropriate clinical services and provide product advice. The PromoCon team are involved in an initiative with NHS Choices & Talk Health Partnership, the UK's leading on line social health clinic to provide clinical advice to clients via email.



The joint PromoCon and ERIC Paediatric Continence Conference held at the Hilton Hotel, Birmingham was attended by 219 delegates and was an outstanding success. A conference dinner the evening before, provided the opportunity for PromoCon to celebrate their 18<sup>th</sup> birthday.

*Happy  
18th  
Birthday*

PromoCon is acknowledged for its work on the All Party Parliamentary Group for Continence Care, chaired by Baroness Sally Greengross OBE.

# Kidz Exhibitions

The Kidz exhibitions go from strength to strength. It is sometimes difficult to comprehend these national exhibitions which started with Kidz up North some fourteen years ago, were developed from seating clinics held at the Disabled Living Centre. The clinics provided an opportunity for children to compare seating options side by side. Ten or so companies attended with a similar amount of children and their parents.



**From this...**

This year we welcomed 9749 visitors and 555 companies to our four events – Kidz up North, Kidz in the Middle, Kidz South and our new exhibition for 2014 – Kidz Scotland. In the last four years over 39,000 children, parents, carers and the professionals who support them have attended the Kidz events. This figure does not even begin to quantify the wider number of children who have benefited from these exhibitions organised by Disabled Living. The knowledge and information gathered by the

professionals, has been cascaded to the many thousands of children and parents nationally, who are unable to attend in person.



**.... to this.**

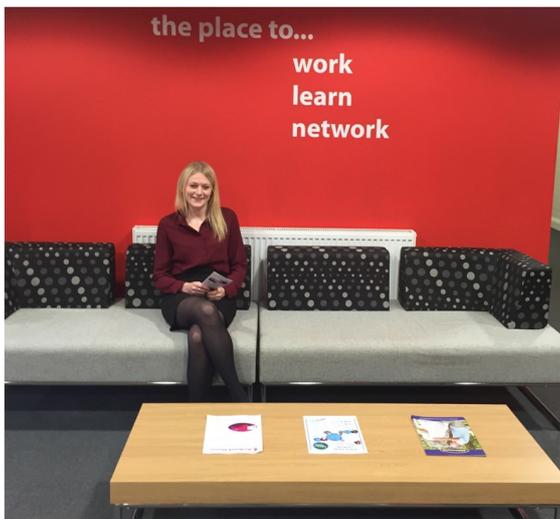
The number of people attending the Kidz exhibitions increases year on year and offers an opportunity to expand our charitable services of providing free information and advice about equipment to all corners of the UK, to some families in Europe and even those further afield.

This year, the Kidz team have been undertaking significant research in preparation for the expansion and re-branding of the Kidz exhibitions in November 2015. The Kidz to Adultz exhibitions will then support disabled children and young adults up to the age of 25years. Implementing the changes to our events, mirrors the new legislation set out in the Children & Families Act 2014.



# Redbank House

Redbank House is Disabled Living's Health & Social Care Hub providing training and meeting rooms, office accommodation and multi-sensory rooms. When Redbank House was refurbished, it was the intention to develop the hub into a facility where people primarily, but not exclusively, from the health and social care sector, could come together to work, learn and network. In the last three-and-a-half years, the team have worked hard to make this vision a reality.



We are delighted to have Outreach Community and Residential Services and Eg Training Ltd – Independent Speech and Language Therapy Practice as our tenants. We do have additional office accommodation available and are working closely with an organisation who we anticipate will join us in the not too distant future.



The demand for training facilities this year continues to rise, from both existing and new clients. There has been a significant increase in demand from local authorities and NHS contacts. This is as a direct result of statutory sector services selling property assets, or not renewing leases, in order to make cost savings.

This means they do not have sufficient accommodation to deliver training at their own premises. This year we have welcomed over 10,500 visitors through the doors of Redbank House.

The multi-sensory rooms at Redbank House are unique in the Greater Manchester area. Our clients do not have to share the rooms with other people, which ensures they receive the sensory experience to support their needs and development. For clients with particularly challenging behaviour it can be a calming, safe environment. For those with complex disabilities, the equipment can provide stimulation and for others it is just a place to relax or let off steam. We were very pleased to receive a grant from the Duchy of Lancaster fund for additional sensory equipment, which has provided additional stimulation to the 3,014 clients who have used the multi-sensory rooms at Redbank House.



**Presentation of cheque by Sharman Birtles, JP , DL on behalf of the Duchy of Lancaster Fund**

# Service & Business Development

The tri-partnership we have developed at the Disabled Living Centre between Salford City Council Disability and Equipment Services and a retailer of assistive technology continues to develop, ensuring Salford citizens have access to additional resources, enabling them to make informed choices in relation to equipment. The Salford team have been running a pilot programme to provide assessments at the Disabled Living Centre, with an average waiting time for an assessment of 24 days. In most cases the assessment could take place sooner, but clients were reliant on relatives to accompany them. The assessment clinics are successful, and will continue. We will work together to develop initiatives which will bring benefits to both parties.

## Salford City Council

We continue to work closely with Simplyhealth who have had a retail facility at the Disabled Living Centre since 2012. However, a change in their business direction will see them vacate the Disabled Living Centre in August 2015. I am pleased to announce Ableworld will join the tri-partnership, to provide retail services.

The changing economic climate has impacted on our commercial colleagues. Therefore it is essential that the team understands the strategic direction of these companies in order to help them to develop and prosper. Our annual company open day attracted 60 representatives and gave the team an opportunity to discuss future partnership projects.



To support our commercial colleagues to showcase their products to a wider national audience, we continue to develop a range of initiatives such as the Supplier Directory, product of the month, weekly product demonstrations and a range of advertising opportunities in the monthly newsletter, the Kidz show guides, training diary and on our website. Disabled Living's databases have grown immensely over the last few years offering an opportunity to reach over 45,000 contacts.

**Disabled Living** September Newsletter 2015  
Practical solutions supporting disabled adults, children & older people

**CHILDREN WELCOME** **Kidz Scotland** **Free Entry**  
Thursday 17<sup>th</sup> September 2015  
Highland Hall, Royal Highland Exhibition Centre, Edinburgh, EH28 8NB  
9.30am – 4.30pm  
**FREE event for children & young adults with disabilities and special needs, their families, carers and professionals.**

**Over 100 Exhibitors providing information on:**  
•Funding •Seating •Beds •Mobility •Bathing  
•Sensory •Accessible Vehicles •Transition  
•Toys •Education •Legal Matters  
•Communication •Wellbeing •Sports/Leisure  
**and much more...**

**FREE CPD & TOPICAL SEMINAR PROGRAMME!**  
For FREE Visitors' Tickets and to register your interest - Tel: 0161 607 8200  
Email: info@disabledliving.co.uk  
www.kidzexhibitions.co.uk

**Dates For Your Diary**  
•Kidz to Adultz up North – 19/11/2015  
EventCity, Manchester  
•Kidz to Adultz in the Middle – 10/03/2016  
Ricoch Arena, Coventry  
•Kidz to Adultz South – 09/06/2016 Rivermead Leisure Complex, Reading  
**New Event •Kidz to Adultz Wales 07/07/2016 Cardiff**

**Kidz Exhibitions**  
Established in 1997, DisabledLiving is a charity registered with the Charity Commission for England and Wales. Registered Charity number 224742

**LOCATION LOCATION LOCATION LOOKING FOR APPLICANTS**  
Kirstie and Phil could help you find your perfect pad!

**Kirstie Allsopp & Phil Spencer** have been helping home buyers up and down the country for **fifteen years!** It's hard to believe their relationship only extends as far as the small screen; you'd be forgiven for thinking

# Finance

I am delighted to report that for the year to March 2015, a surplus of £105,023 was achieved by Disabled Living. Whilst this was lower than last year, it must be remembered that 2014 saw the charity receive a windfall legacy of £278,000, without which the surplus would have been around £21,000, which puts this year's achievements into perspective, especially when deficits were being made up to three years ago.

As a financially prudent organisation, a challenging budget for income and expenditure is set each year and I am pleased to say that overall income this year exceeded budget, and costs were closely controlled so that the surplus achieved was some 70% higher than budget.

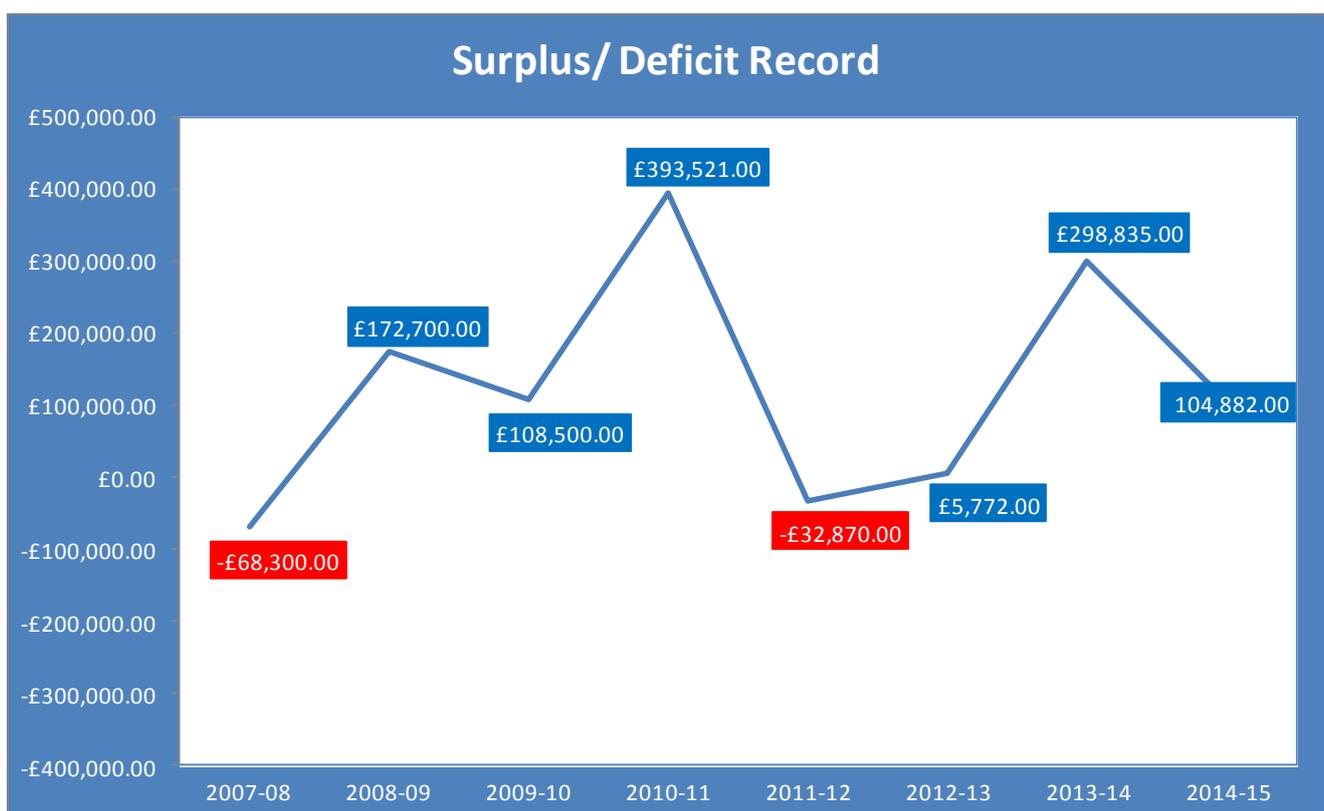
Included in overheads is a depreciation charge of £67,536, which is an allowance for the reduction in value of assets over time and not an actual cash outflow, so that true cash generated was over £172,000 and Disabled Living is no longer relying on an overdraft facility. A payment of over £56,000 was made earlier this year to de-participate in a former pension scheme where the future liability was uncertain, so that no further contributions are payable. Even after this payment, the organisation still has a very healthy bank balance and with another large legacy payment anticipated this year, we may be able to consider repaying the loan on Redbank House.

I am also pleased to report that the positive momentum is continuing and results for the current financial year-to-date show both income and surplus ahead of budget.

I wish to thank our professional advisers, Lloyd Piggott for their excellent advice and The Co-operative Bank for its continued support throughout the year. Finally I would also personally like to thank Danielle Collins, the Finance and Facilities Manager at Disabled Living, who produces the figures on which I report to the Council in an extremely timely and efficient manner.

**Paula Brown FIFS**

**Honorary Treasurer**



## Disabled Living

### Consolidated Statement of Financial Activities (Incorporating an Income and Expenditure Account) for the year ended 31 March 2015

	Notes	Unrestricted Funds £	Restricted Funds £	Endowment Funds £	Total 2015 £	Total 2014 £
<b>Incoming resources</b>						
<i>Incoming resources from generated funds:</i>						
<i>Voluntary income</i>	<b>4</b>					
Donations and gifts		23,787	1,000	-	24,787	49,190
Legacies		35,890	-	-	35,890	278,142
Annual appeal		14,776	-	-	14,776	15,992
Grants receivable from local authorities and health authorities		-	-	-	-	7,820
<i>Activities for generating funds:</i>	<b>5</b>					
Commercial trading operations		297,890	-	-	297,890	215,119
Rental income		26,013	-	-	26,013	31,996
<i>Investment income and interest</i>	<b>6</b>	4	-	1,439	1,443	1,645
<i>Incoming resources from charitable activities:</i>	<b>7</b>					
Services to people with disabilities		665,235	13,334	-	678,569	616,585
<b>Total incoming resources</b>		<b>1,063,595</b>	<b>14,334</b>	<b>1,439</b>	<b>1,079,368</b>	<b>1,216,489</b>
<b>Resources expended</b>						
<i>Cost of generating funds:</i>						
Cost of generating voluntary income	<b>8</b>	21,920	1,000	-	22,920	23,251
Charitable activities	<b>8</b>	914,745	13,334	1,439	929,518	865,898
Governance costs	<b>8</b>	22,048	-	-	22,048	28,505
<b>Total resources expended</b>		<b>958,713</b>	<b>14,334</b>	<b>1,439</b>	<b>974,486</b>	<b>917,654</b>
<b>Net and gross resources before recognised gains</b>		<b>104,882</b>	<b>-</b>	<b>-</b>	<b>104,882</b>	<b>298,835</b>
<b>Other recognised gains/(losses)</b>						
Movement on revaluation of fixed assets		-	-	-	-	(53,400)
Movement on revaluation of investments		-	-	141	141	610
<b>Net resources expended before transfers</b>		<b>104,882</b>	<b>-</b>	<b>141</b>	<b>105,023</b>	<b>246,045</b>
Transfers between funds		-	-	-	-	-
<b>Net incoming resources</b>		<b>104,882</b>	<b>-</b>	<b>141</b>	<b>105,023</b>	<b>246,045</b>
<b>Net movement in funds for the year</b>						
Fund balances brought forward		1,242,554	-	30,234	1,272,788	1,026,743
Fund balances carried forward	<b>20</b>	<b>1,347,436</b>	<b>-</b>	<b>30,375</b>	<b>1,377,811</b>	<b>1,272,788</b>

All of the above results are derived from continuing activities. All gains and losses recognised in the year are included in the above. The notes on pages 17 to 30 form part of these accounts

## Disabled Living

### Consolidated Balance Sheet as at 31 March 2015

	Notes	2015 £	2014 £
<b>FIXED ASSETS</b>			
Investments	11	30,375	30,234
Tangible assets	12	<u>1,513,087</u>	<u>1,571,755</u>
		1,543,462	1,601,989
<b>CURRENT ASSETS</b>			
Debtors	13	198,629	183,120
Short term investments		151	151
Cash at bank and in hand		<u>189,397</u>	<u>46,213</u>
		388,177	229,484
<b>CREDITORS:</b>			
Amounts Falling due within one year	14	<u>(332,886)</u>	<u>(299,559)</u>
<b>NET CURRENT ASSETS/(LIABILITIES)</b>		<u>55,291</u>	<u>(70,075)</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		1,598,753	1,531,914
<b>CREDITORS</b>			
Amounts falling due after more than one year	15	<u>(220,942)</u>	<u>(259,126)</u>
<b>NET ASSETS</b>		<u>1,377,811</u>	<u>1,272,788</u>
<b>Capital funds</b>			
Endowment fund	17	30,375	30,234
<b>Income funds</b>			
Restricted funds	18	-	-
<b>Unrestricted funds:</b>			
Revaluation reserve		632,184	645,086
Other charitable funds	19	<u>715,252</u>	<u>597,468</u>
		<u>1,377,811</u>	<u>1,272,788</u>

This is an extract from the full accounts, please contact Disabled Living for a full copy, if required.

# Year Ahead

In line with good practice governance, the Trustees and I have been working with Winning Pitch and the Growth Accelerator Programme to refine Disabled Living's strategic direction. As our current business plan remains relevant, it has been decided to extend the plan for one year. This will enable the Trustees and I to have the opportunity to re-assess our position both financially and in terms of service developments in order to implement a five year plan which reflects the future, health and social care landscape.

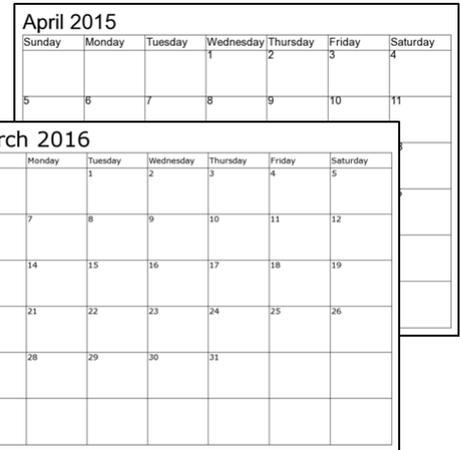


Following consultation, all the staff have highlighted the requirement for investment in IT. Disabled Living, through its own success, has developed way beyond its current IT infrastructure. We have engaged the services of a consultant to undertake an IT audit and will work to their recommendations throughout 2015/16.

There will be both financial investment and staff time allocated to updating the content of our websites to ensure we have a comprehensive resource. The supplier directory will be expanded at the suggestion of our stakeholders.

At Disabled Living we have a committed, experienced and knowledgeable team. However, we are also very aware that we have a skills gap, which must be addressed in order to deliver our strategic vision.

Social Media has proved to be an essential platform to promote Disabled Living's services and in turn generate income. The use of social media to market our services will become an integral part of the teams' daily routine.



In addition to our strategic objectives for the year ahead, our team will develop a wide range of services and initiatives including:-

- Improving the website
- Developing a range of downloadable information resources
- Working closely with our commercial partners
- Developing innovative products and equipment
- Developing new partnerships across all the sectors—statutory, commercial and third.
- Pilot new training programmes
- Provide free training to carers
- To secure new tenants for Redbank House, Health and Social Care hub
- To increase access to our multi-sensory rooms
- Launch a Kidz to Adultz Wales exhibition in July 2016





# Disabled Living

*Practical solutions supporting disabled adults, children & older people*

Throughout the year we have been supported by many friends and colleagues too numerous to mention; but a special thank you must go to:

Arthur Patchett—Autumn UK

Brian Vickerman

CDR Rose

DCS Joncare

Disabled Living Volunteers  
(too numerous to mention)

Dutchy of Lancaster Fund

Ferring Pharmaceuticals

Ford & Barley Exhibitions

Helen Larkin MBE.DSG.DL

Ian Pomfret

JC Backhouse

K Evans

League of Jewish Women

Lloyd Piggott Ltd

Manchester District Iron, Steel  
& Allied Trade Bowling Club

P Webster

P Robinson

R82 UK Ltd

S A France

Shire Pharmaceuticals

Sir John Summers Trust

The Co-operative Bank

Total Hygiene

Trafford College Health &  
Social Care Students

USDAW

Disabled Living would like to acknowledge the following, who very kindly specified a bequest to the organisation in their wills:

MA Kinley

JL Davenport

D Pritchard

E Whitworth

NJN Whitehead



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Established in 1897, Disabled Living is a Registered Charity No 224742



INVESTOR IN PEOPLE