

Annual Report 2020-2021



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.

Disabled Living's Trustees

- **President** - Gerry Yeung OBE, DL
- **Chairperson** - Paula Brown
- **Treasurer (interim)** - Dean Styger
- Phil Downs MBE
- Jamaine Campbell
- Alan Norton
- Gary Owen
- Sarah Jones
- Jaime Gee
- Tippiie Malgwi
- Josh Wintersgill

Disabled Living would welcome new Trustees to join the Management Board, to support the development of new and existing services. Although a charity, we work to a business model and the Chairman would be delighted to hear from any individual who would be willing to offer their knowledge, expertise or lived experience to ensure Disabled Living remains relevant and progressive for the people we support.

President's Message

The challenges of the pandemic have continued throughout 2020 and 2021 to date. Although, thankfully it seems that things are progressively and steadily improving.

We have been delighted to welcome our new Chairman, Paula Brown: a seamless transition, as she has been our much valued Treasurer for many years. Thanks to Dean Styger for taking on the role of Acting Treasurer whilst we searched for a suitably talented person to step into Paula's shoes, thankfully now found in Ged Cosgrove. Hopefully, as the world recovers, Dean will soon be able to set off on his deferred travels.



The last 18 months have been extraordinary times and created difficulties for us all, but particularly so for people living with disabilities, who have been disproportionately impacted by the COVID-19 pandemic. For example, being at a potentially higher risk of contracting the virus due to underlying conditions and experiencing disruptions to essential health services and support systems that are normally relied upon.

As a basic example, just consider how difficult or even impossible it would be to wear a mask if it affects your ability to breathe, exacerbates your symptoms or presents a communication barrier by impeding lip reading.

In last year's report, I confirmed that here at Disabled Living we were weathering the storm, learning different ways to continue to deliver our essential services and, whilst it is not quite business as usual and we are still awaiting the return of our much missed Kidz to Adultz exhibitions, we are successfully adapting and finding ways to be there for those who really need us.

Another milestone to celebrate this year is Debra's incredibly dedicated 25 years of service to Disabled Living and the Board's grateful thanks to her and her team for the good work that they have achieved over the years, especially during the challenges of the past 18 months.

I really hope to see you all in person in the near future.

*Kui Man Gerry Yeung OBE DL
President*

Chairman's Message

It was with some trepidation that I accepted the role of Chair last year as Dean Styger is a very hard act to follow! I have been truly grateful that he has continued as a Trustee and acting Treasurer over the last year as we have navigated the continuing challenges presented by the pandemic and wish him well in his future travel plans.

I am also delighted to welcome Ged Cosgrove as our new Treasurer who will bring valued continuing financial and commercial expertise to our Board.



In my experience of other charities and social enterprises during the pandemic, I have been astounded by their resilience, creativity and tenacity in diversifying income streams and finding new ways to deliver vital services to those in need, and the management and staff at Disabled Living are no exception. My sincere thanks go out to Debra and her team for their unstinting hard work and drive, and also to the other Trustees whose insight and varied experience has been vital in this time.

Although we have experienced a substantial financial deficit in the year, this was much less than feared and budgeted for and the charity has sufficient cash reserves to see us through as we move to restart Kidz exhibitions and develop other commercial income. With undoubted public sector funding cuts to come, disabled people need our support more than ever and I have complete confidence in Disabled Living's ability to continue to deliver this.

Paula Brown
Chairperson

Chief Executive's Report

Nobody could ever have predicted the challenges the world faced as the pandemic struck. For Disabled Living this equated to losing over 80% of our income overnight. The priority was to ensure the Equipz and Bladder & Bowel UK helplines continued to operate as we started to work remotely. Disabled Living were in the process of implementing a five-year IT strategy, which included the upgrade of equipment and software. Last year the investment commenced with the purchase of new IT equipment, and we transferred to a cloud-based system. With further investment this year in telephones, we were delighted some aspects of Disabled Living's services could be delivered seamlessly, while our staff worked from home.



We operated between April and July with eleven staff working remotely, while our remaining nine colleagues were furloughed. A request from Manchester City Council to deliver essential training for health and social care staff prompted the opening of Redbank House towards the end of July. In addition, the NHS Diabetic Eye Screening Service who have rooms within Redbank House were keen to re-start appointments for their patients.

With social distancing measures in place, sanitising stations, additional cleaning regimes and large stocks of PPE, over the months, staff gradually returned from furlough, working between Redbank House and home.

The Disabled Living Centre at Burrows House is our head office and where most of the team were based pre-covid, working alongside colleagues from Equipment Services at Salford City Council and Salford NHS Foundation Trust. To ensure there was minimal risk to their services which included the delivery of essential equipment it was agreed with Salford managers that the Disabled Living team would not return to Burrows House until the covid risks were at an acceptable level. As these risks have fluctuated over the months, the team have still not returned to working at the Disabled Living Centre as I write this report in September 2021. However, we have a minimum number of staff who will work from the centre when delivering training or undertaking equipment assessments.

The pandemic has highlighted the flexibility of Disabled Living's team - how they can adjust to challenges, adapt to new models of service delivery, innovate to deliver new services and to think 'out of the box' when it comes to income generation projects. We have an extended team in our Trustees, each of which contribute significantly, through their own expertise to support the Chief Executive and the management team to deliver first class services to our clients.

Debra Evans
Chief Executive

Equipz

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

As the number of covid cases increased, it soon became apparent it was difficult for people to access many statutory sector services, especially in health and social care, resulting in a significant increase in calls to the Disabled Living helplines. There also came an influx of calls from relatives looking for practical solutions on how they could support relatives to remain independent and safe, while they were unable to visit during 'lock down'.

The team suggested taking to social media and started a three-month campaign posting daily practical suggestions including, subscribing to a frozen meal delivery service, having a box of continence pads delivered by mail order instead of buying a packet from the supermarket, using a shampoo cap if hair washing was difficult and accessing the Newlife toy library.

At the height of the first lock down, Disabled Living occupational therapy services were called upon to support an emergency situation. A care home required urgent assessments for all residents to enable them to be moved to a new facility as staff levels reduced to unacceptable levels.

Throughout the year, there have been times when we have restricted non urgent in-person assessments, however we continued to offer virtual assessments. Our work with Salford Local Authority to support their team to assess blue badge applications continues. As they are receiving increasing numbers of people applying the criteria has changed to include people with a wider range of disabilities and additional needs. As the year ended, the team are expecting a busy time ahead as the waiting lists for occupational therapy and equipment assessments continue to increase.

 **Disabled Living**
16 June 2020 · 🌐

#TuesdayTip - Does your child need support when on the floor? Nessie is a multifunctioning aid that can support with numerous positions whilst aiding posture, used by paediatric physiotherapists to aid in therapy but can be used to engage in play.

Specialised Orthotic Services are listed in our Supplier Directory. Visit their page learn more about their range of products.

👉 Link: <https://supplierdirectory.disabledliving.co.uk/special-ort.../>



Bladder & Bowel UK

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

Services for BBUK were in demand from the outset of the year.

The team were already working on several projects, providing clinical consultancy services for the development of new products. One partnership was with LUCID, a company who specialise in intelligent connected medical device design. This partnership saw the development of an interactive app for children who have enuresis and an app for people with dementia to delay incontinence. As with many projects, what you start off to achieve often opens avenues for diversification and these two projects are no exception. Further funding is currently being sought to develop the prototypes to financially viable commercial products.

Providing training throughout the UK to develop the skills of Specialist Nurses has been at the forefront of BBUK's service provision. Although the team could not deliver the two scheduled Continence Symposiums which in pre-covid times were attended by

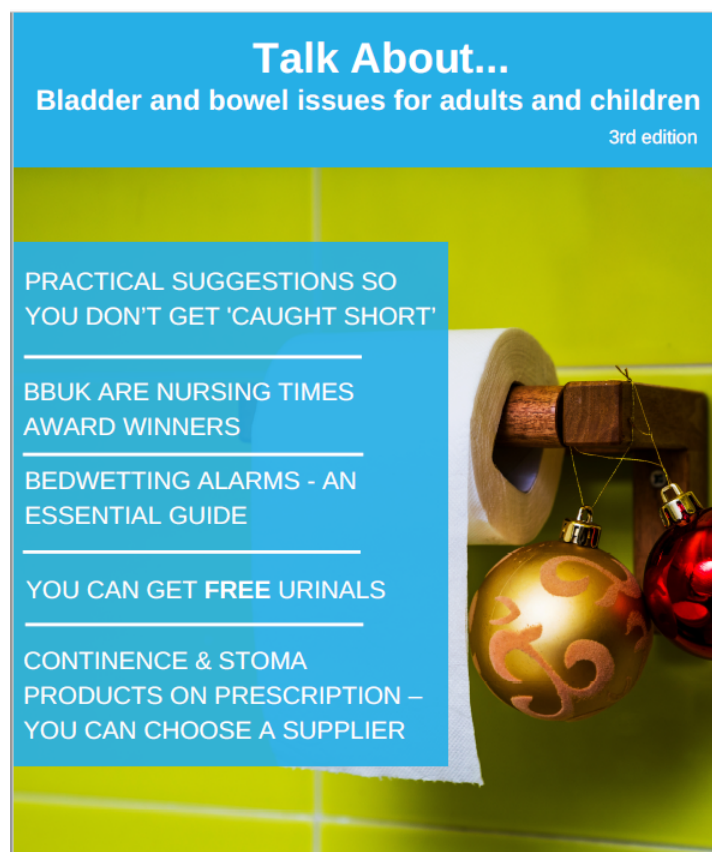
professionals from throughout the UK, the pandemic did not stop the progression of training sessions on alternative platforms. Many virtual training sessions were delivered to support colleagues continuing professional development.

Lockdown for many people has been tough, especially for those with disabled children. However, an initiative between BBUK and the Down Syndrome Association did have a positive impact for many children and their families. The 'boot camp' toilet training programme was established, comprising four one-hour zoom sessions providing clinical and peer support for twelve parents. Evaluation from the initial session resulted in a high success rate, with the participants' children becoming fully toilet trained – a skill which many of the parents were told was unachievable. These boot camps continue.

The teams' expertise continued to be called upon internationally, with a presentation at a medical conference in Rio de Janeiro.

A joint project between the charity ERIC and BBUK, 'Help at School – a partnership approach to providing guidance and practical support' was awarded The Nursing Times Award in the Continence Promotion and Care Category.

Last year the team launched *Talk About...*, a free digital newsletter for people with bladder and bowel problems. The first edition was emailed to 250 people on our database who had signed up to receive the quarterly publication. Each edition gathered momentum in terms of subscribers. As this year draws to a close, we emailed issue four of *Talk About...* to 4,500 people. I think we can call this a definite success!



Training

Disabled Living is recognised nationally from their accredited training programmes.

As we went into lockdown, face to face training stopped immediately and the team took full advantage of the time available to review and update the portfolio of existing training courses.

Manchester City Council (MCC) were keen to commence training for their health and social care staff as soon as restrictions were lifted. Redbank House was opened to accommodate this contract. As the teams were working to strict social distancing guidelines course numbers were capped at six, with multiple cohorts being delivered in tandem.



Manchester City Council requested the development of a course to support Occupational Therapists to access for major adaptations, relating to Disabled Facilities Grants. The pilot course delivered virtually focused on the integration of assessments to the MCC policies and procedures, with an emphasis on understanding the functional impact medical conditions can have on people's lives. It is anticipated this course can be delivered virtually and bespoke to individual local authority guidelines.

Over the last two years, Disabled Living has been supporting relative carers by providing moving and handling workshops to reduce the risk of harm to themselves through inappropriate techniques when moving and handling their loved ones. Most of this client group were classed as vulnerable and therefore were self-isolating, with many continuing to shield. Throughout the year, the team have delivered several virtual training sessions to carers, and it is our intention to increase the number of courses we have available to they are accessible for people throughout the UK. A grant from the Growth Company enabled Disabled Living to purchase video conferencing technology which has significantly improved the quality of what the team can deliver.



MANCHESTER
CITY COUNCIL



There will be an increase in demand for training as local authorities consider how to 'do things differently', to provide the most cost-effective services.

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.

The Kidz to Adultz exhibitions generate fifty percent of Disabled Living's income. As a team, and with trustees, we have often discussed the financial risk if one exhibition could not take place. As the events are based in different venues around the UK, we considered the 'risk' would be around the venue not being available due to unforeseen circumstances. There had never been a conversation about the inability to deliver all five events in one year. However, this year has been that year!



As we went into lock down, it soon became apparent Kidz to Adultz South, Kidz to Adultz Wales and West and Kidz to Adultz Scotland which were scheduled for May, July, and September, would not take place.

The team immediately considered the options available, to ensure parents and professionals had the opportunity to engage with companies and service providers. Kidz to Adultz Exhibitions Live was developed, not as an income generation idea, but to ensure our brand remained in the spotlight and we could support our commercial colleagues, many of whom would also be going through challenging times. Companies had the option to showcase videos of their equipment and products via this service. The importance of social media and having an online presence has certainly been highlighted during the Pandemic

As the pandemic showed no sign of remission the decision was made to cancel Kidz to Adultz North in November 2020 and Kidz to Adultz Middle in March 2021. Following the success of Kidz to Adultz Exhibitions Live, the team considered it essential to ensure the services they provide remain in the public arena, despite not having a physical exhibition. It became very clear from our visitors and exhibitors alike that online events were vital during the unprecedented times.

Venue to Virtual – Kidz to Adultz Exhibitions was the new concept. The first virtual event was delivered in November over five days, streaming videos from YouTube showcasing products and services, combined with an interactive chat facility. The event attracted 2805 participants from 32 countries, 40 exhibitors and 15,330 page views. It was an overwhelming success which, was developed further to deliver an event in March. The virtual events generated much needed income.

The Kidz to Adultz magazine continued to be distributed throughout the year as an e-magazine.

As a result of covid, the owners of EventCity our venue for the Kidz to Adultz North event for many years, took the decision not to relocate and develop a new site in Manchester. Once again, we had to find a new venue which would become the home to the Kidz to Adultz North Exhibition – that venue will be ACC Liverpool, and we hope to deliver the first event since the onset of covid in November 2021.

Redbank House

Redbank House is now well established as a training and meeting venue. Its close proximity to Manchester City Centre provides excellent accommodation for companies and organisations bringing people together from all over the UK.

We opened Redbank House in July, following the lifting of government restrictions to provide a venue for essential training for health and social care staff. The NHS Diabetic Eye Screening Service and the Shaw Centre returned in August and operated with reduced numbers to adhere to social distancing guidelines.



At this time, the majority of our regular sensory room clients were shielding as they were classed as vulnerable adults. However, we opened the rooms in August for the use of children with reduced and alternate sessions to ensure social distancing. We fully expected our adult clients to return by the end of the year. However, the reality is, as I write this report most carers consider the risk is still too great.

A contract from Manchester City Council saw the sensory rooms in full use over the 2021 Easter holidays and this arrangement will continue throughout the 2021/22 school holidays.



Despite reduced numbers coming through the doors of Redbank House, it has remained a hive of activity, as this has been the office environment for the Disabled Living team. With multiple office spaces compared to an open place office at Burrows House it has made social distancing easier. This approach combined with home working has reduced the risk to the business.

The Year in Numbers

The impact of the pandemic

Disabled Living generates income for the charity through commercial trading operations. As a result of the pandemic, commercial trading income was reduced by

83%

In-person Kidz to Adultz live shows

Expected visitors to exhibitions '20-'21, prior to the pandemic:

11,000

Actual number of visitors to exhibitions '20-'21, due to the pandemic:

0

Pivoting to virtual

Number of user sessions as part of live online events:

5,900

Number of pageviews as part of live online events:

29,746

Providing information to a growing audience

Pageviews across the service websites:

465,133

Number of individual marketing emails sent:

742,497

New users across the service websites:

67,592

Number of individual newsletters sent to BBUK's professional audience:

15,479

Year Ahead

There is no doubt the pandemic has brought many challenges; however, it has also highlighted opportunities. We have an innovative team with a flexible approach, who are open to change.

'Zoom' and 'Teams' became the new buzz words for 2020. Disabled Living will fully embrace the opportunities this brings to the business to make it more productive and cost effective.



The priorities for the year ahead have not changed since last year, as there wasn't the opportunity to develop many of the projects or services in the covid year. The only element which may change, is how the service are delivered.

Our priorities for 2021/22

- Identify and develop additional income generation opportunities that are not 'physically' linked to existing services to ensure reduced risk to the charity overall
- To develop further, any new business development ideas that have been tested and evaluated
- To develop digital and remote options to complement our existing services.
- To be totally open to any partnerships, that offer diversity without straying from the charity's core services
- To continue to develop the RROTA project, by securing funding, which had it been at the stage of commercialisation during the pandemic would have offered a platform within health and social care services to continue to offer assessments in people in their home environment.
- To consider the wider opportunities for the RROTA platform which have been identified during development.
- To consider options to enhance the work/life balance for all our team and options to work remotely.

Treasurer's Message

Against of background of a pandemic, with many organisations struggling to survive, and the difficult conditions businesses face due to the Brexit fall out, the last report I prepare for Disabled Living was always going to be a little bit different!



Firstly, let me report on the last 12 months finances. The business interruption loan was finally approved and received. Disabled Living took advantage of the furlough scheme, VAT deferral and received a local authority grant.

Along with careful cost control, maximising income wherever possible and diligent cash management throughout the year meant all staff were retained. This in itself is testament to the skills of the management team.

Services to our clients was obviously affected. The Kidz to Adultz exhibitions, always major events and substantial income generators for Disabled Living were cancelled and the Sensurround rooms at Redbank House were closed. Income for room hire at Redbank suffered, although some hires were achieved to NHS Diabetic Eye Screening Service. Manchester City Council also booked several training courses. However probably the most significant achievement was the continuation of the Bladder & Bowel UK helpline, achieved through the sterling efforts and flexibility of the team.

Turnover, including grants and furlough scheme (£214k), was £586.2k, compared to an amended budget of £369k.

Salaries were £28k below budget and overheads in line with expectations. The net deficit was £230.2k, £260.8k below the budgeted deficit.

While a deficit result is never good news, the cash reserves built up over the years and the receipt of the business loan has ensured Disabled Living can look forward to a stable future post Covid 19.

Last year, for a number of family reasons which present exciting opportunities, I resigned as Chair of Disabled Living but remained as a trustee and Acting Treasurer until a new Treasurer could be appointed. I am delighted to say Ged Cosgrove, Group Managing Partner of Champion Accountants has joined as a trustee and will become Treasurer. Ged has extensive charity experience and will bring a wealth of business experience to the already strong Board.

Finally, I will just repeat my closing remarks from last year's Chairman's report.

Thank you. It has been an honour.

*Dean Styger FCMA
Interim Treasurer*

Finance

Disabled Living

Consolidated Statement of Financial Activities (Incorporating a Consolidated Income and Expenditure Account) For the year ended 31 March 2021

		Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
Incoming resources	Notes	£	£	£	£
<i>Incoming resources from generated funds:</i>					
Voluntary income	4				
Donations and gifts		12,669	-	12,669	7,570
Legacies		39,322	-	39,322	121,422
Annual appeal		10,689	-	10,689	8,786
Grants		27,108	161,572	188,680	-
Activities for generating funds:	5				
Commercial trading operations		165,778	-	165,778	806,971
Rental income		21,365	-	21,365	22,568
Investment income and interest	6	-	-	-	1,156
<i>Incoming resources from charitable activities:</i>					
Services to people with disabilities	7	115,211	32,447	147,658	298,903
Total incoming resources		392,142	194,019	586,161	1,267,376
Resources expended					
<i>Cost of generating funds:</i>					
Cost of generating voluntary income	8	25,281	-	25,281	25,439
Charitable activities	8	607,423	194,019	801,442	1,134,173
Governance costs	8	(10,376)	-	(10,376)	90,540
Total resources expended		622,328	194,019	816,347	1,250,152
Net and gross resources before recognised gains		(230,186)	-	(230,186)	17,224
Other recognised gains/(losses)					
Movement on revaluation of investments		-	-	-	-
Net resources expended before transfers		-	-	-	-
Net incoming resources		(230,186)	-	(230,186)	17,224
Net movement in funds for the year					
Fund balances brought forward		1,759,925	-	1,759,925	1,742,701
Fund balances carried forward	18	1,529,739	-	1,529,739	1,759,925

Finance

Disabled Living

Consolidated Balance Sheet as at 31 March 2021

		2021	2020
	Notes	£	£
FIXED ASSETS			
Investments	11	-	-
Tangible assets	12	1,210,131	1,272,057
		<u>1,210,131</u>	<u>1,272,057</u>
CURRENT ASSETS			
Debtors	13	129,992	242,562
Short term investments		155	154
Cash at bank and in hand		557,682	500,167
		<u>687,829</u>	<u>742,883</u>
CREDITORS:			
Amounts falling due within one year	14	<u>(184,888)</u>	<u>(255,015)</u>
NET CURRENT ASSETS/(LIABILITIES)		<u>502,941</u>	<u>487,868</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		1,713,072	1,759,925
CREDITORS:			
Amounts falling due after one year	15	<u>(183,333)</u>	<u>-</u>
NET ASSETS		<u>1,529,739</u>	<u>1,759,925</u>
Income funds			
Restricted funds	17	-	-
Unrestricted funds:			
Revaluation reserve		554,773	567,675
Other charitable funds	18	974,966	1,192,250
		<u>1,529,739</u>	<u>1,759,925</u>

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

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:

Beever Struthers
BP Robinson
GTC Management
Harvey Charles Coombs-Young
J Haworth
JC Backhouse
K Evans

P Webster
Peter Roberts
Reaching Communities Covid Resilience Fund
Sir CDR Rose
Slater & Gordon Solicitors
The Growth Company
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:

Mr Reginald Barnes
Mr Alan R Johnson
Ms Pamela Ivy Menhennett
Ms Patricia Parker
Mr Peter Roberts
Mr Fred Tatlock



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



INVESTOR IN PEOPLE

