



Action Disability

Kensington & Chelsea

A Centre for Independent Living

2014

annual report





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I HAD NO CONFIDENCE BEFORE I CAME TO ADKC AND YOU'VE HELPED TO REBUILD THIS.

EXECUTIVE COMMITTEE 2013–2014

CHAIR Margaret Donnelly

VICE CHAIR David Webb

TREASURER Bello Abubakar

Andrew Derrick
Adrian Berrill-Cox
Deborah Graves
Philomena Dominique
Glenda Joseph
Maria Pace
Yamina Sari
Stephanie Vaz
Sandip Sodha
Maria Stoeva
Nick Wimborne

STAFF MEMBERS

CHIEF EXECUTIVE
Jamie Renton

**OFFICE AND FINANCE
MANAGER**
Eric Dilley

**POLICY &
TRAINING OFFICER**
Antonia Knifton
(Until 9.10.2013)

**ADVICE AND
INFORMATION OFFICER**
Marian O'Donoghue

**PERSONAL BUDGET
COORDINATOR, TAKING
CONTROL PROJECT**
Jenny Hurst

**PERSONAL BUDGET
INFORMATION AND
ADVICE OFFICER**
Martha Girgis

**LIFELONG LEARNING
COORDINATOR**
Catherine Dohou

**DAY OPPORTUNITIES
COORDINATOR**
Simone Galloway

CLEANER
Emmi Hunte

LIST OF FUNDERS 2013–2014

Royal Borough of Kensington and Chelsea
Adult & Community Learning
Housing and Adult Social Care
Corporate Services Small Grants Scheme
'City Living, Local Life' (Notting Barns, Colville and Golborne Wards)
The Big Lottery Fund
The Kensington and Chelsea Foundation
Notting Hill Parishes Committee
Access to Work



CHAIR'S REPORT

Margaret Donnelly

Chair

This has been a particularly challenging year for our organisation (and for many organisations like ours). Funding is becoming increasingly hard to find, with small organisations competing for an ever shrinking pot and the bigger national providers ready and waiting to snaffle up any contracts on offer.

And yet I feel that we're in a better position than many to survive and flourish.

This is, in part, due to our local authority. The Royal Borough of Kensington and Chelsea continues to support the local voluntary sector and has an overriding sense of decency. Yes, there are times when we disagree. Neither of us would be doing our respective jobs properly if we were constantly in full agreement. Yet there is also mutual respect and an understanding of our roles and worth. And I'm confident that RBKC will continue to support us through these difficult times.

I also believe that our Executive Committee plays an important role. Many organisations may claim to be 'user led', but ADKC really means it. Our Exec is made up almost entirely of local disabled people who use our services and have a strong and genuine commitment to our organisations growth and development.

Then there's our staff team, smaller than it has been, but fiercely committed to our ethos and organisation. With an abundance of the skills required to deliver and develop ADKC's projects and services.

Finally, and most importantly, there's our greatest asset: you, our members. More than ever, I recognise how important the services we provide are to you and how much you value them. And it's your ideas and input which will drive the development and continuing success of ADKC.



CHIEF EXECUTIVE'S REPORT

Jamie Renton
Chief Executive

THIS WAS THE YEAR WHEN THE FUNDING CUTBACKS THAT ARE HITTING MANY ORGANISATIONS SUCH AS OURS STARTED TO BE FELT. AND YET WE ENDED THE YEAR MORE CONFIDENT AND WITH A BETTER PLAN FORWARD FOR OUR LONG TERM DEVELOPMENT THAN I CAN EVER REMEMBER.

We've started to look at diversifying our income. This year saw us subletting a desk in our main office to two organisations (CODA International and HAFCAC) and very good tenants they have proved to be.

I've also been working to develop a business plan for the coming years and to foster a more business-like approach. I've received tremendous support with this from The Kensington and Chelsea Foundation and the Cranfield Trust. At the time of writing, I'm working with a volunteer business consultant (who sets me homework!)

I believe that in the new tri-borough, contract based environment in which we work, forming partnerships is the way forward. This year, in partnership with our colleagues at the Kensington & Chelsea Social Council, we co-hosted a very successful conference on the effects of cuts to services and benefits on the lives of

local disabled people. We're also currently working with SMART (St Mary Abbots Centre for Rehabilitation & Training) to develop the training we deliver together into a social enterprise.

Winter was a difficult (and chilly) time for us, as our boiler broke down and we were told that we needed a new one and it would cost a huge sum of money! By shopping around, we were able to find a cheaper alternative and thanks to some very generous grants from RBKC's City Living, Local Life and Corporate services Small Grants schemes, we were able to recoup the vast majority of the cost.

We were also preparing for the end of our Personal Budgets Information and Advice service, as funding was due to run out in March. However, we received a late reprieve by RBKC Adult Social Care, who carried out a last minute review of the service, recognised how important it was to the many who make use of it and agreed to

fund it for a further year. And to me, that's the most important thing. It's maintaining the high quality of our services that matters. I'm happy to adapt and learn about marketing, business planning and the like, I'll jump through any hoop required, as long as what our organisation offers genuinely meets the needs of those we're offering it to.



INFORMATION AND ADVICE PROJECT

Marian O'Donoghue
Advice and Information Officer

The range of enquiries received by the Information and Advice service in the past year have included:

- New contacts/referrals as we increased our publicity with information stalls and publicity material at local supermarkets and events in the community, such as the St Charles Centre for Health and Care Community Open Day
- People in debt/requiring referrals to debt advice services
- Requests for help with fundraising towards IT equipment, such as portable laptops or tablets – for disability-related needs, such as online shopping and social networking
- Signposting to Food Banks/ community organisations running food banks/welfare support services
- Requests for support with Disability Living Allowance and Employment and Support forms and Personal Independence Payments claims

- Support to look for learning support services/education services with appropriate support and advice services for disabled students
- Help with applications for accessible transport schemes
- Referrals to Advocacy for support at benefits appeal hearings, face-to-face assessments, negotiating with Motability to extend contracts and support with complaints about delays with Personal Independence Payments assessments.

IN THE PAST YEAR:

- 1,037 people were assisted with disability-related enquiries on a range of issues, of which
- 20% needed Information, advice or referrals due to welfare reform and independent living/ community care issues
- 5% needed support to look for accessible education/training opportunities

PROMOTION AND PUBLICITY

- Outreach at local venues – including World's End Neighbourhood Advice Centre in the south of the borough
- Ad hoc visits to deliver ADKC's newsletter, Newsflash to the Irish Travellers site at Stables Way, W10
- Establishing contacts at supermarkets in Kensington and Chelsea for further promotional work – ADKC information stalls during busy shopping periods and/or ADKC posters on display.

“**Thank you very much for your help.”**

— New ADKC member supported to apply for Accessible Transport Schemes.

“**Thank you for your time and support.”**

— Service user with multiple issues supported with ESA form and to claim Personal Independence Payment.



TAKING CONTROL (PERSONAL BUDGET) PROJECT

Jenny Hurst

Personal Budget Coordinator, Taking Control Project

This year has been the first year of the new 'Taking Control' project, following our successful bid to the Big Lottery, which develops the work of our previous Personal Budgets project, funded by the City Bridge Trust.

As well as continuing to provide the tailored support that PB users find so valuable, the project will also work with people's interests, knowledge, skills and ambition to gradually enable more users to:

1. 'take control' of their own lives – through having care and support which works for them – either through a Personal Budget or paying privately,
2. 'take control' of making sure that the service is running properly – though involvement with development / evaluation,
3. 'take control' of aspects of the service – by getting more involved with running / facilitating parts of the project that interest them,
4. 'take control' of running the whole service, as a group of interested people, at the end of the project's four year lifespan.

NUMBER OF USERS

We now have 165 Personal Budget recipients / Self-funders on the membership list, with up to 30 people using the service in any given month.

Over the year, Personal Budget recipients and care users have continued to: become Personal Assistant employers, commission care services, participate in their roles on various boards and advisory groups, develop informal support networks and most importantly of all, gained more choice and control over how they live their lives than they would have without the care and support that they receive.

ENGAGING PERSONAL BUDGET USERS

Meetings: We have continued to hold regular Personal Budget User group meetings and Peer support surgeries. In an article written by a regular attendee for a recent issue of our PB Flash newsletter, the user group meetings and peer support surgery were described as *"lively, asking questions which have perplexed the members. Invariably, if the answer can't immediately be found, it can be researched, the answer soon made available!"*

INFORMATION PROVISION

We have continued to circulate our quarterly 'PBFlash' news sheets which have covered articles of direct local relevance, nation-wide developments, and resources.

These newsletters also contain information specific to people who choose to use their Personal Budgets to employ Personal Assistants – as updates to employment responsibilities / HMRC are not the easiest to find out about – especially for people who, under other circumstances,

would not have chosen to specialise in HR/Payroll but have found themselves obliged to in order to have someone that they choose to support them!

The PB team again attended events held by other organisations, such as Carer's week, to provide information at outreach stalls.

CONSULTATIONS

This year the project has supported people to have a say on:

- The new Tri-borough Direct Payment policy.
- Implementation of Prepayment cards.
- Members have also been involved, on an ongoing basis, in deciding how the PB project develops in the future.

EVENTS

We held two main events – the Project Launch and the Disability Network meeting on Care and Support – both of which attracted new people to the project.

The Disability Network allowed members to put questions to a panel of experts – with representatives from the Council and Health care field, as well as a solicitor and a representative from a user group in another borough. As a result of this meeting, the Council have agreed to meeting with members on a Quarterly basis in order to explore issues and help 'navigate' the system, and to run sessions on how to complain and about the new Care Bill.

CAMPAIGNS

ADKC has continued to be involved in the campaign to save the Independent Living Fund (ILF), with members of the user group turning out in support outside the Supreme Court and on protests to ensure that independent living (in its widest definition) is not lost in the new Care Bill.

TRAINING

The Project has continued to provide group and one-to-one training alone, in conjunction with other ADKC projects and in conjunction with external agencies.

This year, 28 people attended one or more of our group training sessions covering:

- Writing your own support plan
- Dignity in Care
- Being a good employer
- All things PB finance
- Safeguarding / Keeping safe from abuse.

The last of these training sessions was run by user group member Glenda Joseph-Lewis who, along with a few other members, is on the Safeguarding Adults Reference Group.

Four members were given one-to-one training and on-going support to do their own payroll, using the HMRC basic tools – enabling them to spend more money on their care / support and less on administration.





DAY OPPORTUNITIES PROJECT

Simone Galloway
Day Opportunities Co-ordinator

The ADKC Day Opportunities Project continues to support socially isolated local disabled people between the ages 18 to 49, encouraging their inclusion in their community and thus hopefully increasing their physical and mental wellbeing.

The slight decrease in referrals this year has provided the opportunity to work more intensively with service users who need that extra support in order to get motivated to participate in activities. The project co-ordinator is responsible for researching, arranging, organising, liaising etc. This can be very time-consuming, especially when it involves organising transport, liaising with external bodies and the individual. Every case is different and it is crucial to work in a way that is comfortable and workable for the individual involved.

Some of the activities which Day Opportunities service users have participated in this year are:

- Trip to Westfield Shopping Centre
- Regular trips to Kensington High Street
- 'Book Break' inclusive reading/book group
- Health Trainer sessions
- Swimming
- A range of ADKC events and activities
- Gardening

DONATED CARE HOURS

The free care hours donated by Bluebird Care Agency continue to compliment and play a significant part in this project. They have made it possible for those individuals who need support with personal care to attend activities with peace of mind.

FEEDBACK FROM SERVICE USERS

“
If it wasn't for you,
I wouldn't have got started.”

“
This service has got me up
and running otherwise the
alternative would be me
stuck at home. Thank you
so much.”



PERSONAL BUDGETS INFORMATION & ADVICE SERVICE

Martha Girgis
Personal Budget information and Advice Officer

This year an average of 150 individuals were seen each quarter and offered basic information and advice and other support relating to personal budgets. The support offered included:

- Assistance during assessments
- Home visits
- Calling Social Services on behalf of the individual
- Supporting the individual to complete forms

It's a mark of the success of this service that funding has been agreed for a further 12 months, when it was originally scheduled to cease at the end of this year.

“
The information I am given
is clear, useful and is about
exactly what I need to know.”



LIFELONG LEARNING PROJECT

Catherine Dohou
Lifelong Learning Co-ordinator

The 'Unlock Your Full Potential' programme was delivered to support local disabled people to access mainstream education. The programme covered:

- Confidence Building
- Life Coaching
- Presentation Skills
- Disability Equality Training (DET)
- The Rights of Disabled Students in Education
- Funding sources
- Planning and Time Management

The programme welcomed the participation of local organisations including:

- The Clement James Trust (Howard Taylor, Life Coach)
- Kensington and Chelsea College (Angela Bruce-Mills, Student Support officer)
- The Alliance For Inclusive Education (Tara Flood, Director)
- Campden Charities (Leah Haynes, Gate Advice Manager and Mandy Ala, Grant Manager)
- ADKC (Jamie Renton, Chief Executive and Catherine Dohou, Lifelong Learning Project Co-ordinator)

Learners benefited from Support to apply to mainstream education providers, meeting with providers and getting their questions answered, as well as one-to-one mentoring sessions.

“The course has built my confidence so much that I am astounded by things I have achieved in such a short time; things I would never have done before, such as standing up for myself and expressing my real thoughts to people I felt intimidated by. This course is so helpful that I think it should always be available to those who need it.”

— *Brenda Dyer*

TRAINING



“I greatly enjoyed the course because I have learnt new skills and found out about other courses that I have joined, which was very useful to me.”

— *Nawaf Bayoumi*

ADKC provides training and consultancy support to local service providers on how to make their services more accessible to and inclusive of disabled people. This can involve anything from a quick bit of advice over the phone to a bespoke programme of training for groups of staff or volunteers. ADKC members, who have previously benefitted from our 'Training the Trainer' course, take an active role in co-facilitating training sessions.

This year we delivered extremely well received training programmes to Central London Community Healthcare and (in partnership with St Mary Abbots Training and Rehabilitation), Notting Hill Housing Group.

“Jamie and his team provided extremely enjoyable and very well evaluated training to our staff, this supported an informed and creative approach to meeting the practical access needs associated with communicating with disabled people. We were really pleased with the quality of Jamie's work and his approach.”

— *Mairead Heslin*
Internal Organisational Development
Consultant Central London
Community Healthcare NHS Trust



“
A GREAT OPPORTUNITY TO MEET NEW PEOPLE

ACCESS GROUP

ADKC’s Access Group reconvened in January 2014 by popular demand from our members. The group is made up of local disabled people who have an interest in access issues. It carries out access visits to the premises of local service providers, subsequently producing access reports, with suggestions on how access can be improved. The group have also re-established a partnership with RBKC’s Planning Department, allowing group members to discuss the access implications of planning proposals and policy with officers from the planning department.

“
The Access Group is great. We get to bring about some real changes to access in the local community. We also learn and support each other as we go along.”

— Access Group Member

CHESS AND SCRABBLE CLUB

The chess club was first introduced in 2011, initially for a six week period. It proved so popular that it was re-introduced in 2012 and this year, thanks to a very generous grant from the Kensington and Chelsea Foundation, we were able to hold the group every month and introduce a scrabble club which runs alongside the chess club and this has proved to be a great success.

The club is fully accessible, with Braille chess and scrabble sets available for those who need them.

This year 45 people have attended the Chess and Scrabble Club.

“
I find the club friendly, relaxed, everybody being helpful and willing to help others in the group. Very well worth coming. Thanks so much for starting it.”

— Chess and Scrabble Club member

POSITIVE EMPOWERMENT GROUP

Established two years ago, the PEG is a peer counselling and support group run by and for local disabled people.

ADKC members identified that they often have issues around psychological wellbeing, due to the external pressures they face. This is increasingly the case as the effects of cuts to services and benefits start to be felt. The group offers a space in which to discuss such issues and provide the support needed to deal with them. A trained psychotherapist is present at each meeting to offer support, but it’s the members themselves who run the group. The social benefits for group members go beyond the meetings. Members support each other in a range of ways throughout the weeks between meetings. Examples of this include: members supporting each other to attend review and appeal meetings regarding benefit claims and to access a range of leisure activities, which they would otherwise lack

the confidence to attend without the support of their peers.

The group continues to grow, as word gets round about its many benefits and one of the strengths of the group is how welcoming it is to new members.

“
The great thing about the PEG is that we are all friends and we help each other with support and to build each other’s confidence and to get through the day. If it wasn’t for the PEG, life would be very hard.”

— Positive Empowerment Group member.

POSITIVE RIGHTS ACTION GROUP

The Positive Rights Action Group (or PRAG) is a group of local disabled people who meet every month to discuss the issues that are important to them and campaign to make the local community a more inclusive place for disabled people. Service providers and decision makers are invited into meetings to listen to the views of members, discuss the issues and hopefully go back and make changes.

The group reconvened this year with a meeting in which a representative of the DWP was the guest speaker and further monthly meetings are planned for the forthcoming year.

“
It feels great to be part of a group which fights for disabled people’s rights in today’s world.”

— Positive Rights Action Group member

MESSAGE THERAPY SERVICE

ADKC’s longstanding Massage Therapy Service remains as popular as ever. Our trained and highly experienced therapist offers a range of massage therapies to our members, the costs of which are subsidised by ADKC.

This year our therapist delivered 353 massage sessions to individual members. With many members booking regular weekly or fortnightly sessions throughout the year.

“
I could not do without my regular massage. It has helped me immensely.”

— Massage Therapy Service User

OTHER ADKC SERVICES

ACCESSIBLE PASSPORT PHOTOGRAPHY

For many disabled people photo booths are inaccessible. Our passport photography scheme offers an accessible way to get the photos required for a passport, Freedom Pass etc.

ACCESSIBLE WEIGHING SERVICE

With scales specially designed for wheelchair users.

WHEELCHAIR HIRE

Short term hire of a wheelchair for people living in or visiting Kensington & Chelsea.

ACCESSIBLE ROOM HIRE

We have a large room for group meetings and two smaller rooms for one-to-one meetings. All are fully accessible.

BRAILLING AND TAPING SERVICE

Braille and Taping Service ADKC can translate information into these accessible formats and make copies as required.



TREASURER'S REPORT 2013–2014

Bello Abubakar
Treasurer

AS MEMBERS WILL RECALL, LAST YEAR'S DEFICIT WAS A LITTLE OVER £58,000. I DOCUMENTED ALL THE MEASURES WE WERE TAKING TO TRY TO REDUCE THIS FIGURE AND WE HAVE HAD SOME SUCCESS. OUR DEFICIT, IN THIS FINANCIAL YEAR, HAS BEEN REDUCED TO UNDER £26,000, WHICH I THINK IS A TREMENDOUS ACHIEVEMENT IN THE CURRENT FINANCIAL CIRCUMSTANCES IN WHICH WE FIND OURSELVES.

Though our income has reduced by almost £15,000, on one hand, funds expended have also reduced by over £47,000 on the other hand. It's also true that some of this income reduction was caused by the curtailment of the Lifelong Learning Project, a project that was sorely missed. However, towards the end of the financial year the same Project was reinstated in a slightly different format; and we are hopeful that it will continue for the next academic year.

We are now seeing the benefit of our sub-letting to CODA International and HAFAC and continue to look for opportunities to sub-let further space. This is

a difficult balancing act as every piece of space we let means a reduction in space available for our own work. However, we still believe we can accommodate one or two more ADKC projects, if we so decide.

I am confident that the coming year will see a turn-round in our fortunes. I believe that new sources of funding will be available, although other organisations may be chasing the same sources. Also, we are currently exploring partnerships with other organisations in order to source funding and deliver our work.

I take this opportunity to thank all our staff, both voluntary and paid, who continue to support the organisation in their different ways, often in difficult circumstances, but always with good humour. I would like to also thank Jill Keehan of Britt Keehan, Chartered Accountants, who acts as our Auditor.

Finally, I must also say a big thank you to all our funders. They are listed separately elsewhere in this report. Of course, this organisation could not exist without their support.



“
I GET TO
KNOW
ABOUT
THINGS
WHEN
I COME
HERE.”

“
I WOULD BE
LOST WITHOUT
THE PERSONAL
BUDGET USER
GROUP.



STATEMENT OF FINANCIAL ACTIVITIES

Year ended 31st March 2013	Unrestricted	Restricted	2014	2013
	£	£	£	£
Incoming resources				
From charitable activities	164,932	27,548	192,480	204,213
Voluntary income	2,595	78,451	81,046	83,798
Investment income	592	0	592	974
Other income	0	0	0	0
Total incoming resources	168,119	105,999	274,118	288,985
Resources expended				
Cost of generating voluntary income	3,048	0	3,048	3,039
Charitable activities	157,363	128,268	285,631	329,715
Governance costs	10,157	1,200	11,357	14,723
Total resources expended	170,568	129,468	300,036	347,477
Net movement in resources before transfers				
	(2,449)	(23,469)	(25,918)	(58,492)
Gross transfers between funds	0	0	0	0
Net movement in funds	(24,500)	(33,992)	(58,492)	(33,812)
Total funds brought forward	303,466	144,130	417,596	451,408
Total funds carried forward	£278,966	£80,138	£359,104	£417,596

Figures rounded to nearest '000

BALANCE SHEET AS AT 2014

Balance Sheet as at 31st March 2013	2014	2013
	£	£
Fixed assets	59,637	74,098
Current assets		
Debtors and prepayments	8,285	10,798
Bank deposit accounts	284,546	276,440
Bank current account	11,102	5,654
Petty Cash	200	200
	304,133	293,092
Liabilities (amounts falling due within 1 yr)		
Creditors and accruals	30,584	8,086
Net current assets	273,549	285,006
Total assets less current liabilities	333,186	359,104
Funds		
Unrestricted	181,348	166,347
Designated	95,169	112,619
Restricted		
Building reserve	55,575	74,098
Projects	1,094	6,040
	333,186	359,104

Figures rounded to nearest '000

These figures are an extract of the audited accounts produced by our auditors:

Britt & Keehan
Chartered Accountants
33 Grimwade Avenue
Croydon
CR0 5DJ

Copies of the full accounts are available upon request.



Action Disability
Kensington & Chelsea
A Centre for Independent Living





Action Disability
Kensington & Chelsea
A Centre for Independent Living

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