

Annual Report 2022-2023



Disabled Living
Practical solutions supporting disabled adults, children & older people

Registered Charity No: 224742

Our Mission & Vision

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

To be successful as an organisation, innovation is key.

We often think that innovation is the sole preserve of business enterprises and commercial organisations. But, in fact, charities in the third sector are no exception. They need to offer relevant products or services to their targeted communities in one form or another, so they need to be constantly adapting to the changing landscapes from which they operate - be it changes in rules and regulations on a governmental level, societal needs, technological advancement, funding criteria, or more. The very fact that charitable organisations have to be financially sustainable implies that they must be innovative in order to survive and grow, which is no different to the commercial world.



I believe there are two types of innovations. There are the ones that produce incremental excellence, and there are others that create step changes. When Mars, the manufacturer of the chocolate bar created Mars Bar Ice Cream, it was a step change because it created an all-year-round market. When it recently introduced a vegan version of their chocolate bar, it is an incremental refinement of its product range.

At Disabled Living, we are constantly innovating.

The creation of the Kidz Exhibition some twenty years ago was a step change innovation for us. It extended our charitable objective of disseminating information on assistive technology to children and families throughout UK. At the same time, the income from the exhibitors have supported our other charitable activities.

President's Message *continued*

We are in the middle of another innovative step change project of creating a Real Time Assessment Tool so that assessments, such as Occupational Therapy assessments, can be done virtually and remotely. This will speed up the assessment process for people with disabilities, those with long term conditions and older people, and could have much wider applications in the health service. Hence the income generation potential is also enormous for Disabled Living.

Over the years, we have also made many incremental innovative changes to improve the delivery of our charitable works. We partnered with Salford City Council and put together an equipment centre. We extended the Kidz Exhibitions to 'Kidz to Adultz'. We re-named our PromoCon service to Bladder & Bowel UK and raised its game. We created a CRM system that integrated the needs of our various departments, despite a tedious long journey with many frustrations. We are going through a major rebranding exercise, as reported by Debra. The training team are constantly reviewing course content to ensure it is current and aligned to regulations and statutory sector developments, whilst looking for opportunities to deliver training differently. Redbank House provides many opportunities for service development, and we are always keeping an open mind when considering how the flexible space can best accommodate the need of our users, many of whom are from the third sector, particularly from the areas of health and social care.

There are many layers to a successful organisation - good governance, sound policies, inspirational leadership, effective management, efficient working systems, and teamwork - but the ability to innovate is an essential element. I am proud to report that Disabled Living is blessed with all of these qualities.

The success of Disabled Living must be credited to Debra and her team, together with my fellow board members, who have offered invaluable expertise, insight, and support.

It is also my pleasure and privilege to take this opportunity to thank our partners, donors, volunteers, and friends. Your support is very much appreciated.

Kui Man Gerry Yeung OBE DL
President

Chairperson's Message

Disabled Living has continued with another successful year sustaining crucial service delivery to some of the most vulnerable people in our society, despite continuing economic challenges. Political instability, the cost-of-living crisis, soaring energy prices and other operating costs have meant that all charities are under pressure to assist growing numbers of people. In fact, the cost of living crisis has been both longer and deeper than Covid, and public sector funding cuts are now materialising with donations to charity generally falling, placing additional stress particularly on disabled people, their families and carers.



A recent survey by the Charities Aid Foundation (CAF) reveals that more than 50% of the UK's charities are digging into reserves, half of these fear they will not survive the cost-of-living crisis, and only 49% think they have enough funds to meet current demand.

In this environment it is gratifying to note that total income is now exceeding pre-Covid levels in all areas as a result of the dedication, enthusiasm and commitment demonstrated by Debra and all the staff. I wish to express my sincere thanks to all the team at Disabled Living for the many achievements described in the annual report and the new opportunities under development.

I would like to thank our Finance Manager, Danielle, for her prompt and clear reporting of management information to the Executive and Trustees, and for completion of the annual accounts before taking a period of maternity leave. Thanks also to our Treasurer Ged Cosgrove and his team at Champion Accountants for again stepping into the production of the financial information in the absence of Danielle. Thanks also to our auditors Beever and Struthers for their guidance and professional expertise.

Finally, I would like to thank my fellow Trustees and volunteers who give up much of their time and provide invaluable assistance to Debra and the staff team. As mentioned in my report last year we would welcome new Trustees to join the Management Board, to support the development of new and existing services and ensure that Disabled Living remains relevant and progressive for the people we support.

*Paula Brown, FIFS
Chairperson*

Chief Executive's Report

I am delighted to report that the ability for Disabled Living to provide services is no longer impacted by the aftermath of the pandemic. In fact, I would go as far as to suggest that there is now an expectation services will be provided differently, in a way that would never have been considered pre-pandemic. In this lies opportunity.



This year the team has not only had to consider the changes brought about in the health and social care sector - which have impacted on the demand for Disabled Living's services since the charity was established. They have also had to consider, in practical terms, how the unstable economy is impacting on all our stakeholders and the correlation to our service development and income generation.

We have mapped those changes. Our team of experienced, dynamic, and progressive people have invested additional time this year to explore wider issues and consider the impact on the development of our services. They will take advantage of, and embrace, the opportunities that lie ahead.

This year we embarked on what I consider a milestone in Disabled Living's development – the rebranding of our services. This is not just about a new logo and a fancy design for our website. It is about our core values and how we portray and develop them. We have wanted to embark on this project for many years and the challenges have been stacked against us – Covid, the financial implications, and not having the human resources to deliver the services we aspire to. I am pleased to report that this year Bladder & Bowel UK and the Kidz to Adultz Exhibitions launched the re-brand of their services.

There have been challenges this year, linked to income generation and recruitment of staff, which will be highlighted in the content of this report. However, in this financial year, ending March 2023, I am pleased to report the potential to develop services far outweigh the challenges.

An opportunity arose to receive our first work placement via the NHS Graduate Management Scheme. The employees, currently in management roles, will undertake an intensive NHS training program, enabling them to acquire the skills required to be in leadership roles in the future. The placement with our first graduate, Hannah, provided the opportunity for her to understand the vital role the Third Sector plays in supporting NHS services and to consider how future partnerships can be forged to develop services. The placement was a success, with Hannah researching to compile data which our team have included in funding applications.

I would like to take this opportunity to thank the Trustees who volunteered their time to guide me and the Managers, by imparting their knowledge and expertise to help us develop new and existing services. In addition, we have a small army of volunteers who work tirelessly behind the scenes.

Debra Evans
Chief Executive

Equipz

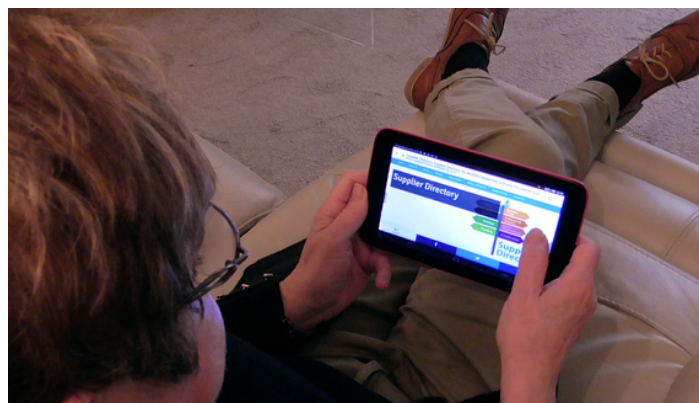
Providing advice and information about equipment is at the heart of Disabled Living's charitable objectives.

The enquiries to the Disabled Living helpline continue to increase. Most of the enquiries for this service are telephone calls, whereas with other services we have noticed a shift to emails. This is due to the complexity of support required. Callers will present the team with a scenario of what is happening in their lives to either themselves or a relation, eagerly hoping for a solution to the problem they face. Our knowledgeable and experienced staff guide the client to practical solutions, signposting, or equipment provision.

The team pride themselves in offering holistic assessments and taking every opportunity to consider options to increase independence and quality of life. Having the ability to assess a person in their home environment can offer many advantages, not only to address the issues with which they currently present, but also to provide a visual insight into how a person performs daily living tasks. In addition, the Occupational Therapist can take a preventative approach and make suggestions to reduce the risks of falls and offer future proofing advice. Through this work they are able to support the client to retain or regain their independence, keep them safe, and enjoy a healthier life.



Considerations as to how we can increase the number of occupational therapy assessments in a person's home environment without geographical restrictions have been central to service development this year. With an award for a feasibility study for the Remote Real-time Assessment Tool being reported last year, the team focused on the deliverables of the project. These included preliminary software design, feasibility for assessment options, and data collection. Early in the project, the future potential of what we could develop was identified. This led to submitting another application to UKRI to develop the system further.



In December 2022, the team were delighted to be informed they were one of eight social enterprises out of thirty-nine shortlisted applications to be awarded a contract to the value of £447,685. The funding, again through UKRI Small Business Research Initiative: Healthy Ageing Social Ventures, will further develop the Real-time Remote Assessment Tool to a commercially viable product. We anticipate the portal will transform the assessment process, not only for the Disabled Living team, but for other potential stakeholders in the health and social care arena.

Training

Disabled Living is recognised nationally for their accredited training programmes.

There have been unprecedented enquiries this year from around the UK for Trusted Assessor training, as the NHS and Local Authorities implement strategies to up-skill their work force to tackle the long waiting lists – a legacy from the pandemic.

Our core clinical team of Occupational Therapists, Specialist Nurses, and Moving and Handling Trainers have been working relentlessly to keep up with the demand to deliver training courses, both at Disabled Living's premises and around the UK.

In line with our priorities for this year, and to increase the capacity for the delivery of our training services, we have recruited more associate trainers to support our core training team. We have been able to recruit professionals with many years of experience and expertise who have recently retired from the NHS or Local Authority. Although ready for the next chapter in their lives, our new colleagues have the desire to share their knowledge with our delegates.

We have a range of training courses to support people working in health and social care to assess equipment. The accredited Trusted Assessor programmes are in demand and are considered by statutory sector services as essential to the development of their workforce.

An example of which is the Trusted Assessor training we provide for the City of Bradford Metropolitan Borough Council. Our team have delivered several cohorts of training and collated data from the delegates to highlight their thoughts on how service delivery could be improved. This is where a partnership works extremely well, as the information was fed back to the Managers responsible for developing the strategic direction, and as a result we will embark on a new project with the Managers in 2024.

Each year we welcome delegates from different health and social care settings. The more diverse the group, the better the opportunity for delegates to share experiences and gain more insight into the wider challenges within that sector. This year, there has been a noticeable increase in delegates who work within social housing, those who work with clients with dementia, and people who are employed in the prison service. We have welcomed 801 delegates on 136 courses.

On average the team have delivered three courses each week, with the overall capacity to deliver more. However this year, more so than any other year, there have been numerous course and delegate cancellations due to staff shortages within their services. This has had a direct impact on our budget predictions resulting in a deficit against budget. However, these delegates still require training, and have booked places for courses in the next financial year.

The core training team also provides advice via the helpline, undertake assessments, and are heavily involved in the development of the Real-time Remote Assessment tool.



Bladder & Bowel UK

Bladder & Bowel UK is the only charitable service supporting adults and children with bladder and bowel problems and the professionals who work with them.

The demand for the Bladder & Bowel UK service continues to increase, as waiting lists for NHS services are averaging between nine and twelve months. The team receives more than 600 enquiries each month. To cope with demand, we have increased the number of clinicians available on the helpline by recruiting sessional nurses who work remotely and can offer helpline services to our clients outside of what are considered to be 'normal' working hours.

Bladder & Bowel UK was the first of Disabled Living's services to undertake the rebranding process. The aim was to develop a brand which matched the impact of the services they provide. Dawn Creative, a design agency who were providing our web support, generously offered their rebranding services to us pro bono.

We started on the re-brand journey early in the financial year and launched at the Coventry Bladder & Bowel UK Symposium in September. The work was significant and included a re-designed website incorporating extensive information resources. We consulted with our corporate colleagues to consider how we could offer them the most effective way to reach their target markets whilst maximizing revenue to support our helpline services. The re-brand was an overwhelming success, and we were delighted to highlight our achievements by working with two corporate partners on high profile media campaigns shortly after the launch.

The 'Stalls for All' campaign supported by Initial Washroom Hygiene highlighted the lack of bins for the disposal of continence products in male toilets. The campaign was spearheaded by Lewis Moody MBE, former England Rugby Union Captain and has changed the perception that bins are only required in female toilets.

The economic crisis has left many people struggling financially. For those with continence problems there are additional costs. People are often required to top up their supply or may have to wait many months for an assessment until they are provided with some products via the NHS. In a partnership with NRS Healthcare, the 'Incontinence Poverty' campaign was launched, providing free pads with the support of the continence pad manufacturers. NRS Healthcare coordinated the logistics of the campaign and provided free delivery of the products.

The year ended with the Bladder & Bowel UK Symposium in Bolton with an excellent programme of seminars to support our professional colleagues in their continuing professional development. It was also an opportunity to present the Bladder & Bowel UK Awards, which were launched last year. The Product Innovation Award was presented to TENA for their TENA SmartCare Change Indicator and TENA SmartCare Family Care Giver App. Heywood, Middleton & Rochdale Community Bladder & Bowel Service received the Clinical Excellence Award, which highlighted best practice in service development for their Right Pad, Right Person Project.



Kidz to Adultz Exhibitions

The Kidz to Adultz Exhibitions are collectively the largest free UK events totally dedicated to children and young adults up to 25 years with disabilities and additional needs, their parents, carers, and the professionals who support them.

This year the team delivered five events. The first of the year was the Kidz to Adultz South exhibition at Farnborough International Conference Centre in May. This exhibition really did feel like we were back to pre-Covid events. Our visitors poured through the door and had travelled from all over the south of England.

In July we were in South Wales with Kidz to Adultz Wales & West. An amazing venue with excellent access for people from South Wales, Gloucestershire, and the Bristol area.

The team brought the Kidz to Adultz Scotland exhibition back to Edinburgh. This event runs every three years; however, the pandemic disrupted our plans, with the team having not ventured north of the border since 2017. Visitors came from all over Scotland and expressed their delight at having the opportunity to view and try equipment prior to purchase. Within the fun and features area, there was the opportunity to try one of Scotland's national sports – curling.



In November we delivered the Kidz to Adultz North exhibition in Manchester to a new venue, the iconic Manchester Central Convention Complex. It was amazing to see so many of our regular visitors return. The team had sold all the exhibition space and had a waiting list!

As the financial year came to an end, the re-brand of Kidz to Adultz was launched at the CBS Arena in Coventry. There are multiple digital screens throughout this venue, so it was alive with the Kidz to Adultz branding and the feedback from our visitors and corporate colleagues was sensational. This event was a total sell out, with companies on a reserve list. A pattern appears to be emerging.



A stand-out feature of this event was the performance by 2022 Golden Buzzer winner of Britain's Got Talent, Born to Perform. This amazing dance group of people with additional needs absolutely stole the show.



To compliment the Kidz to Adultz exhibitions is the re-branded K2A Magazine. This quarterly digital publication is another popular channel to our audience, and an opportunity to share stories and build our community.

This year we welcomed 9357 visitors, 531 exhibitors and 2822 people were able to access our free accredited seminars.

Redbank House

We have six rooms of varying sizes which can accommodate between two to 70 delegates for training or meeting purposes. Our clients range from the corporate sector, local authorities, NHS and third sector organisations, to training companies and community groups.

Following a marketing campaign post-Covid aimed at training organisations who offer practical elements within their courses, we were delighted to secure bookings from several new clients. The team focused on companies who offered Moving and Handling courses where large equipment such as beds, hoists, chairs and stand aids were required. Having this equipment readily available onsite is a distinct unique selling point. As the campaign generated increased enquiries, additional equipment was sourced and the staff kitchen re-purposed to create additional training facilities.



We have welcomed many new clients to Redbank House this year and regularly have bookings in five of our six training rooms. We have two new clients who deliver multiple courses each month and have booked dates until the end of 2024: Acute Training have secured a national contract to deliver mandatory training to new NHS staff and this has brought delegates from throughout the UK, and Health Skills Training Academy England provide training for qualified nurses from overseas who want to practice in the UK.

This year we have welcomed 12,664 visitors through the doors of Redbank House.

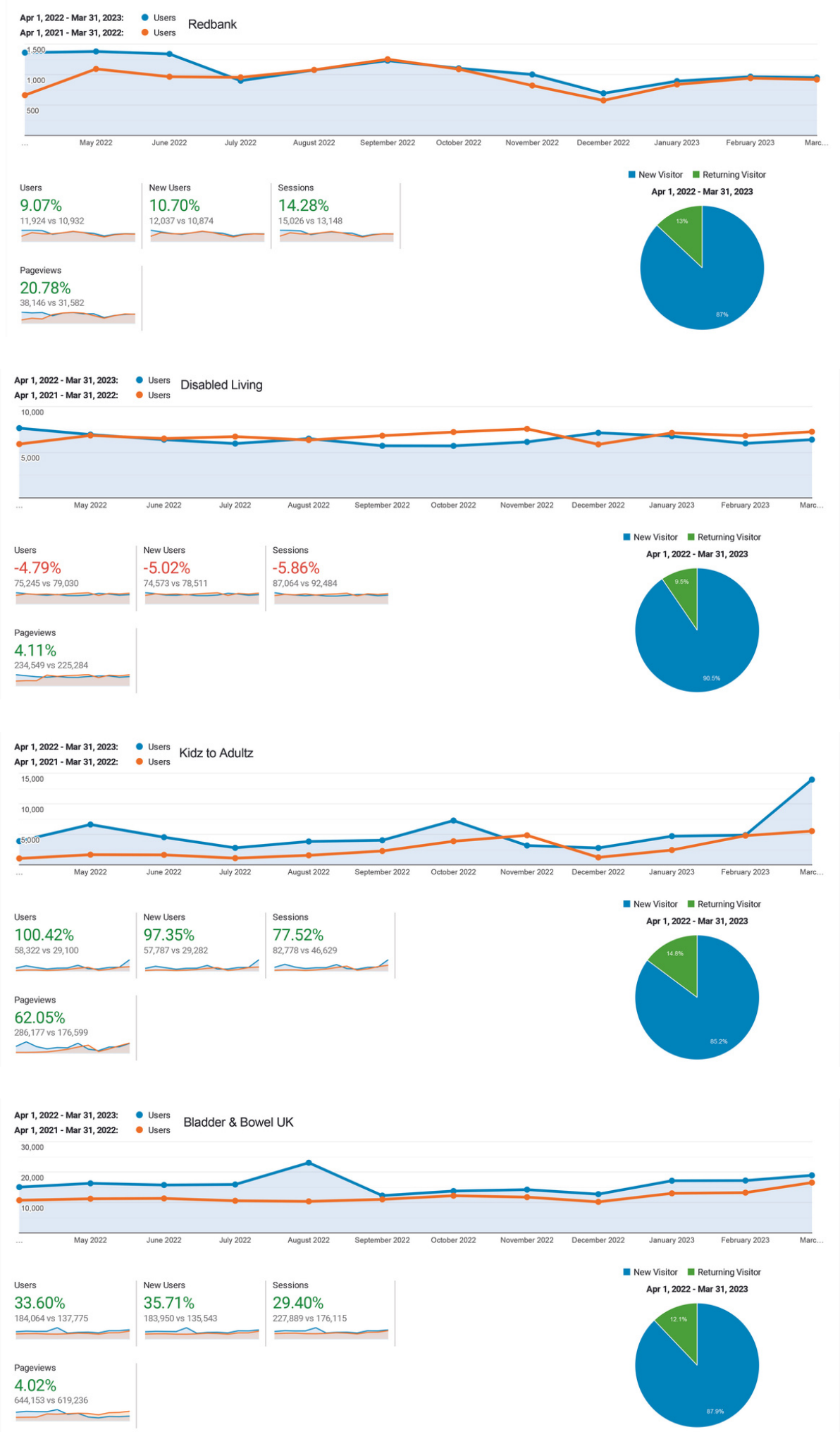
The Sensurround rooms continue to provide a unique sensory experience for our clients. The rooms are for the sole use of a client or clients within a household, ensuring they have an experience tailored to individual needs. For some it is a secure space to let off steam in a safe environment, for others it is a calming place of relaxation. Whatever the disability or additional need, our staff offer a welcoming environment where a client's challenges are accepted. This year we have welcomed several new care providers who support clients with severe Autism. Very often there is a ratio of one client to four or five support workers, highlighting the challenges which can occur. However, knowing that the client can truly relax on the waterbed in the sensory room for one hour, makes what we do extremely rewarding.



We continue to provide our tenant, the Shaw Centre, with premises to provide an excellent service for adults with a learning disability. The Shaw Centre offers their students a welcoming place to attend, with a wide variety of activities in a friendly inclusive environment.



Overview of Marketing Statistics



Year Ahead

The year ahead offers many opportunities for service and business development. The re-branding has provided a platform to attract potential partners with whom we have had no previous involvement and has extended the reach of possibilities for collaborating with our existing partners. The team are incredibly hard working, they are innovative and 'out of the box' thinkers, welcoming challenges with positive solutions.



Our priorities for 2023/24

- To continue the journey to re-brand our services, to make them more current and appealing to stakeholders.
- To develop the real-time remote assessment tool into a commercially viable product.
- To continue to forge partnerships which will raise our charity profile, enhance our service offering and generate income.
- With the recent investment in a CRM system, the team will develop their skills to make services more efficient and cost effective.
- We will continue to develop the Kidz to Adultz Exhibitions, with a specific emphasis on transition. Each year we will introduce a new feature to attract more people who could benefit from the events.
- We will recruit clinical colleagues who can support our existing team to enhance the information and training services.
- We will complete and implement our business plan.
- We will continue to invest in our team to support them on their continuing professional development journey.

Treasurer's Message

I have pleasure in presenting my report for the year ended 31 March 2023.

Income and endowments for the year was £1,382,764. This shows an increase of £128,445 from the previous year. Last year's income included legacies of £313,366 which has not been repeated this year. Income from the charity's core activities has risen by £437,811 which reflects the return to normal life after the pandemic.



Income from our commercial trading operations rose by £318,438 and income from charitable activities rose by £49,399. Grant income also rose by £68,893. Total costs for the year were £1,443,000. This shows an increase of £393,831 from the previous year. Most of this increase, £356,228, relates to the costs of generating income from the charity's core activities and has risen in line with the income generated.

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Salaries increased by £47,963 which is an increase of 7.8% and related to an increase in staff numbers and a cost of living rise. Other costs have risen in line with inflation which has been high over the last 12 months.

The accounts for the year show a deficit of £60,236. Last year there was a surplus of £205,150 but this was boosted by the large legacy.

The balance sheet shows reserves of £1,674,653. This includes the property which is shown at a historic value of £880,000 and not at a current valuation.

The bank balance on 31 March 2023 was £529,487.

The legacy has still not been received in full and £180,000 is still due.

*Ged Cosgrove,
Treasurer*

Finance

Consolidated Statement of Financial Activities
(Incorporating a Consolidated Income and Expenditure Account)
For the year ended 31 March 2023

		<u>Unrestricted</u> <u>Funds</u>	<u>Restricted</u> <u>Funds</u>	<u>Total</u> <u>2023</u>	<u>Total</u> <u>2022</u>
<u>Income and endowments</u>	<u>Notes</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
<i>Income and endowments from generated funds:</i>					
<i>Donations and legacies:</i>	4				
Donations and gifts		11,696	-	11,696	7,105
Legacies		341	-	341	313,366
Annual appeal		4,352	-	4,352	5,813
Grants		-	120,631	120,631	51,738
<i>Other trading activities:</i>	5				
Commercial trading operations		908,814	-	908,814	590,376
Rental income		22,993	-	22,993	21,899
<i>Investment income and interest</i>	6	902	-	902	386
<i>Charitable activities:</i>					
Services to people with disabilities	7	313,035	-	313,035	263,636
 <u>Total income and endowments</u>		<u>1,262,133</u>	<u>120,631</u>	<u>1,382,764</u>	<u>1,254,319</u>
<u>Expenditure</u>					
<i>Cost of generating funds:</i>					
Raising funds	8	79,037	-	79,037	26,075
Charitable activities	8	1,256,062	95,281	1,351,343	1,011,643
Governance costs	8	12,620	-	12,620	11,451
 <u>Total expenditure</u>		<u>1,347,719</u>	<u>95,281</u>	<u>1,443,000</u>	<u>1,049,169</u>
 <u>Net income/(expenditure) and net movement in funds</u>		<u>(85,586)</u>	<u>25,350</u>	<u>(60,236)</u>	<u>205,150</u>
<u>Net movement in funds</u>		<u>(85,586)</u>	<u>25,350</u>	<u>(60,236)</u>	<u>205,150</u>
 <u>Reconciliation of funds</u>					
Fund balances brought forward		1,734,889	-	1,734,889	1,529,739
Fund balances carried forward	19	<u>1,649,303</u>	<u>25,350</u>	<u>1,674,653</u>	<u>1,734,889</u>

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 22 to 33 form part of these accounts.

Finance

Disabled Living

Consolidated Balance Sheet as at 31 March 2023

		<u>2023</u>	<u>2022</u>
	<u>Notes</u>	<u>£</u>	<u>£</u>
<u>FIXED ASSETS</u>			
Investments	11	-	-
Tangible assets	12	1,144,375	1,168,891
		<u>1,144,375</u>	<u>1,168,891</u>
<u>CURRENT ASSETS</u>			
Debtors	13	529,487	554,140
Short term investments		158	155
Cash at bank and in hand		567,594	496,383
		<u>1,097,239</u>	<u>1,050,678</u>
<u>CREDITORS:</u>			
<u>Amounts falling due within one year</u>	14	<u>(459,072)</u>	<u>(341,347)</u>
<u>NET CURRENT ASSETS</u>		<u>638,167</u>	<u>709,331</u>
<u>TOTAL ASSETS LESS CURRENT LIABILITIES</u>		<u>1,782,542</u>	<u>1,878,222</u>
<u>CREDITORS:</u>			
<u>Amounts falling due after one year</u>	15	<u>(103,333)</u>	<u>(143,333)</u>
<u>NET ASSETS</u>		<u>1,674,653</u>	<u>1,734,889</u>
<u>Income funds</u>			
Restricted funds	17	25,350	-
<u>Unrestricted funds:</u>			
Revaluation reserve		528,969	541,871
Other charitable funds	18	1,120,334	1,193,018
		<u>1,674,653</u>	<u>1,734,889</u>

Special Thank You

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

Ontex Healthcare	Ms Heidi Saville	GTC Management
Wound Care People	P Robinson	Champion Group
Manchester and District Bowling Club	J Haworth	Elite Dynamics
Falkland War Veterans from Blaenau, Gwent	WA & JM Swain	Sir Cyril Rose
Ecclesiastical Insurance Company	JC Backhouse	I Gill
	The League of Jewish Women	

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

Frank Roberts
Thomas Haydn
H Wilson/ G Heaton Fund

Disabled Living's Trustees

- **President** - Gerry Yeung OBE, DL
- **Chairperson** - Paula Brown
- **Treasurer** - Ged Cosgrove
- Jamaine Campbell
- Alan Norton
- Gary Owen
- Jaime Gee
- Phil Downs MBE
- Sarah Jones
- Josh Wintersgill

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



INVESTOR IN PEOPLE

