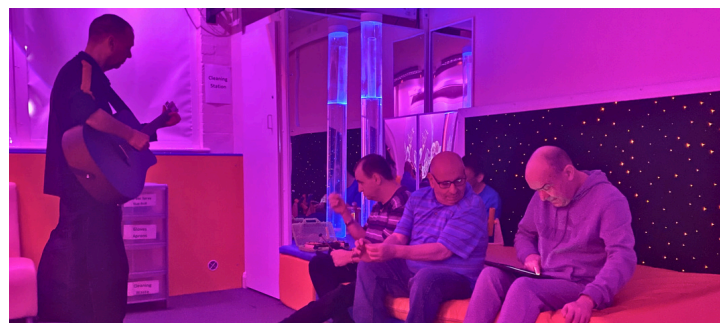




adapt
& live.

B Bladder &
Bowel UK

**Kidz to
Adultz.**

hilight

 **Redbank House**
Part of Disabled Living

Our Mission & Vision

Our Mission is...

...to be the leading third sector organisation 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.

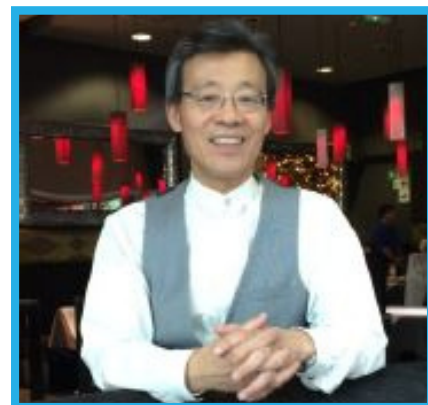


Disabled Living's Trustees

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

President's Message

In my report last year, I wrote that charities, like business enterprises and commercial organisations, must innovate to meet the challenges of the changing external environment and the needs of service users. Innovations can be achieved by making step changes or pursuing incremental excellence.



As Debra will report later, we continue to strive for both. For example, we have successfully and meaningfully rebranded some of our services. At the same time, we are making good progress with Hilight, the creation of a tool that allows real-time assessments to take place remotely, which will represent a significant step change for Disabled Living. Not only will the implementation of the tool itself benefit people with disabilities by delivering our charitable objectives, but it will also generate income from third-party assessors that will provide us with resources to further our other charitable work.

The Board and management are always sensitive to our duties of delivering our charitable aims, attaining financial viability for the organisation, and looking after the well-being of our staff.

The Paris Paralympics finished less than two months ago. Congratulations to Paralympic GB! They performed exceptionally well, achieving the second highest ranking in the medals table. We cannot help but admire the sheer determination, tremendous hard work, and unbelievable achievements of the sportsmen and sportswomen. The Games shine a spotlight on the diverse nature of disabilities, helping to change stereotypical views, promote societal understanding and respect for disabled people, and reduce prejudice. We have come a long way since the Stoke Mandeville Games in 1948 for war veterans!

Yet, I am aware that many conversations are taking place among disabled communities regarding the inadequacies of what the Games represent. People with disabilities do not want to be thought of as "brave," "courageous," and "inspirational" merely for overcoming the barriers posed by their disabilities. "No one chooses to be disabled," it has been said, and disabled people do not want to be labelled as "superhuman" because of that. Instead, what is being sought is a better quality of life, with improvements in accessibility, more facilities being made available, increased opportunities and ultimately, enhanced independence.

This is what we are striving to achieve at Disabled Living, and this is why we must continuously innovate. Over the years, we could not have done our job without the support of our friends and partners, as well as the hard work and dedication of our "home team." So, once again, may I say a big thank you to you all.

*Kui Man Gerry Yeung OBE, DL
President*

Chairperson's Message

I am thrilled to share with you Disabled Living's journey through the financial year to March 2024. As we look back on the past year, we can reflect on our unwavering dedication to our mission, the advancement of health and relief of those in need by reason of ill health or disability, and in particular the provision of services, products and equipment for children, adults or older people who have a disability, their carers and the professionals who support them.



For the charity sector as a whole, global unrest, political uncertainty and rocketing costs have created another difficult year, and the sector continues to face unprecedented demand. In the face of this, Disabled Living has managed to achieve a record income for the year and the financial surplus achieved adds to our reserves so that we are well placed to face future challenges.

This is entirely due to the expertise, dedication, and passion demonstrated by Debra and all the staff, and 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 exciting new opportunities under development.

I would like to thank our Treasurer Ged Cosgrove and his team at Champion Accountants for their detailed and prompt reporting of monthly financial information which is essential to the governance of the charity. Thanks also to our auditors Harold Sharp for their guidance and professional expertise.

Finally, I would like to thank my fellow Trustees and the volunteers who support our work, and who give up much of their time and provide invaluable assistance to Debra and the staff team. We would however welcome any new Trustees who are interested in supporting our work to join the Management Board, to continue to support the development of existing and new services and ensure that Disabled Living is resilient to challenges and remains relevant and accessible for the people we support.

*Paula Brown, FIFS
Chairperson*

Chief Executive's Report

I am delighted to report that Disabled Living has had another incredible year, though not without its challenges. For my team, challenges provide opportunities to develop and deliver services in a way that may not have been contemplated previously. Our unwavering focus is to ensure our services are not just relevant but also positively impact and significantly improve the quality of life of our stakeholders.



This year, we have concentrated on developing a strategy to guide the team to develop Disabled Living's services over the next five years.

We now have six services linked to Disabled Living – the Adapt & Live Helpline and Training, Bladder & Bowel UK, Kidz to Adultz Exhibitions, Redbank House and most recently Hilight CIC. After consultation with our stakeholders and the team, business plans have been developed for each service individually, to allow for flexibility as opportunities arise, creativity and technological advances present, and new partnerships are formed.

Disabled Living is unique as a charity, with our services being accessed as stand-alone services or the staff from those services introducing our clients to the wealth of information and expertise on offer from our other services. The team are delighted with the number of people who return to Disabled Living when they are at a different point on their journey and want additional advice and support.

The information they receive enables the client to **Adapt** to the situation in which they find themselves whilst being presented with options that can empower them to **Live** life with increased options. With this concept, we introduce the basis of rebranding the Disabled Living helpline and training services to Adapt & Live. A service for the future that can support people of all ages, who can benefit as their circumstances change from the expertise of our team of occupational therapists, nurses, continence specialists, moving and handling advisors, information coordinators and trusted assessors.

As you continue to read this Annual Report, the achievements of each service will be highlighted.

In addition to the teams that deliver our services, we have colleagues who support specific functions across the organisation, such as Finance, IT and Marketing. Without their commitment and knowledge, we would not be as effective as we are today, and they will be an integral part of the next phase in Disabled Living's service development.

I would like to take this opportunity to thank the Trustees who volunteer their time to guide me and the Managers by imparting their knowledge and expertise to help us develop new and existing services. In addition, I would like to thank the volunteers who support our work throughout the UK and who really do contribute to our service delivery.

Debra Evans
Chief Executive

Adapt & Live Helpline

Enriching lives by suggesting practical solutions that suit the unique needs of individuals, improving independence, safety, and quality of life.

This service, previously known as Equipz or the Disabled Living helpline, has been rebranded this year and will now be known as Adapt & Live. We envisage the new name will make the service more inclusive to people with a wide range of disabilities, older people, and those with long-term health conditions.

This has probably been the most challenging year for the Adapt & Live team, which deals with helpline enquiries, provides assessments, and delivers training as core activities. In addition, with limited staff resources this year, the team has been involved with all aspects of re-branding their service while fully engaged in developing the Hilight remote assessment tool. The re-branding of the service was again facilitated by Dawn Creative, whose processes and creative design provided thought-provoking opportunities for the broader team.

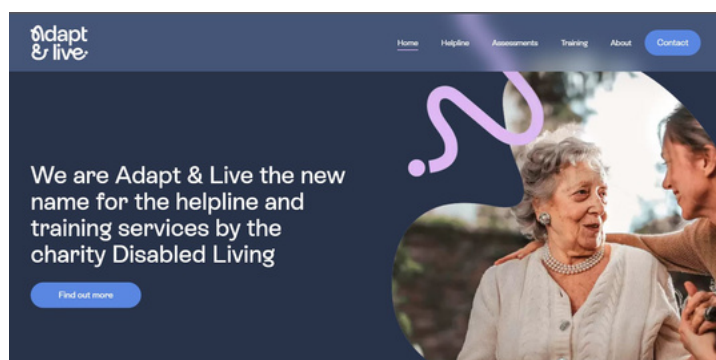


We launched our new image at the Kidz to Adultz Middle Exhibition.



The shortage of Occupational Therapists nationally is a cause for concern for the profession and the NHS. There is an impact on the Adapt & Live service when there are not enough Occupational Therapists in the NHS, as people are then signposted to our service.

The helpline is one of Disabled Living's charitable services, so therefore, it is a real challenge, as the potential to expand our current services is limited by staff resources. We were delighted this year to recruit two part-time occupational therapists with a wealth of knowledge and expertise whose professional reputation in this field is known nationally and internationally. However, we require additional full-time Occupational Therapy colleagues to support our ambitious development plans.

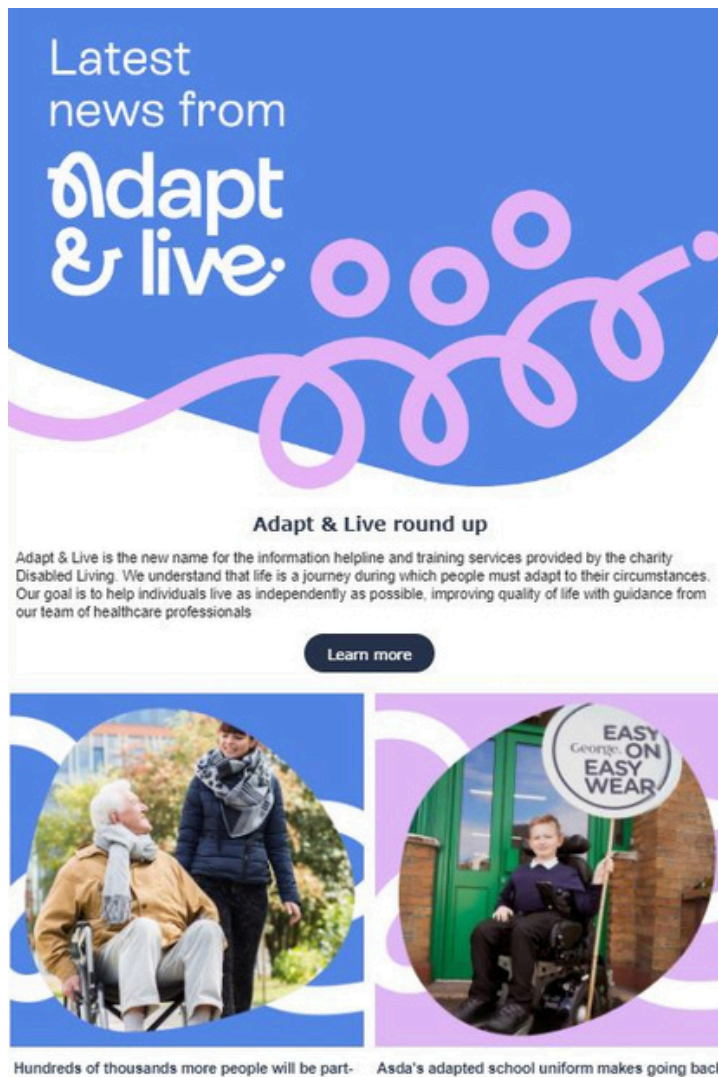


Adapt & Live Helpline *continued*

We continue to undertake assessments within the Disabled Living Centre and private assessments, including those to housing associations, individuals, and children in their school environment. The team and our associate colleagues have been using the Hilight remote assessment tool where appropriate, to make our services more efficient, reduce client waiting times, and undertake assessments in a wider geographical area.

The number of people subscribing to the free Adapt & Live newsletter continues to rise monthly. The newsletter provides the opportunity to inform our stakeholders of service developments throughout the organisation and highlight a wide range of articles that may be interesting.

Several access audits have occurred this year, and our work to support Salford City Council in Blue Badge Assessments continues.



Latest news from
Adapt & live.

Adapt & Live round up

Adapt & Live is the new name for the information helpline and training services provided by the charity Disabled Living. We understand that life is a journey during which people must adapt to their circumstances. Our goal is to help individuals live as independently as possible, improving quality of life with guidance from our team of healthcare professionals

[Learn more](#)



Hundreds of thousands more people will be part- Asda's adapted school uniform makes going back

A year in numbers

- **113,869 website views**
- **312,128 newsletters disseminated**
- **74 Hilight remote occupational therapy assessments have been completed**

Adapt & Live Training

Our programs are meticulously crafted to empower individuals with adaptive solutions, enabling them to lead lives that are not only independent but also enriched.

The demand for training continues to increase, and we have successfully recruited new staff and associate trainers to keep up with the market in the North of England. However, with requests for training from across the UK, especially in London and the Southwest, we are finding it increasingly difficult to deliver courses in these areas due to a national shortage of Occupational Therapists. This year, we have been realistic and provided training in a limited geographical area.

The majority of Disabled Living courses are accredited, with Train the Trainer, Safe Handling and Administration of Medication and Moving & Handling Level 2 all QNUK accredited. This year, the aim is to take the Trusted Assessor Suite through the same accreditation process.

The partnership with Bradford District Care NHS Foundation Trust continues by compiling a competency framework and masterclass. In addition, the team was commissioned to produce a series of short films to demonstrate the safe use of equipment. This framework is anticipated to be delivered to local authorities, NHS and private companies across the nation.



We have excellent facilities within our two training venues, the Disabled Living Centre in Salford and Redbank House in Manchester. With a wide range of equipment, delegates can be assured the practical sessions integral to their course will offer equipment solutions to cover the majority of scenarios they may encounter.

We were delighted to continue to provide Moving and Handling training for Manchester City Council through their procurement framework. This training takes place at Redbank House and equates to between forty and fifty courses annually being delivered to health and social care professionals.

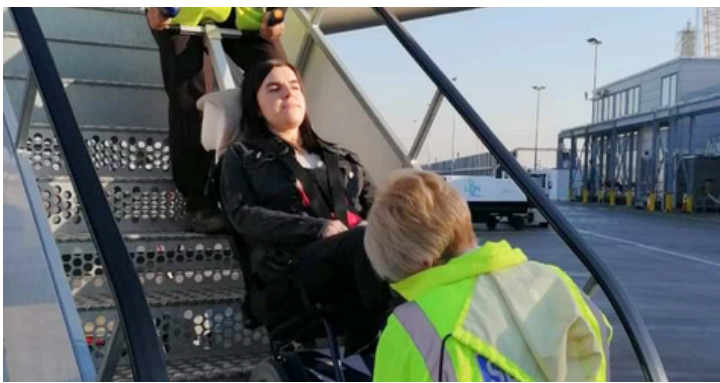
Although most of our training is commissioned for professionals, we consider it important that unpaid carers, such as family members, receive Moving and Handling training to support their health and well-being.

The Gaddum Centre Carers Forum contracted the team to deliver free awareness sessions in the Together Dementia Cafés across Manchester. In addition, we provide free seminars at the Kidz to Adultz Exhibitions around moving and handling people with challenging behaviour.



Adapt & Live Training *continued*

This year, a new opportunity presented itself to work alongside a trainer specialising in Aviation Moving and Handling at Heathrow Airport. It is anticipated that this training will be included in the Adapt & Live training portfolio next year. With recent media focusing on poor customer service and lack of dignity in the airport setting for disabled people, it is considered that training will be in demand.





[Home](#)[Helpline](#)[Assessments](#)[Training](#)[About](#)[Contact](#)

Wide range of training courses

Our programs are meticulously crafted to empower individuals with adaptive solutions, enabling them to lead lives that are not only independent but also enriched.

Trusted Assessor Level 3

→

QNUK Level 3 Award for Moving and Handling Trainers

→

Disability Awareness Training

→

[View all courses](#)

A photograph of a group of people in a meeting. A woman in a brown dress is standing and presenting to a group of people seated around a table. The setting appears to be a modern office or training room.

A year in numbers

- 797 delegates attended training courses
- We delivered 120 training courses

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 helpline services continues to increase. The Bladder & Bowel UK (BBUK) service has a core team of four staff, supported by additional clinicians with a wealth of knowledge and experience who work remotely on a sessional basis. We have recruited two additional colleagues this year in line with our business plan to ensure we continue providing a quality and timely service.

Supporting people with bladder and bowel issues is at the heart of our charitable services. Besides the helpline, we collaborate with commercial colleagues to provide consultancy services and develop partnerships that we genuinely believe can have a positive impact on quality of life. This year, we have worked with a number of companies, including Symprove, Alturix, Ferring, Convatec and Attends, on campaigns to increase awareness of embarrassing issues and offer practical, management, and treatment solutions. The Attends campaign focuses on the Impact of incontinence on families and support networks.

With many years in this sector, the team thrive on product development projects. They are not concerned when an idea is presented as a 'Blue Peter' type model; they listen, contribute, and encourage innovation. There have been many of these meetings this year, and the team is delighted to be part of a process from conception to commercialisation. We continued our innovation partnership with LUCID this year on existing projects whilst working on a new nine-month project funded by UKRI. The BB Connect project was a feasibility study for improving digital patient records.



We have the Bladder & Bowel UK Symposia in Bolton and Coventry to support our professional colleagues. With excellent seminar programmes delivered by experts in their field, the delegate and exhibitor numbers increase yearly.

The impact of incontinence on families and support networks

Research shows that incontinence care is one of the most challenging aspects of caring for someone, and can be a catalyst in an unwanted move to a care home or supported living facility.



Supporting someone with incontinence: Shining a light on the impact on families

Incontinence can have a serious impact on wellbeing for the person experiencing the issue. What is less often talked about is how hard it can be to support someone suffering with incontinence.

In this article, we look at the different ways incontinence can impact you as a carer, and why it is such an important issue.

[Read more](#)



Signs a family member may need help with incontinence

Incontinence is a common issue that can affect everyone of all ages and there are varying degrees of the condition.

In this article, we discuss the signs of incontinence across all age ranges, and provide you with practical tips and some of the best preventative measures that can be used to help.

[Read more](#)



Bladder & Bowel UK *continued*

Qufora supported the Coventry Symposium as the Key Sponsor. We were delighted this year to present the Bladder & Bowel UK Clinical Excellence Award to the Bladder, Bowel and Pelvic Health Team at Lewisham and Greenwich NHS Trust for the development of their newly integrated multidisciplinary service. The team presented their work at the Bolton Symposium in March 2024.



In addition to the Symposia, the team has developed a Lunchtime Learning training webinar programme. These are one hour early afternoon sessions delivered remotely around topics such as toilet training, constipation, and product provision. A range of sessions are aimed at professionals, with several targeted at parents. They are supported by commercial partners and regularly attract hundreds of online delegates per session.

This year, we established a Clinical Advisory group that offers governance and support to the clinical team within the BBUK service. The group, which volunteers its services, comprises specialist nurses, a physiotherapist, a doctor, a consultant, and a representative from academia.

Although Bladder & Bowel UK is not a campaigning organisation, our staff has credible and influential voice representation through their national platforms, including NHS England, RCN, and Paediatric Continence Forum.

We continue to develop our partnership with Irwin Mitchell and Slater Gordon solicitors through the BBUK Legal Panel to provide our clients with access to legal advice.

A year in numbers

- 4335 people contacted the helpline
- We received 6096 Just Can't Wait Card requests
- 353 delegates and 74 exhibitors attended the Symposia
- 1180 delegates attended Lunchtime Learning webinar training sessions

Kidz to Adultz Exhibitions

The Kidz to Adultz Exhibitions are collectively the largest free 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 re-brand, gained momentum throughout the year following the launch at Kidz to Adultz Middle in 2023, refreshing our image, reinforcing our uniqueness, and differentiating us from our competitors.

We delivered four Kidz to Adultz events with a combined income of £662,137 exceeding budget by £16K. The exhibitions attracted 9,066 visitors, of which 2,785 were new to our events. We were delighted 403 exhibitors chose to showcase their equipment and services to our visitors.

There has been a real focus this year on fun and features to ensure we provide activities for our diverse audience. With drama workshops from TripleC, to clown skills, laced with a generous dose of modern Ibiza dance tunes and a dash of the unexpected!

We were delighted to be back in Wales this year. The Kidz to Adultz Wales & West exhibition is a biannual event, held at ICC Wales in Newport. This prestigious venue is convenient not only for visitors from South and Mid Wales, but also those living in South West of England.

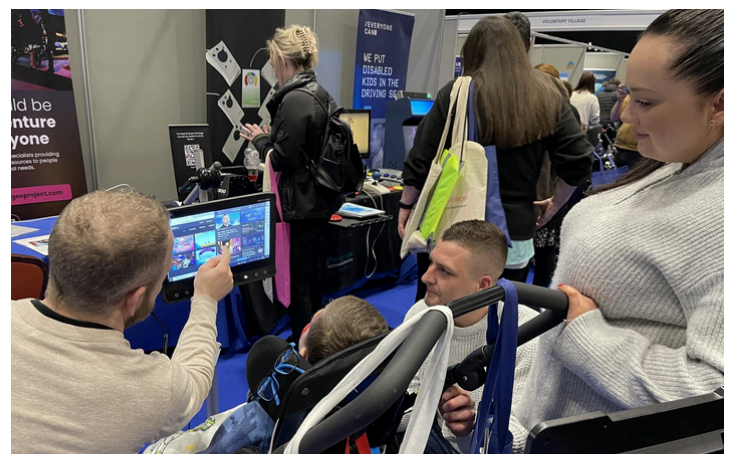
The Britain's Got Talent semi-finalists, Born to Perform, entertained our audience. The members of this performing arts service for children and adults with SEND delighted us with a show stopping performance.



At Kidz to Adultz Middle we introduced the Connection Hub, a dedicated space to meet friends and make new connections. This new feature offered parents, carers and their families an opportunity to connect with other parents, caregivers and professionals who were dealing with similar challenges, to share experiences and insights, as well as build supportive networks.



Another first was the Accessible Gaming Area - the adaptive gaming and assistive technology zone. Liaising with Pretorian Technologies who have links to organisations such as Everyone Can and Apogee Studios, visitors were able to try out the latest advancements in adaptive controllers, assistive technologies, and join in the inclusive gaming experiences. This area was extremely popular and busy all day. This is an area we will be developing for the future and looking for a sponsor ideally from the tech industry.



Kidz to Adultz Exhibitions *continued*

Schuchmann, a company that produces and distributes outstanding innovative therapy equipment commenced an exclusive sponsor partnership at Kidz to Adultz North which would showcase their support for three exhibitions. We are appreciative of their ongoing support and look forward to working with their team in the future.



All the Kidz to Adultz Exhibitions provide CPD opportunities for our professional colleagues with numbers reaching more than 165 delegates, sessions including: 24-hour Approach to Postural Care, Moving and Handling with Challenging Behaviour, and SEN & EHCP's – know your rights.



In our business plan we highlight the importance of reaching as many parents, young people and professionals as possible to ensure they can be part of the Kidz to Adultz community. In 2025 we will deliver the Kidz to Adultz North event in Liverpool and the Kidz to Adultz Scotland exhibition will relocate from Edinburgh to Glasgow in 2026.

A year in numbers

- 9066 visitor and 403 exhibitors attended our exhibitions
- 2240 people attended 38 seminars at Kidz to Adultz events
- 215,300 copies of the K2A Magazine were disseminated

Redbank House

Redbank House is a well-established training and meeting venue. Its proximity to Manchester city centre provides excellent accommodation for companies and organisations bringing together people from all over the UK.

We have six rooms of various sizes, accommodating two to seventy people. The rooms are in great demand, and regular bookings are taken 12 months in advance. Our clients include the corporate sector, local authorities, NHS, third-sector organisations, training companies, and community groups.



This year has been the busiest year at Redbank House since the refurbishment in 2011. The partnership with InHealth Intelligence continues to deliver diabetic eye screening services. Acute Training delivers training to NHS professionals an average of three days a week, and the Health Skills Training Academy provides regular monthly sessions spanning three days. We were delighted this year to welcome a new client, Kaizen Bioservices, who provide clinical services for a research study into long-term health conditions in the South Asian community.



In addition to these contracts, we welcome our regular clients A1 Risk, ROSPA, Greater Manchester Mental Health, and Astranti.

The demand for the sensory rooms is increasing, with more clients taking regular slots. We have some clients whose challenging behaviour makes it impossible to book a regular session, so they ring daily when they think it is appropriate for their clients to attend.

In addition, we provide increased opportunities through a contract with Manchester City Council for children with special educational needs who are residents in the Manchester City area to attend free sensory sessions during the school holidays. To accommodate the increase in demand, we have developed an additional sensory room in one of our training rooms, which has been designed to allow flexibility to turn the room back into a training room when there is a demand for additional provision.



Redbank House *continued*

We continue to provide our tenant, The Shaw Centre, with premises to provide a service for adults with learning disabilities - additional needs. The Shaw Centre provides an excellent service, offering its students a welcoming place to attend, with a variety of activities in a friendly, inclusive environment.

A Christmas party is the highlight of the social calendar, and this year was no exception. With our large meeting room turned into a disco for the afternoon, the students and their relatives enjoyed the music and festive food.



The popularity of Redbank House requires increased staff to ensure health and safety compliance. The Redbank House staff includes Disabled Living's Finance and Marketing teams, colleagues who support the maintenance of the facilities, and those who provide services across the organisation. Due to its central location, Redbank House provides a convenient base for the increasing number of staff who choose public transport as an option.

Redbank House is the last of our services to undergo the rebranding process, which we anticipate will be later this year.



A year in numbers

- We welcomed 14,038 visitors through the doors of Redbank House
- 2441 people visited our sensory rooms
- Room hire bookings increased by 37% this year

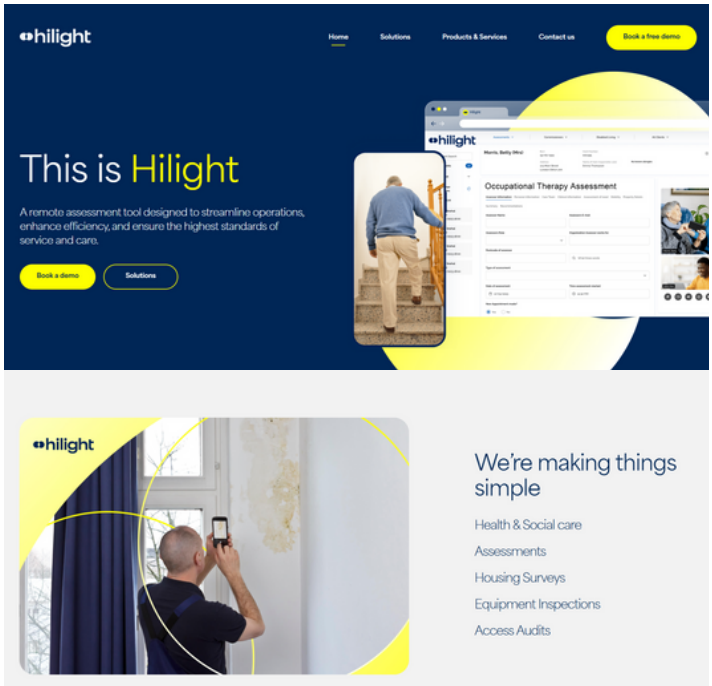
Hilight Solutions CIC

Last year we reported Disabled Living had been awarded a contract of £447,685 through UKRI Small Business Research Initiative: Healthy Ageing Social Ventures to develop the Real-time Remote Assessment Tool. The project commenced in February 2023 and concluded in February 2024. This year was about making it happen.

In a partnership with Interneuron, our software developer, Make it Happen CIC our project management company and our internal teams from Adapt & Live and Marketing, version one of the assessment tool was developed to a commercially viable product in line with the conditions of the contract.

Throughout the process, we engaged with Dawn Creative to brand our product, which is now known as the Hilight Assessment Tool. To support exploration of Hilight's capabilities and to access future funding, Hilight will be sold through Disabled Living's newly formed community interest company, Hilight Solutions CIC.

We launched Hilight, with two soft launches at our Kidz to Adultz Middle and South exhibitions in March and May 2024, which provided valuable feedback from Occupational Therapists in advance of the main launch at the NAEP (National Association of Equipment Providers) Conference in June. Securing the first seminar session of a two-day conference to a highly targeted audience, has created interest from around the UK in a product that can reduce NHS waiting lists, provide efficiencies and reduce carbon footprint.



Investing in Our Team

Disabled Living is fully invested in the Investors in People Programme. We understand our business is as much about the people who provide the services as the services we provide.

We want to invest in our staff to develop our home-grown talent for opportunities which may arise in the future. Disabled Living is developing at such a pace, we never know what opportunities may be just around the corner. It is all about having the vision, to have the right staff on the right seats on the bus, to drive the business forward.

This year we commissioned Tangent Solutions, to develop a workshop for staff around embracing change and improving communication - there has been so much change since our last workshop in 2017.

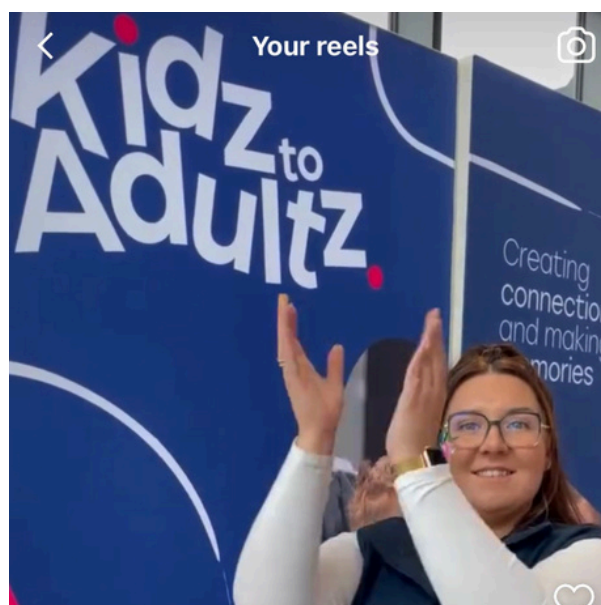
With more remote working, teams working in split locations and colleague numbers increasing, we know from our business plans, there are opportunities on the horizon. Therefore, it is essential we evaluate our internal activity, so we can improve our skills to embrace opportunities and challenges that lie ahead.



We offer all our team CPD opportunities, these can be accredited short courses, more formal qualifications, attendance at conferences and events, together with online training sessions. In addition, we offer learning opportunities to skill up staff when embarking on the delivery of new services. Kerry Hyde from the Kidz to Adultz team, who is our CRM lead is studying the CRM Microsoft Dynamics 365 learning course.

We have three staff who are engaged with apprenticeship programmes. Emma Dean from our finance team has successfully completed AAT Level 2 and will commence level 3 in the coming year. Laken Cott from the Kidz to Adultz team has started the journey on a Marketing Executive Apprenticeship Level 4 this year, and Rebecca Penny has completed a Level 3 Diploma for Allied Health Professions, in preparation for enrolling on the Occupational Therapy Apprenticeship course in partnership Huddersfield University in September 2024. Both Laken and Rebecca originally started their employment with Disabled Living over ten years ago as Admin Apprentices.

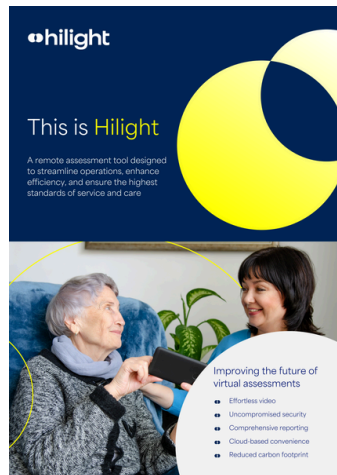
In the Kidz to Adultz team alone, we have four team members with fifty-five years of service working for the organisation.



Marketing & Partnerships

The Marketing team and Strategy and Partnerships Manager work across the organisation, contributing their knowledge, creativity, and business acumen to support the development of all Disabled Living services.

The sheer volume of work involved in rebranding the services and launching new products from a marketing perspective has been intense - from the design of assets to website development and everything in between. Running parallel is the general day-to-day marketing of our brands.



Informal meetings with our commercial colleagues are high on the agenda for Disabled Living. We do this through our twice-yearly Industry Partners Open Days. These informal meetings at the Disabled Living Centre, with plenty of tea and cake, attract around 60 company representatives. They are an opportunity to discuss our plans for the coming year and consider how we can support our colleagues with their business development plans.



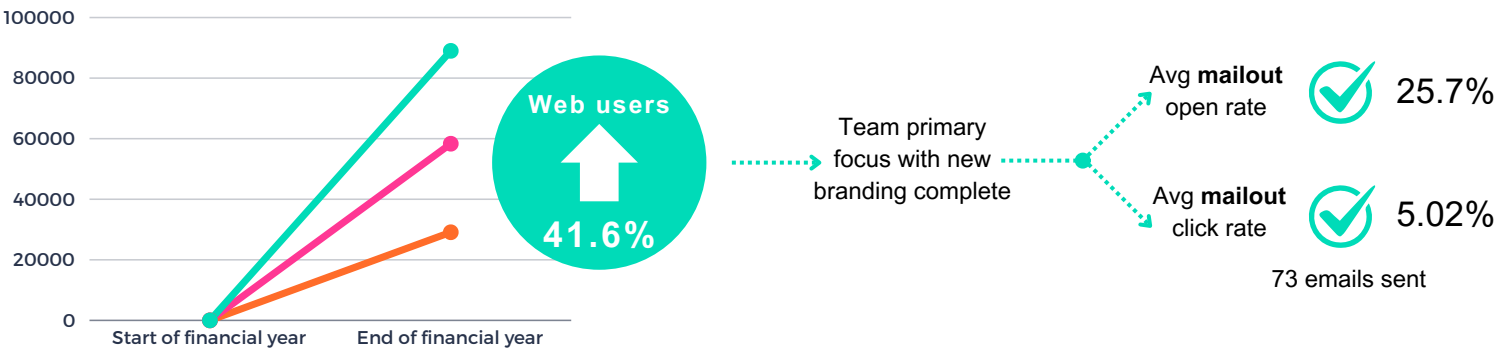
By forming partnerships with our commercial colleagues to raise the profile of their brands through traditional marketing, we also like to initiate awareness campaigns highlighting health issues. The combined Disabled Living databases of over 100,000 contacts offer targeted opportunities that are in demand. It takes time to nurture partnerships to ensure we can offer our stakeholders the best options to get in front of their audience. There have been notable collaborations this year, including Symprove, Ferring, Renew, Attends and Schuchmann. The income from these activities subsidises our charitable work - primarily the helpline services.



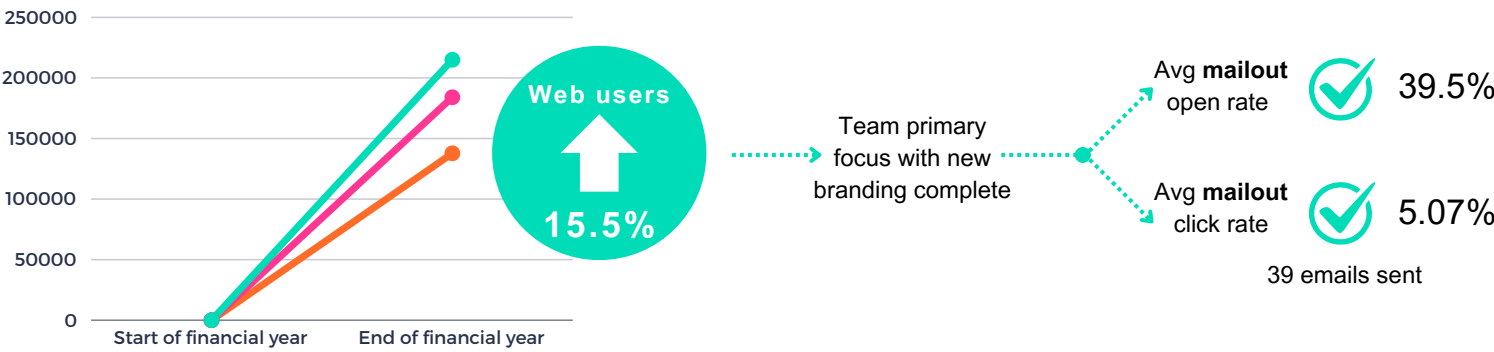
Overview of Marketing Statistics

'21 to '22 '22 to '23 '23 to '24

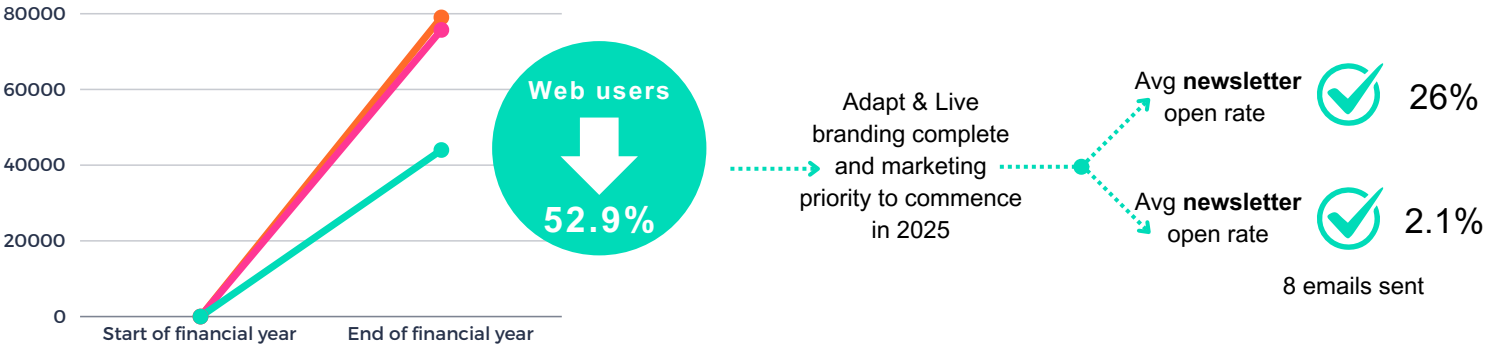
KIDZ TO ADULTZ WEB USERS



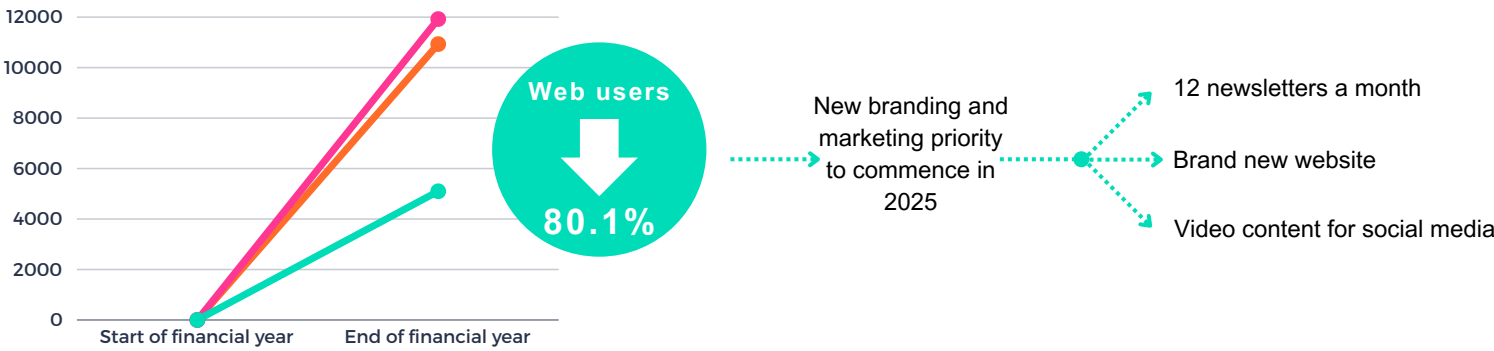
BLADDER & BOWEL UK WEB USERS



DISABLED LIVING WEB USERS



REDBANK HOUSE WEB USERS



Year Ahead

Year on year the opportunities to develop services and become more financially sustainable increase. If you combine this with a committed team, the opportunities are endless.



Our priorities for 2024 & 2025

- To implement our five-year business strategy.
- To start the re-branding process for Redbank House.
- To raise the profile of our newly re-branded Adapt & Live services.
- To launch the Hilight Remote Assessment Tool through our new community interest company Hilight Solutions CIC.
- To continue to develop the Kidz to Adultz Exhibitions to ensure we reach as many people as possible, keeping them relevant to our visitors now and in the future.
- To secure additional resources to ensure the Bladder & Bowel UK service can keep up with the demands on its services.
- To continue to develop partnerships with existing stakeholders and identify new opportunities.
- 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 2024.

Income and endowments for the year was £1,780,124. Of this £374,771 related to grants received in respect of the Hilight project. The income from normal activities amounted to £1,405,353 which is an increase of £143,220 compared to the previous year.

Income from our commercial trading operations rose by £106,139 and income from charitable activities rose by £37,081.

Total costs for the year were £1,694,814. Of this £400,121 related to costs incurred on the Hilight project. The remaining £1,294,693 related to normal activities and is £25,682 lower than the previous year. It is comforting to know that costs of normal activities have been kept in check during a time of the cost-of-living crisis faced by the country

The accounts for the year show a surplus of £85,310 compared to a deficit of £58,242 in the previous year a turn around of £143,542.

The Balance sheet shows reserves of £1,761,957. This includes the property which is shown at a historic cost of £880,000 and not at a current valuation. The bank balance on 31 March 2023 was £802,242.



*Ged Cosgrove,
Treasurer*

Finance

Disabled Living

Consolidated Statement of Financial Activities (Incorporating a Consolidated Income and Expenditure Account) For the year ended 31 March 2024

		Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
Income and endowments	Notes	£	£	£	£
<i>Income and endowments from generated funds:</i>					
<i>Donations and legacies:</i>	4				
Donations and gifts		3,528	-	3,610	11,696
Legacies		31,000	-	31,000	341
Annual appeal		5,952	-	5,952	4,352
Grants		-	374,771	374,771	120,631
<i>Other trading activities:</i>	5				
Commercial trading operations		962,878	-	962,878	908,814
Rental income		22,993	-	22,993	22,993
<i>Investment income and interest</i>	6	7,906	-	7,906	902
<i>Charitable activities:</i>					
Services to people with disabilities	7	371,095	-	371,095	313,035
Total income and endowments		<u>1,405,353</u>	<u>374,771</u>	<u>1,780,124</u>	<u>1,382,764</u>
Expenditure					
<i>Cost of generating funds:</i>					
Raising funds	8	107,212	-	107,212	79,037
Charitable activities	8	1,135,621	400,121	1,535,742	1,349,349
Governance costs	8	51,860	-	51,860	12,620
Total expenditure		<u>1,294,693</u>	<u>400,121</u>	<u>1,694,814</u>	<u>1,441,006</u>
Net income/(expenditure) and net movement in funds		<u>110,660</u>	<u>(25,350)</u>	<u>85,310</u>	<u>(58,242)</u>
Net movement in funds		<u>110,660</u>	<u>(25,350)</u>	<u>85,310</u>	<u>(58,242)</u>
Reconciliation of funds					
Fund balances brought forward		1,651,297	25,350	1,676,647	1,734,889
Fund balances carried forward	19	<u>1,761,957</u>	<u>-</u>	<u>1,761,957</u>	<u>1,676,647</u>

All of the above results are derived from continuing activities. All gains and losses recognised in the year are included in the above.

Finance

Disabled Living

Consolidated Balance Sheet as at 31 March 2024

		2024	2023
	Notes	£	£
FIXED ASSETS			
Investments	11	-	-
Tangible assets	12	1,082,743	1,144,275
		<u>1,082,743</u>	<u>1,144,275</u>
CURRENT ASSETS			
Debtors	13	393,479	529,796
Short term investments		165	158
Cash at bank and in hand		802,442	567,594
		<u>1,196,085</u>	<u>1,097,548</u>
CREDITORS:			
Amounts falling due within one year	14	<u>(453,538)</u>	<u>(461,843)</u>
NET CURRENT ASSETS		<u>742,547</u>	<u>635,705</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		1,825,290	1,779,980
CREDITORS:			
Amounts falling due after one year	15	<u>(63,333)</u>	<u>(103,333)</u>
NET ASSETS		<u>1,761,957</u>	<u>1,676,647</u>
Income funds			
Restricted funds	17	-	25,350
Unrestricted funds:			
Revaluation reserve		528,969	528,969
Other charitable funds	18	1,232,988	1,122,328
		<u>1,761,957</u>	<u>1,676,647</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:

MS Heidi Saville

JGH Bottomley

Sir CDR Rose

JD/IPCA Sherlock

D Ashford

JC Backhouse

Peter Webster

A Wadsworth

Katie Duncombe in memory of the late Gordon Harvey

KM Lee

Lauren Crosby in Memory of the late Allen Summers

WA & JM Swain

The Sandown Allotment Association

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

John Hume

Raphael Black

Kathryn Walton-Johnson

Marjorie Berry

Kathleen Evans

Disabled Living, Burrows House, 10 Priestley Rd,
Worsley, Manchester, M28 2LY
Tel: 0161 214 4590

Email: info@disabledliving.co.uk

Website: www.disabledliving.co.uk

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



INVESTOR IN PEOPLE

