



Disability Cornwall

Annual Report & Accounts

2009 - 2010

Community
Legal Service



INVESTORS IN PEOPLE

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Legal and administrative information

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| Name of charity: | Disability Cornwall |
| Charity registration number: | 1064350 |
| Governing instrument: | Constitution adopted 25 April 1997, as amended 30 July 2003 and 6 June 2006. |
| Principal Address: | Units 1G/H Guildford Road Industrial Estate Guildford Road Hayle Cornwall, TR27 4QZ www.disabilitycornwall.org.uk |
| Independent examiner: | GD Boulton FCA Robinson Reed Layton Peat House Newham Road Truro Cornwall, TR1 2DP |
| Bankers: | CAF Bank Limited 25 Kings Hill Avenue West Malling Kent, ME19 4JQ |
| Solicitors: | Michelmores LLP Woodwater House Pynes Hill Exeter, EX2 5WR |

A Brief History

Cornwall Disability Forum (CDF) was established in 1997 to provide a representative and inclusive platform for the voices of those affected by disability in Cornwall. After years of active influence and involvement in community events and service-provision, the organisation formally took on the assets and liabilities of a similar charity, 'Alldis' in order to streamline and share resources. In 2006, it was approved that the charity would become known as 'Disability Cornwall'. Our collective vision for the future of Disability Cornwall resulted in the formulation of the strategic objectives for a 5-year business plan 2007-2012.

Disability Cornwall is recognised as the only pan disability 'one-stop-shop' for disability services in the county, in addition to taking the lead on the independent living movement. The charity currently has a membership currently consisting of 244 individuals and 63 related organisations countywide (as at March 31st).

Disability Cornwall has an important dual role in serving the community in terms of frontline service provision to individuals and representing disabled people by working in partnership with organisations, increasingly at a strategic level, trying to improve access in the external environment and further the choice and control agenda to ensure independent living becomes a reality. We work closely with Cornwall Council, particularly its Directorate of Adult Care & Support, voluntary sector groups, the health sector (when presented with the opportunity) and private sector partners to promote equality, strengthen our voice and enhance our capacity to deliver services. Our underlying ethos is always to empower, assist and facilitate the full inclusion of disabled people in society.

Objects of the Charity

The constitution specifies the charity's objects being to promote the relief of and encourage the full inclusion of, people with disabilities in Cornwall, by encouraging communication between disabled people, national and local groups and other bodies with an interest in disability issues. Also, through the involvement with initiatives that specifically provide a service for disabled people, including children, and offer the opportunity to become empowered in the management, coordination and general involvement of such.

GOVERNANCE

Our Mission, Aims & Objectives

We held an Away Day for all staff and Trustees in December at the Lowenac Hotel in Camborne, facilitated by Daniel Wood Associates. The main aims of the day were to review and update our mission, aims and objectives. This activity ensures our strategic direction is appropriately and successfully managed, which in turn makes certain our delivery work is widely understood and effectively planned for.

We also determined our working priorities for the coming year so we could update our business plan (2007-2012) accordingly.

We invited the Project Director of the Disability LIB Alliance, Stephen Hodgkins to join us and Dr Theo Blackmore, Project Coordinator with the UK Disabled Peoples' Council. It became an excellent team building exercise with a fresh update of the governing principles and refreshed working priorities. Our revised Mission, Aims and Objectives are as follows:-

Mission Statement

'To facilitate a fully inclusive society in Cornwall through empowering disabled people to achieve independence, choice and control'.

Strategic Aims

1. To proactively work in partnership to achieve our mission.
2. To increase opportunities within the social, education, training and employment environments.
3. To challenge discrimination and inequalities.
4. To promote examples of good practice.

GOVERNANCE

Strategic Objectives

1. To champion opportunities for discussion, information exchange and networking.
2. To act as a focus for the disability sector in Cornwall, providing a representative voice where appropriate.
3. To channel information, both to and from the disability sector, acting as a consultative body and a point of contact as appropriate.
4. To ensure representation of disabled people and their organisations on issues of importance across Cornwall.
5. To proactively raise awareness of issues that affect disabled people.
6. To involve people in opportunities that fulfil Disability Cornwall's aims and objectives.
7. To work in partnership with groups and organisations of disabled people and working with or for them in Cornwall.
8. To raise awareness and promote positive images of disability, encouraging the media and others to increase and improve their portrayal of disabled people.

GOVERNANCE

Chairman's Foreword

Mr. Steve Paget MBE,
Chairman (September 2009-present)



I write this, my first foreword for Disability Cornwall, having taken over responsibility of Chair from Alex Bryce following his resignation in September. Alex served eight years of trusteeship, seven of which as Chair and I would therefore like to start by saying a huge 'thank you' to him for the dedicated service he has given to our charity over the years.

Within this report you will see what great progress has been achieved during the past year, much of which has involved preparing our charity for the transformation of services, particularly personal budgets within social care, and working with the Directorate of Adult Care & Support to ensure a successful roll out of this programme. Having been identified by the Department of Health as one of only 25 'Action and Learning Sites' nationally, this project became a key development over the year and played a vital role in driving us forward to ensure we are fit for purpose to assist in the development and delivery of services for disabled people, their families and carers, to enable full opportunities for independent living.

In addition, we have had a thorough and productive year on governance - reviewing the mission, aims & objectives, updating our business plan and renewing all policies. We achieved two quality standards (Community Legal Standard & Inter-Link Capability Model) during the year and also commenced an application to become a limited company, vital for the years ahead.

With our move to new and larger premises, coupled with an increase in staff numbers, we are now poised for the challenges and opportunities which lie ahead and I feel confident we will meet them head on, with our new facilities and a skilled and competent staff team.

My sincere thanks go to all of our supporters, partners, staff and volunteers, without whom our charity could not continue.

GOVERNANCE

Staffing & Management

The Executive Committee consists of, at any given time, no less than 75% disabled people. They are responsible for steering the strategic direction of the organisation; this year the board comprised:

Trustees

| | | |
|------------------|-----------------|---|
| Susan Ashwell | Trustee | Appointed 10 September 2009 Resigned 2 February 2010 |
| Alex Bryce | Chairman | Resigned 10 September 2009 |
| Trevor Bailey | Treasurer | |
| Flicka Forristal | Secretary | |
| Andrew Ashbridge | Trustee | |
| Lowenna Care | Trustee | Resigned 17 August 2009 |
| Tim Forristal | Trustee | |
| Tony Lis | Trustee | Resigned 28 September 2009 |
| Steve Paget | Chair | Appointed 10 September 2009 |
| John Pritchard | Trustee | |
| Galina Tomas | Trustee | |
| Stuart Williams | Trustee | |
| Steve Harry | Co-opted Member | |
| Nigel Walker | Co-opted Member | Appointed 10 September 2009 |

Paid Employees

| | | |
|---------------|---|---|
| Steve Bird | Action & Learning Site Coordinator | Contract start 1 April 2009 Contract end 31 March 2010 |
| Theresa Court | Welfare Rights Adviser & DIAL Project Manager | |
| Julie Daybell | Administrator & Book Keeper | Resigned 24 August 2009 |
| Ros Ellis | Administrative Support | |
| Gary Harfoot | Independent Living Adviser | Appointed 8 March 2009 |

GOVERNANCE

| | | |
|-----------------------|------------------------------|-------------------------|
| Lindsey Haydock-Clemo | Equality & Diversity Officer | Appointed 3 August 2009 |
| Debbie Iles | Independent Living Adviser | Appointed 8 March 2009 |
| Sharon Riley | Administrator | Appointed 8 June 2009 |
| Jane Sharps | Executive Director | |
| Vaughan Temby | Services Manager | |
| Maria Tierney | Development Officer | |

Volunteers

| | |
|-----------------|--------------------------------|
| Trevor Bailey | Administrative Support |
| Lowenna Care | Research & Development Support |
| Phyllis Chapman | DIAL Administrative Support |
| Geoff Squibb | Discover Photographer |

Patron

The Hon Evelyn Boscawen

GOVERNANCE

PEST Analysis Workshop;

‘What does the Future hold for Disabled People’s Organisations (DPOs)?’

This event was held in January with both trustees and staff at the Lowennac Hotel in Camborne. The workshop lasted all day and was facilitated by Stephen Hodgkins, from the Disability LIB Alliance (Listen, Include, Build) in London, and Theo Blackmore from the UK Disabled Peoples’ Council.

The purpose of the day was to hold an interactive event to carry out a strategic analysis exercise with Disability Cornwall. The event

- explored and identified future trends,
- considered how these might affect Disability Cornwall as a DPO, and
- identified what could be done about them.

Throughout the day we identified key elements that are affecting Disability Cornwall at this point in time, as well as projecting into the future. We used several headings to do this – Political, Economic, Social and Technological influences/forces.

By understanding what these ‘drivers’ are, and will be, we began to create some plans and strategies to meet the new, and existing, needs influencing our organisation.

Becoming a charitable company

This year, via capacity builders funding we instructed solicitors Michelmores LLP in Exeter to assist us through an application to become a charitable company limited by guarantee. As a membership body, this change must be adopted by our full voting members, which has now commenced and during the forthcoming year we hope to see this change made.

GOVERNANCE

Policy Review

This year we reviewed and updated each and every one of our policies with the assistance of Daniel Wood Associates, a task we have wanted to do for some time. We now have an excellent set of policies which fully reflect the working practices of our developing organisation and some of which were examined when we were audited for our quality standards and were highly commended for best practice!

ILCM Quality Standard



This year the organisation was audited and became accredited against the Interlink Capability Model (ILCM) quality standard. The ILCM develops organisational mass and builds effectiveness and sustainability through a balanced programme of capability and capacity building. It addresses: governance and quality management, business management, community engagement, service delivery and partnership working among other areas. We are currently accredited at level 3 and in time intend to achieve a level 4.

Community Legal Service (CLS) Quality Standard



To continue with this prestigious accreditation, our Disability Information and Advice Line (DIAL) undertook an audit with The Assessment Network. This quality mark provides evidence to our clients, funders and others, that they can rely on receiving professionally managed quality assured information and advice.

With all policies reviewed and updated, we were ready for an onsite audit.

The Auditor spent two days at the office in Hayle checking paper work, confidentiality and professionalism of staff along with a thorough investigation of working practices, client data-base case records and review procedures. The Auditor gave very positive feedback, was impressed with DIAL's day to day management and operating procedures and happy to recommend continuation of the General Help in Casework Quality Mark.

GOVERNANCE

Equality

Equality is at the heart of the organisation and underpins all of our work. We actively encourage and support people to act and comply with all aspects of equality legislation. We believe discrimination leads to inequality, injustice, intolerance and unfair treatment of people. Disability Cornwall has and will, continue to challenge discrimination and discriminatory practices. We strive to create conditions that make it impossible for discrimination to operate, which we are now more able to promote in the wider community within the recruitment of our own Equalities Adviser.

Training

(undertaken by various staff, trustees & volunteers during the year)

Governance

PTLLS (Preparing to teach in the life long learning sector)

Equality & Diversity training

Association of Accounting Technicians (AAT)

Benefits Overview level 1

Benefits Overview Level 2

NVQ3 Advice & Guidance

NVQ4 Advice & Guidance

Disability Living Allowance (Devon Welfare Rights Unit)

Mental Health & Safeguarding

Mental Capacity Act

Safeguarding Vulnerable Adults

Human Rights

Independent Living Fund (DACs)

Counseling Diploma

Open University Courses

Equality Means Quality

GOVERNANCE



We've moved!

During October we left our offices in Foundry Square in Hayle as our tenancy had come to an end and it was no longer suitable for our needs. The timing was perfect for an expansion. Fortunately, we found an industrial unit to let at the opposite end of Hayle, it comprised an open space office and a warehouse which we saw great potential for creating our own conference room facilities for our own meetings and a possible income generator if we could hire the facility out, it also would enable us to realise much-needed capacity to deliver new and existing projects and services, including the new ULO Network, and Disability Cornwall could finally be identified as a Centre for Independent Living, with a fully accessible meeting space / conference facility that would be available to the whole community.

The Landlords allowed us to take on a one year lease at a reduced rate which we hoped would give us sufficient time to secure the necessary funding to convert the warehouse.

The Warehouse Conversion

By December we had set to work by submitting a bid to the Capacity Builders funding stream and in January 2010 were notified we had been successful – the only problem was all funds had to be spent and works needed to be completed by March!

No time was wasted in sourcing a suitably qualified contractor to deliver the conversion and Evolution Interiors were duly appointed following a series of meetings attended by our 'in house' working group, who drew up a specification and subsequently amended and approved Evolution Interior's final plans.

GOVERNANCE



Our biggest challenge, as a pan-disability organisation catering for the needs of disabled people across the impairment spectrum, was to ensure our premises were accessible and user friendly – this extended from considerations about whether doorways should open inwards or outwards, to the colour scheme of walls and flooring and the range and comfort of seating.



With Crippen, our resident Discover cartoonist, providing some instructional art work in his usual colourful and humorous vein, The Warehouse has been transformed into 3000 square feet of welcoming space complete with a conference facility which seats between 20-35 people, a separate meeting room, two fully accessible toilets and a modern and comfortable foyer / reception / kitchen area, all at a very affordable rent. We are now signing up to a five year lease on the building which will provide us with more security.



We are proud that, despite the considerable challenges, both logistical and financial, we have achieved a community meeting space that is functional, stylish and comfortable which hopefully will serve as a hub for community activity for some years to come.



GOVERNANCE

Annual General Meeting 2009

During September, Alex Bryce, ended his eight year term in office (of which seven years he served as Chair) chairing the 12th AGM of Disability Cornwall. He announced his decision to step down from the Executive Committee but would continue to keep in touch with the Charity. His valuable and longstanding contribution was attributed in a speech read by the



Executive Director and gifts of his favourite single malt whiskey and a framed photograph, on behalf of the whole Disability Cornwall team were presented as a mark of acknowledgement and appreciation.

Graham Boulton, of Robinson Reed and Layton gave a thorough presentation of the annual accounts and the re-appointment of Robinson Reed Layton was confirmed.

The number of nominations for election to the executive committee did not exceed the number of places available so an election was not necessary. Two vacancies for Trustees and one vacancy for a co-opted member remain.



Member, Nathan Doidge presented the Chairman with a cheque for £750 which he had fundraised for the Charity by doing a tandem skydive with the world famous parachute display team, The Red Devils. Nathan jumped at 15,000ft at Dunkeswell airfield in Devon.

The team then presented Nathan with a large canvas of a photograph of him leaving the plane!

GOVERNANCE

Once the formal business was complete, all present entered into an informal discussion and debate regarding topical issues affecting disabled people, their families and carers, items raised included: A Centre for Independent Living for Cornwall and what it would entail, concerns over prospective cuts to disability benefits, members afraid of individual budgets and the prospect of becoming an 'employer' and members wanting more opportunities for an open discussion.



"I just wanted to convey my sincerest thanks to you all for making me feel so welcome at the AGM. Although I attended on my own I was never allowed to feel 'out of things' and I really appreciated the way staff went out of their way to help me. The AGM was professionally conducted and the ensuing open discussion period both interesting and instructive. I hope the proposal to hold somewhat more frequent meetings in the future comes to fruition. I would certainly make every effort to attend".

Joe Whiting, member

GOVERNANCE

Representation

Representation rarely requires a specific focus as it is an integral part of everything Disability Cornwall does and is automatically built into the our work. As a disabled people's organisation, we exist to ensure the voices and experiences of disabled people are both heard and duly acted upon. This may be conducted through representation on various boards and steering groups, through consortia approaches or by facilitating opportunities to obtain the views and opinions of many, via focus groups or through our DC100 facility. We also provide a platform for citizen's journalism with our magazine, Discover.

The Media



The Disability Cornwall team are regularly called upon by county & regional media to respond to issues of concern and when possible we use the media to highlight issues affecting disabled people. Perfectly illustrating this was when our members highlighted the fact that Cornwall Council's One Stop Shop in St Ives was not accessible in a number of ways. We then utilised our DC100 consultation panel and asked for their particular views and opinions on the Council's One Stop Shops all around the County. The result shocked us, many people did not even know of that local community service and as for access – a problem! We sent a press release to our local newspapers who published it, from which BBC Spotlight picked it up followed by the BBC's Politics Show and the result - access improvements carried out on the St Ives One Stop Shop!

WORKING WITH OTHERS

Cornwall Infrastructure Partnership (CIP)

We continued this year in our role as an 'equalities partner' within the Cornwall Infrastructure Partnership. This consortium consists of several infrastructure voluntary & community sector organisations, with a mission to 'build a strong and coherent VCS through infrastructure support and capacity building, to enable the sector to deliver high quality and effective training and services to the people of Cornwall.'

CIP – Basis Funding

During this year a consortia of CIP organisations, led by Volunteer Cornwall secured funding from Basis (Big Lottery). This enabled the respective organisations to fund three new part-time Funding Advisers, a volunteer training project with the Council and a full time Equalities Adviser post hosted by Disability Cornwall in partnership with Cornwall Race Equality Council (a two-year initiative).

CIP – Resilience Toolkit



Many charities and community groups in Cornwall are being squeezed in two ways by the current recession. Firstly they are seeing demand for their services increase as some people's personal circumstances change for the worse and secondly the sources of income for voluntary and community groups are getting tighter; there is a real threat to levels of donations and increased competition for grants.

As a response to this the CIP created a 'resilience toolkit' which was distributed throughout the sector. Disability Cornwall's contribution was to write the 'Introduction to Equality and Diversity' section. We set out the reasons why good equality and diversity practices deliver increased efficiency, effectiveness and revenues – all essential in an economic downturn.

EVENTS

Right to Control

This year we hosted a meeting at the Headland Hotel in Newquay for the then Government Minister for Disabled People, Jonathan Shaw MP. We invited 40 people to join us for this event, specifically to learn about the forthcoming 'Right to Control' and the opportunities it may bring.



Jonathan was accompanied by the new Director of the Government Office for Disability Issues, Tim Cooper, and they commenced the visit at Fistral Beach, meeting Beverley Richards and her daughter Katie, to check out first hand the Sand Chairs Disability Cornwall has brought to Cornwall, providing access to our beautiful beaches. The Minister then

took time to introduce himself individually to all attendees prior to his presentation and, following his talk, took a good number of questions from the floor.

'The Right to Control' recognises that equality for disabled people goes beyond simply providing rights not to be discriminated against. Disabled people are the experts in their own lives' (Jonathan Shaw).

The Right to Control is what disabled people have been fighting for decades for, and with the introduction of Personal Budgets it seems tantalisingly within reach. While many local authorities are well on the way to rolling out Personal Budgets using social care funding streams, the Government has been looking for Right to Control 'trailblazer sites' to pilot the merging of other funding streams that go into supporting people with disabilities and impairments. These include: Supporting People, Health, Social Care and Access to Work. Disability Cornwall, having previously attended an event in London, was keen for Cornwall to become a trailblazer site, identifying Right to Control as an opportunity for Cornwall to

EVENTS

Lead where it usually follows, implementing a programme of work that would ensure Cornwall got off to the best start with Personalisation and the Choice and Control Agenda.



Despite our efforts at engaging our own local authority with the potential presented by becoming a Right to Control trailblazer, the Directorate of Adult Care and Support is only just getting to grips with implementing Personal Budgets and faces considerable procedural and cultural challenges. At this stage therefore, Right to Control is perhaps a more appropriate programme for those local authorities who are already further along the Personalisation Agenda journey.



While we believe this is a shame for Cornwall, it has to be recognised that this county does not have a good track record when it comes to promoting self-directed support in the form of Direct Payments, and it is vital that all efforts are concentrated on ensuring Personal Budgets are successfully implemented. The merging of funding streams will come to Cornwall

sooner or later and it makes sense to ensure the county is ready for such far-reaching changes to the administration of self-directed support.

Just a short note to say thank you to all at Disability Cornwall for hosting the consultation meeting on the Right to Control. I found the meeting very informative and was pleased to learn about the huge contribution Disability Cornwall makes to the lives of disabled people in the county.

Jonathan Shaw MP

Minister for Disabled People, London

EVENTS

Cornwall Disability Research Network



The Cornwall Disability Research Network (CDRN) is a project that is attracting international attention. This might be the only project *in the world* that is asking questions about disability and rurality. It is certainly the biggest research activity that is being undertaken by a UK User-Led

Organisation. The 5th Cornwall Disability Research Network (CDRN) conference was held at Cornwall College, Pool, in October 2009. The idea behind this event was to examine whether understandings of 'disability' change from place to place.

The programme brought together perspectives from all over the world, including Cornwall, London, Nigeria, Russia, Norway and Mongolia. It was truly an international event!

What we found out was that 'disability' does indeed depend on where you live. In the UK



we are increasingly looking at disability in terms of the Social Model of Disability. This is an idea that was created by disabled peoples' organisations in the 1970s and 1980s, and is now adopted by the UK national government with their ideas of Personalisation, choice,

empowerment and control. There is the idea, within this understanding of disability, that by changing the environment you can reduce, or increase, individual feelings of disability.

This idea is not the dominant idea in other countries around the world, though some countries do adopt this understanding. A presentation about disability in Mongolia forced us to seriously think about what we mean when we are talking about rurality!

PROJECT DEVELOPMENT

Centre for Independent Living

The Centre for Independent Living research was carried out over the year with a focus group to establish the various models that can form a CIL, from virtual and physical networks of individual disabled people or formally constituted groups, to physical buildings or one-stop-shops housing either a number of organisations with shared overheads, or run by one Disabled People's Organisation and networked up to others. What is common to all models is the provision of a range of services designed to maximise the independence, choice and control for disabled people.

From this first stage came the realisation that Disability Cornwall itself, as a pan-disability and user led organisation already hosting a range of projects, including Discover magazine and the DIAL service, was a CIL in embryonic form. With the then potential afforded by the Council's change to unitary status some public buildings may become available for community use, it made sense to build our research on the premise that a feasible CIL model would comprise a physical building housing a wider range of services and organisations, networked up to all stakeholders to ensure as wide a 'reach' as possible, itself always a challenge in Cornwall's unique geography.

With our 'model' in place, a Disability Cornwall CIL Steering Group was established to guide the research through its next stages, including widespread consultation with individual disabled people and the organisations that represent them to assess what was actually wanted and needed within the Centre and to assess attitudes generally towards the initiative.

Workshops were held around the county with individuals across the impairment spectrum, including: sensory impairments, mental health, physical disability and carers. These were based on questionnaires developed and available online via 'Survey Monkey'.

The feedback was largely positive, with many commending the ambition of the vision for a holistic one-stop disability shop for Cornwall. However, one critical theme soon emerged: location, location, location! How could Cornwall possibly hope to serve the needs of

PROJECT DEVELOPMENT



disabled people and carers from one building? Quite apart from the question of the resources required to acquire / adapt and run a building that would essentially need to be the size of County Hall, where in Cornwall would it be to ensure most would be able to access it with ease? After all, no resource aimed in increasing choice and control would really get off the starting block if most people wouldn't physically be able to access it due to the logistics and expense of travelling in Cornwall. And there were other voices too, those that thought Disability Cornwall was effectively embarking on a massive takeover bid of the voluntary sector, swallowing up local groups in the quest for empire!

The answer, finally, came from the Department of Health. Perhaps foreseeing the challenges presented by a recession and increasingly straitened public services; the Department of Health (DH) invited Disability Cornwall to submit a bid to become the hub for a network of user-led organisations (ULO's) in the county. Designed to build capacity at a time when the demands on services were likely to increase, a ULO Network with a hub and spoke approach seemed the most efficient way to maximise the reach of smaller organisations and increase sustainability via shared resources and partnership working. Disability Cornwall, as the lead pan-disability and user led organisation for the county, would be a natural choice to facilitate such a network, particularly as it had recently developed the warehouse backing onto its offices into accessible conference and meeting room facilities – in other words: a mini CIL! (For more information on the ULO Network see our separate entry contained within the Annual Report).

PROJECT DEVELOPMENT

Personalisation Support Services

We are forging ahead with developing support services for those in receipt of the new Personal Budgets following a meeting with DACS to discuss their development in Cornwall. DACS have indicated that they identify Disability Cornwall and Age Concern Cornwall as key partners to pilot support services for the initial roll out of personal budgets (employment advice, payroll, PA Bank, support planning) and peer support.

We are now working on a proposal fleshing out the functions of support and costing them realistically to take account of the investment we already receive from DACS, along with additional capacity we need to fulfil increased expectations. This coming year will form a one-year pilot to assess how effective support services are to both individuals and DACS and to help cost services for full anticipated roll out next year. To that end a **Memorandum of Agreement** has been drawn up clarifying roles and responsibilities on all sides.

Disability Cornwall is encouraged both by this new spirit of partnership and the recognition of our organisation as a prime stakeholder in aiding the successful roll out of Personal Budgets in Cornwall.

Choice and Control Programme Board and Steering Group

A new Choice and Control Programme Board has been established to ensure the 'Putting People First' reforms are successfully implemented. Key stakeholders at a senior level in the local authority and health sector will meet with key partners regularly including ourselves and Age Concern Cornwall to discuss progress and identify areas for specific action. The Board will 'promote required changes in culture and communicate progress...and will ensure national milestones are met'.

PROJECT DEVELOPMENT

To reflect the broadening of a programme initially concerned with the implementation of Personal Budgets, to include the whole Choice and Control Agenda, the Choice and Control Steering Group has been established of which we are a member. The role of this group is to: 'inform, advise, guide and challenge the development of self directed care, to assist the programme achieve its objectives, receiving progress reports against agreed targets for the development of Self Directed Care along with qualitative information about how this makes a difference to people who use services'. Members include representatives from Disability Cornwall, Age Concern Cornwall, carers, individual disabled people, parents and relevant associated professionals. The key to successful implementation of Personalisation is to utilise the skills and experience of service-users themselves. An 'Experts by Experience' programme is also being initiated, with service-users involved with culture change workshops within DACS to ensure the message about what it means to be truly 'person-centred' is successfully delivered.

Partnership with Age Concern Cornwall

Disability Cornwall was awarded two parts of funding from Capacity Builders; an initial grant to look at the benefits of partnership and collaboration to assist our long-term sustainability and identify a suitable partner organisation to take collaboration forward and a second grant of £10,000 to help us explore in greater detail how we could best position ourselves to take advantage of the opportunities presented through increased commissioning of services to avoid the worst challenges of the recession.

We engaged Kevin Brownridge from Perfect Moments Consultancy to help us identify some of the key challenges and opportunities via collaboration, and PR Consultancy MPAD were recruited to assist the organisation with developing a PR strategy. An action plan was drawn up to:

PROJECT DEVELOPMENT

- Review the potential service delivery landscape and analyse possible service delivery models
- Action an internal consultation exercise with trustees, staff and members, regarding the possibilities of establishing a joint company with Age Concern Cornwall
- Explore all of the issues associated with setting up a company in partnership with Age Concern Cornwall
- Develop a PR strategy

A number of meetings were subsequently held between our respective organisations and Perfect Moments Consultancy to identify areas of synergy and explore the way forward. These meetings ran alongside developments within the Council's Directorate of Adult Care and Support to implement the Putting People First Agenda and, more specifically, roll out Personal Budgets in Cornwall. However, what became clear was there were no additional income streams likely to be forthcoming from the development of personalisation services that were significant enough to justify the formation of a separate joint company.

While the decision was made not to set up a separate company, partnership potential and areas of synergy has clearly been identified. A Memorandum of Agreement has therefore been drawn up between the two organisations to allow the joint delivery of projects and services now and in the future. One significant outcome has been the decision to look at aligning our respective telephone advice lines to provide a simple and seamless service for clients who could access either service and be transferred internally between organisations. This will be the subject of a funding application later in 2010.

PROJECTS

Action & Learning Site

To assist with recommendation 4.3 in the 'Life Chances of Disabled People' report, the Department of Health (DH) made a fund available specifically to capacity build user led organisations and Disability Cornwall was recognised as one of the second wave of 13 'Action & Learning Sites'. The objective of this funding was to strengthen area's of User Led Organisations' work detailed in the DH ULO Design Criteria and share the learning with fellow ULO's nationally by way of 'products', usually written reports.



Our Action & Learning Site (ALS) Coordinator, Steve Bird, was recruited on a one year contract and brought together a steering group comprising representatives from the Directorate of Adult Care & Support, Truro & Penwith College and Cornwall's Primary Care Trust, in addition to our DH mentor.

Follows is an overview of Disability Cornwall's programme of work carried out under five of the DH ULO Design Criteria.

Promotes independent living - Key outputs: Presentations were delivered across Cornwall on independent living by the ALS Coordinator and the Independent Living Advisers in the DIAL team. Independent living articles featured strongly in Discover magazine. Comparative surveys were sent to our email based consultative group, the DC100, to assess their awareness of Personal Budgets at the start and end of the project. Most significantly, a formal contract was negotiated with our Local Authority for Disability Cornwall to become a delivery partner for the planned roll out of Personal Budgets next year. **Product: A Guide to Running an Inclusive and Accessible Event**

PROJECTS

Provides support to enable people to exercise choice and control - Key outputs: We intended to strengthen the 'user voice' of the Local Authority's Transitions Board (16-25 yrs), but unfortunately due to demands elsewhere we were unable to follow up our original intentions of facilitating a 'service user' forum. We did secure a meeting with the then new Director of Adult Care & Support, who listened to our concerns and pledged a review and subsequent improvements.

Is accountable to Disability Cornwall's constituents and represents their views at a local level - Key outputs: We invested in our Trustee Board by instigating a skills analysis of all Trustee's, to form subsequent training plans and then carried out specifically identified training throughout the year in partnership with Truro & Penwith College. ***Product report – How to improve the skills of a ULO's Management Board.***

Supports the participation of its constituents in designing, delivering and monitoring Disability Cornwall's services - Key outputs: A consultation model ideally suited for a rural area was developed and tested. Our 'DC100' is an email based consultation group of over 130 individual disabled people and carers who gave their views and experiences by answering easy to use surveys. ***Product report – The DC100.***

Works with commissioners to improve commissioning and procurement

Key outputs: A major refocus of the charity's work and future plans began with an 'Away Day' to revise our mission, aims & objectives involving all trustees and staff. Our Business Plan has been reviewed and updated and we are now in the process of becoming an incorporated charity with a new governing document. We achieved the ILCM level 3 quality standard necessary for us to be able to tender for contracts with Cornwall Council. We were selected as a 'preferred provider' for piloting personalisation support services by the Directorate of Adult Care & Support in partnership with Age Concern Cornwall. A formal contract is now in place and a 3-year Service Level Agreement has been renewed.

Product: A Guide to Commissioning & Procurement for ULO's that details Disability Cornwall's own journey in becoming more 'tender ready'.

PROJECTS

Basis – Equalities Adviser

The Equalities Adviser came into post in August 2009 as part of a Cornwall Infrastructure Partnership Project funded by the Big Lottery, our element of this consortia application is a partnership between Disability Cornwall and Cornwall Racial Equality Council.



The business plan for the project set first year targets for the Equalities Adviser to assist 30 organisations with direct equalities support (i.e. policies, equalities monitoring and impact assessments) and 40 organisations attending presentations about the project. So far we have achieved 22 organisations receiving direct equalities support and 430 organisations attending presentation events.

It has been relatively easy to attract groups to attend seminars, workshops and briefings but much more difficult to engage them in one to one support. Often they feel they do not need it or consider that equalities issues are not relevant to them (particularly the case with smaller community groups).

The Equalities Adviser met with representatives from large grant making organisations, such as the Big Lottery and Comic Relief to press for recognised equality procedures to be a requirement to accessing funding.

In addition, the Equalities Adviser has worked with public sector partners such as Cornwall Council and the local Primary Care Trust, to look at the equality duties that will be required from voluntary and community sector organisations wishing to commission services from Cornwall Council. We have been involved in a number of local and regional workshops including one recently facilitated by the National Adviser for Equalities & Cohesion from the Local Government Improvement & Development Office hosted by Cornwall Council.

PROJECTS

The ULO Network for Cornwall 2010 – Action Plan

We have been selected by the Department of Health (DH) to be the User Led Organisation (ULO) Hub for Cornwall and the Isles of Scilly. This programme of work, running from January to December 2010, will coordinate a ULO network of



organisations and groups across the age and impairment spectrum, including representatives from carer support organisations, to form a representative body. It will incorporate a series of themed forum events aimed at increasing capability and capacity in those who require it, through training, funding advice, Equality & Diversity support, quality standards and workshops.

Network members will benefit from sharing knowledge, experience and expertise, with a collective aim to raise awareness of the opportunities and challenges presented by personalisation, identify gaps in service provision, and promote and explore more joined-up thinking to better serve our respective client groups.

The ULO Network will enable the development of a collaborative social policy vehicle, with key links to local infrastructure such as Cornwall Council and the Voluntary Sector Forum, whom we hope will proactively engage and become accountable to the network, making it a conduit for local policy making. A disability portal for information, support and services will also be created via a new Disability Cornwall website.

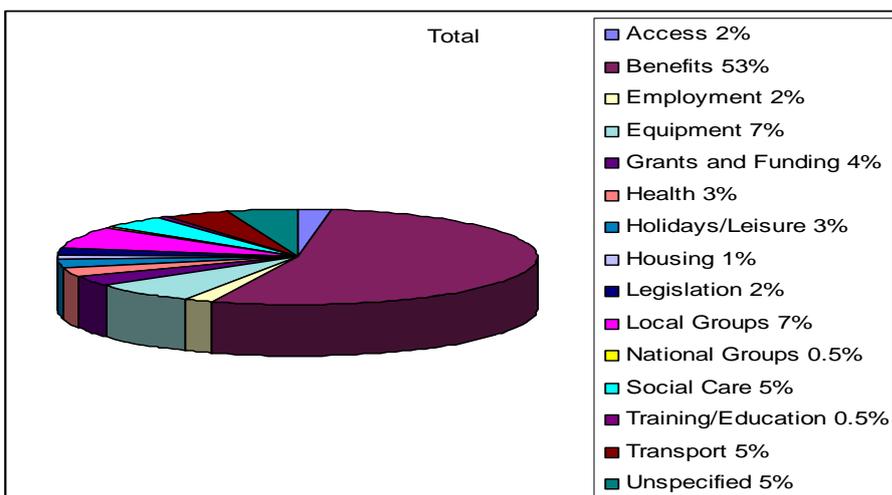
Disabled people's organisations are key to delivering choice and control and promoting independent living and the ULO Network for Cornwall has real potential to empower people to shape their own lives and services, deliver real user involvement individually and strategically, and support the council to deliver key priorities, particularly with regard to the implementation of personal budgets in Cornwall and the Choice and Control Agenda.

SERVICES

Disability Information and Advice Line (DIAL)

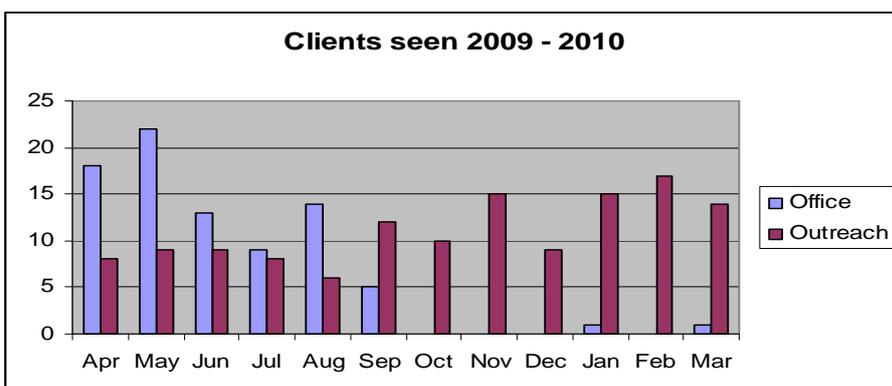


During this financial year, our independent and confidential telephone support service, DIAL, was open from 10am - 3pm five days a week with an answer machine facility available at other times. Staffed by three part-time experienced advisers who assisted with every aspect of independent living including maximizing income, assistance with DLA claims and appealing incorrect decisions, our advisers are trained to provide holistic support on any disability related issue and our enquiries are diverse as categorised below.



2,133 enquiries were received in the following categories:

221 clients were seen both at the office and outreach venues throughout the county for in-depth advice.



SERVICES

The increase in staff capacity by half of one post during this financial year enabled DIAL to re-establish its outreach services and advice sessions were held once a month from Cornwall Council's One Stop Shops in Truro and Helston, and twice a month in Hayle.

Outreach is an invaluable service for DIAL clients who need one to one advice and assistance with benefit forms, there is high demand for this service and appointments are booked at least two months in advance, clients are willing to travel from as far as Saltash & Liskeard to the Truro one-stop-shop.

Some client comments from DIAL's annual service evaluation:

- *I hope DIAL continues - they are able to give information on many confusing aspects regarding benefits.*
- *The person I saw was helpful and easy to talk to, made me feel welcome and even rang after two months to see how things went. I would not have been successful with my appeal if I hadn't spoken to DIAL first.*
- *There's not enough time in the world for me to say thank you, you're a brilliant organisation.*
- *I have been through hell in the last two weeks and wish there were more organisations like yours – you have never let me down, I would like to say a huge big thank you for being there at my time of need.*
- *DIAL is very supportive and has given me confidence to pursue appeals by making me feel valued; their treatment of me has made all the difference in what can seem an extremely difficult time on occasions.*
- *The adviser I saw was brilliant, attentive, kind and thoughtful and couldn't have done more for me, thank you so much.*
- *Excellent service, friendly and non-judgemental, extremely helpful and knowledgeable.*

SERVICES

Developments within Cornwall's Council's Directorate of Adult Care and Support regarding the Personalisation Agenda enabled DIAL to have an integral part in raising awareness about Self Directed Support and Personal Budgets. DIAL took part in several training events locally and nationally for front line staff.

DIAL advisers attended relevant networking events and provided presentations to voluntary, statutory and community groups regarding service provision and entitlement to welfare benefits. This ensures that referral, signposting and partnership working procedures continue to address client need across the age and disability impairment spectrum, this year they have included:

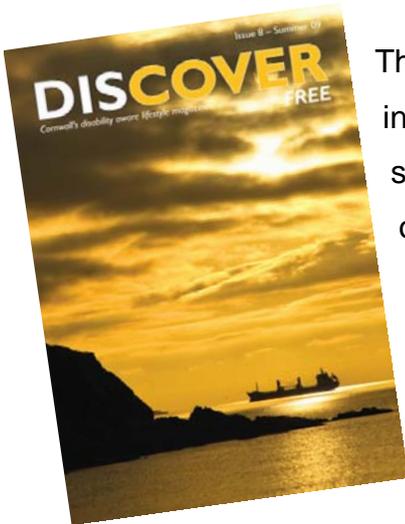
Cornwall Welfare Benefit Network, DACS Individual Budget Conference, Breathe-easy Club, Cornwall People First, Mental Health Mini Summit, Interlink St.Ives, Multi-agency Referral Pilot Project, Mobility Centre Open Day, Choice & Control Birmingham, Echo Centre Individual Budget Pilot Project, Truro DLA Rally, Age & Ambition Conference, LINK event Hall for Cornwall, CAN-DO Launch & AGM, DIAL Presentation to the DACS Access Team, Person Centred Approach, Safe Places and an Advocacy Conference.

DIAL subscribes to Child Poverty Action Group (CPAG), DIAL UK, Disability Alliance and Rights-net which keep advisers updated and aware of changing legislation. The expertise and qualifications of DIAL advisers during this financial year meant the service operated within Community Legal Service (CLS) quality mark guide lines with minimal external welfare benefit training required.

SERVICES

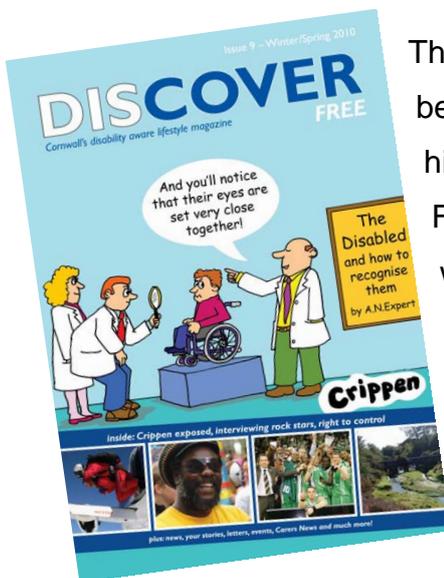
Discover Magazine

Since the first edition in the summer of 2005, Discover magazine has more than doubled in size, this year both editions we produced contained 64 pages. Discover remains the county's only disability lifestyle publication, providing a platform for both individuals and organisations on issues affecting disabled people countywide.



The magazines were disseminated across the county and increasingly further a field, via the charity's membership, GP surgeries, dental practices, hospitals, voluntary and community organisations, adult social care day centres and offices, libraries and a variety of other outlets.

Discover continues to comprise a wealth of information including news, reviews, readers stories, legislative updates, explanations of specific benefits, a directory of health and disability related services and gives local organisations the opportunity to advertise and promote their own services. Reader's letters are published and individuals can have their say regarding inequalities and raise awareness of any particular issue. Statutory and voluntary sector organisations submit updates on services available countywide. In addition, we cover lifestyle pursuits, general interest stories and we user test and endorse accessible places to visit, be it a coastal walk or a leisure centre.



This year we featured disability hate crime and appeals for it to be recognised, not least as a fitting tribute to the nationally highlighted deaths of Fiona Pilkington and her daughter Francesca. Discover also featured domestic violence, both with a fictional story and drawing attention to the first ever national UK study into the needs of disabled women experiencing domestic violence.

SERVICES

Our magazine raises important questions of the society it seeks to serve; when will public transport become truly accessible, will the future social care budget be drastically reduced because of the cost to the country of the Olympic Games and why isn't British Sign Language taught in schools when various foreign languages are? Discover platforms citizens journalism through readers letters, stories and articles and that makes it a unique publication.

This year Discover demonstrated the difference it can make to the subjects it features, no matter how different they may be. More people became involved in college courses training tomorrow's social workers and contacted the founding members of Cornwall Rolling Ramblers who needed extra members to join their fledgling group of powerchair users who want to explore the countryside.

Carers News



We produced two copies of Carers News this year covering a wide range of news, information and human interest stories, including articles on personalisation, stress relief and assistive technology. It has further highlighted how closely linked Carers News and Discover are, what is often relevant and of interest to a disabled



person applies also to a carer. We hope the two can be combined in the near future and that Discover includes a dedicated carers section within it.

SERVICES

Sand Chairs

For the past several years Disability Cornwall has been the recipient of fundraising efforts from small trust funds, most notably the Quinnian Trust, with which to purchase specially designed all terrain wheelchairs, or sand chairs as they have become known. They have enabled people with a wide range of disabilities access some of Cornwall's beaches.



It had always been financially prohibitive for the organisation to insure and maintain these chairs, so a partnership was previously developed with the relevant district and town councils who had the required resources and structure. It soon became necessary to meet other management costs, such as repairs and winter storage, and when the county and district councils merged into a Unitary Authority at the start of this year, it became possible the partnership may become untenable. The way forward was determined when both parties signed an agreement to formally transfer ownership of the chairs to the new Cornwall Council as they could only justify spend on maintaining, hiring, storing and insuring the chairs if they were part of the councils' actual assets.



Disability Cornwall continues to fundraise for sand chairs which we then purchase from the USA and locate on the counties' beaches. Please see the chart on the next page for all current chairs and their locations. 11 of these are now formally owned by Cornwall Council, one is still yet to be placed on its designated beach, the remaining two are owned by Town Councils.

SAND CHAIRS

available for hire in Cornwall



| Place | Location | Hire/Collection Point | Contact |
|--------------------|-----------------------------------|---|---------------------|
| Bude | Summerleaze Beach | Summerleaze Beach Office | 01288 352226 |
| | Crooklets Beach | Summerleaze Beach Office | 01288 352226 |
| Falmouth | Gyllyngvase Beach | Gyllyngvase Beach Café | 01326 312884 |
| Looe | Town Beach | Looe Town Trust Seafront Workshops | 01503 263709 |
| Newquay | Fistral Beach | Fistral Surf Hire Shop | 01637 850584 |
| | Towan Beach | Blue Reef Aquarium | 01637 878134 |
| Polzeath | Polzeath Beach | Anne's Cottage Surf Shop | 01208 262812 |
| Porthtowan | Porthtowan Beach | To be confirmed, call DIAL | 01736 759500 |
| Portreath | Portreath Beach | Surf Lifesaving Club | c/o 01209 616996 |
| St Ives | Carbis Bay & Porthminster Beaches | Please call for details Childs sand chair also available | 01736 334832 |
| St Marys (IOS) | Porthcressa Beach | IOS Town Hall | 01720 422537 |
| St Michael's Mount | Marazion Beach | The Godolphin Arms | 01736 710202 |
| Trevone | Trevone Beach | Trevone Beach Complex | 01841 520275 |

Disability Cornwall
T: 01736 759500
E: info@disabilitycornwall.org.uk

Registered Charity No' 1064350

DisAbility
CORNWALL
 EMPOWER • ASSIST • FACILITATE

SERVICES

Access Audit Advice

Over the last year negotiations have been underway to set up a partnership with Access Solutions, although this contract has not yet been agreed upon. We anticipate this will become a much more important part of our service delivery over the coming year with the introduction of the Equality Act 2010.

1. Access statements given to:

- Bosence Farm Community Ltd
- Gorran Haven Institute
- Liskeard Holiday Complex

2. Initial visits have been made to:

- St Brewards Memorial Hall
- Wadebridge Town Council
- GE Money
- St Issey Village Hall
- Cornwall & IOS Primary Care Trust (dental practices)
- Praa Sands Community Hall
- Tywardreath Village Hall
- Tywardreath Pre-School

3. Basic access advice given to:

- Sennen Village Hall
- Ludgvan Community Hall
- Morvah Schoolhouse
- Torpoint Bowling Club
- Tregadillet Community Hall
- Treknow Village Hall
- St Petroc's Parish Centre

SERVICES

Consultancy

We provide specialist disability advice upon request in a variety of ways and this year's clients were:

➤ **The Sensory Trust**

Based at the Eden project, the Sensory Trust has worked in partnership with us over a number of years in improving access for disabled people to the 'Eden Sessions'. This year we celebrated what has been achieved by making a film of the session featuring The Kooks, available at: www.youtube.com/watch?v=bSXhvn1k7qE

"I wanted to thank you for taking part in the film on Saturday. The Inclusive Eden Sessions has been an amazing project and what we have achieved is outstanding.

I believe by producing this film we will inspire other venues to take on our approach whilst letting people know that everyone is welcome at the Eden Sessions. I'm really grateful to each of you for sharing your side of the story and for all the help given over the years we have been working together. I hope to have the opportunity to work with you again in the future."



Lynsey Robinson, Inclusive Designer, Sensory Trust

➤ **Cornwall Council**

In partnership with Daniel Wood Associates we conducted full equality impact assessments on the Unitary Authority's environment, planning and economy plans.

SERVICES

➤ **Cornwall Council's Directorate of Adult Care & Support**

We recruited four members of Disability Cornwall to be facilitators for cross county meetings where users of specialist disability related equipment provided feedback on their experiences as part of a review for this service.

➤ **Royal Cornwall Hospitals Trust**

Feedback to their proposals for collecting people's personal data upon admission into hospital.

➤ **Heartlands Economic Development Service**

This is the fourth year we have provided a panel of disabled people to provide feedback and suggestions to the plans and ideas for this important part of the regeneration of the Camborne, Pool & Redruth area.

“Heartlands have worked with Disability Cornwall to ensure Heartlands becomes an inclusive high quality visitor attraction with equality for all. Our consultation period with Disability Cornwall members began prior to architects starting their design work by establishing the priorities of what was needed, with further workshops to ensure inclusive access. More recently a consultation took place with Disability Cornwall for Heartlands architects to ensure the heritage centre building will be fully accessible including car parking issues. We are delighted the Disability Cornwall consultation panel is keen to remain involved in the project as the architects would like to continue working with the group to ensure the buildings are designed to be accessible to all. The next building we are keen to look at is the restaurant and consult with Disability Cornwall on their recommendations of furniture to purchase.”

Kirsty Davies, Community

Project Manager, Heartlands

SERVICES

➤ **National Skills Academy for Social Care**

We promoted and helped to organise a significant day of consultation involving approximately 40 disabled people and their personal assistants, which formed part of a major national review into Direct Payments and the many and complex issues that surround disabled people recruiting and employing personal assistants.

“Disability Cornwall was indispensable in the National Skills Academy for Social Care’s recent research project looking at how the switch to personalisation is likely to affect micro-employers and Personal Assistants in Cornwall and the South West. From help in lining up the venue and organising our focus groups to making sure everything went well on the day, they continue to show why they are one of the best and most effective user-led organisations in the UK.”

Thomas Yocum, Communications and Engagement Manager

National Skills Academy for Social Care

➤ **Newquay Cornwall Airport**

We won a tender at the very end of this year to provide equality impact assessments on the airport’s services.

➤ **Cornwall Council**

We mailed out a consultation paper to our members this year, regarding housing issues faced by disabled people in our county.

“We have had 74 responses to the survey that you sent out, which is a really great response. Thanks for your help with this.”

**Ashleigh Coleman, Cornwall Homelessness Coordinator for the Housing Service,
Cornwall Council**

Associate Members of Disability Cornwall

Action For Blind People SW Team
Age Concern Cornwall & Isles Of Scilly
ARCO2 Architecture Ltd
Arthritis Care
Assoc. for Spina Bifida & Hydrocephalus
BF Adventure
Care & Services Improvement Partnership
Carrick Housing
Community Energy Plus
Conroys
Cornwall Blind Association
Cornwall College St Austell
Cornwall County Football Association
Cornwall Deaf Association
Cornwall Disabled Association
Cornwall Mobility Centre
Cornwall Neighbourhoods for Change
Cornwall People First
Cornwall Rural Community Council
Cornwall Supporting People Team
Cornwall Sustainable Tourism Project (CoaST)
Daniel Wood Associates
Design Time Kitchen Studio
Diocese of Truro
Eden Project
ENABLE in Cornwall LTD
Face 2 Face
Follet Stock Solicitors
Heartlands Project
HSC Mobility
Leonard Cheshire Foundation
Looe Town Council - Tourist Information Centre
MESH (Cornwall)

ASSOCIATE MEMBERS OF DISABILITY CORNWALL

MS Society (Helston & Lizard)

MS Society South Cornwall Branch

Nancealverne School

National Osteoporosis Society (Cornwall & IOS)

Neurological Physiotherapy Practice

Patient Advice and Liaison Service

Penwith Respite Care Ltd

Port Eliot Estate

Possum

Prospects for People with Learning Disabilities

RNID

Sensory Trust

Shallal

Social Services Carers Department

South West Foundation

Special Parenting Service

Swallowcourt Group Ltd

The National Trust

The Stroke Association

Tremorvah Industries

Truro & Penwith College

University College Falmouth

Vitalise

Volunteer Cornwall

Wiltshire Farm Foods

Women's Rape & Sexual Abuse Centre

Plans for the Year Ahead

2009-2010

The year ahead promises opportunity and challenge in equal measure for Disability Cornwall and the disabled people's movement, as the transformation programme of public sector services (social care) is finally implemented in Cornwall.

Opportunity, because the roll-out of self-directed support will bring unparalleled changes in the choice, control and independence of disabled people as we take the reins of our own support options and exercise our rights to decide what outcomes we want to achieve as individuals, rather than passive recipients of care. Opportunities for the organisation as Disability Cornwall is finally recognised as a powerful force in facilitating the necessary culture change to ensure the transformation agenda is successfully implemented.

Opportunity as we develop support services, such as payroll, employer support and budget-management, to ensure disabled people have access to quality support services from a pan-disability and user-led organisation. The success of these services will be critical in ensuring the long term sustainability of front-line services, such as DIAL, as we increasingly move from grant funding to more competitive, contract-based arrangements.

Challenges? The legal framework underpinning the whole transformation agenda has effectively catapulted user-led organisations from virtual obscurity into the public eye over a very short period of time. Yet, with the consequent increase in pressure on staff and resources as we are called to the table as equal partners in this massive and far-reaching programme of change, the capacity needs of already overstretched organisations like ours have yet to be adequately addressed. It is an irony that while funding and partnership opportunities to help implement new policy and legislation currently abound, many of us will struggle to balance our need to engage with these opportunities, with the duty to deliver vital, existing projects and services - that also, in their own ways, increase choice and control for disabled people.

ULO Hub

As the lead pan-disability and user-led organisation for Cornwall, we are proud to be implementing a programme of work this year which should see the long overdue development of a coordinated disability movement for the county. Our role with the ULO Network is to act as hub for a number of impairment-specific organisations, facilitating Disability Cornwall Trustees' report for the year ended 31 March 2010

opportunities to come together, learn more about the opportunities and challenges presented by personalisation, identify strategies for ensuring our collective sustainability and develop a strategic 'voice' for the disabled people's movement in Cornwall.

User-led organisations have always been identified as essential to support the implementation of the personalisation agenda, but a changing funding landscape may put us into direct competition with one another locally. However, a strong network, built on trust and with partnership working at its core, can help overcome some of the challenges that will inevitably arrive from outside the county, not to mention the private sector, ensuring support services for disabled people are provided by organisations with disabled people themselves at the heart of the decision-making processes that affect them, our own ULO's.

DC100

The DC100 is an exciting and innovative tool for engaging the views of disabled people on issues of concern. Our group of 100 disabled people, available by email to fill in surveys and influence positive change is a user-friendly and accessible way of ensuring disabled people have access to decision-making tools that can really make a difference. Social policy mechanisms are vital elements of any ULO and we hope to utilise the DC100 to its fullest potential and in conjunction with the activities of the ULO Network to ensure Cornwall finally has an effective tool for ensuring issues that affect the independence, choice and control of disabled people are addressed proactively and permanently.

New Staff

With so much rapid development taking place within the organisation, and despite concerns about sustainable funding for our expansion, new staff will be vital if we are to have any chance at all at fulfilling our potential. We need additional back office support in the form of administration and finance staff, as well as capacity to develop our self-directed support services. With so much changing at a strategic level too, along with almost limitless partnership opportunities, extra support with maintaining and developing strategic liaisons is also a necessity.

With high expectation from our local authority in terms of our feeding into the implementation of self directed support by way of workshops and training, as well as a presence on the Choice and Control Programme Board and Steering Group, we will struggle significantly to fully engage without sufficient staff members on board. And we
Disability Cornwall Trustees' report for the year ended 31 March 2010

mustn't forget the all-important front-line, DIAL, which has taken on a dual duty to provide its existing advice services as well as engaging with the programme of culture change taking place within social care. With anticipated cuts in public sector budgets looming, DIAL will be the support service of choice for those whose needs are most critical. As enquiries become evermore complex and immediate, it is vital that capacity continues to be built here to ensure these increasing needs can be met.

Discover Magazine

Our successful and very highly regarded magazine, Discover, is our next key target for development. Alongside DIAL, Discover is the project that most people outside the organisation see, hear and touch, so it holds a special place in the hearts and minds of disabled people and staff members.

Discover however, is in danger of becoming a victim of its own success and the in-house production of ever-expanding issues has its price to pay in terms of staff time and costs. This year will see the beginning of some focused efforts at shaping a strategy to ensure Discover's long-term sustainability and to develop a training programme that will have disabled people placed firmly at its core, leading, writing and shaping the magazine to bigger and better things.

New Government

As we go to print (March 31st), the nation is gearing up for a bloody battle at the polls, with parties on all sides in with a fighting chance but the two main parties, Labour and Conservative, seemingly polarised in terms of their strategies for addressing the public sector deficit: Labour says we should spend our way out of recession, the Tories say cut public spending. We feel, as do many in the sector, like piggy in the middle, hoping that whoever 'wins' recognises the value of the ULO in ensuring disabled people continue to make progress towards inclusion as full and active citizens in their communities. While the personalisation agenda has always carried the ominous sub-text 'more for less', as society ages and the bill for health and care support services gets higher, it is now more vital than ever that ULO's across the country join together to ensure any measures aimed at addressing the deficit do not have a disproportionate and negative effect on disabled people, carers and their families.

Furthermore, we need to argue that it makes sound economic sense to invest in preventative support services in order to save on critical and often 'too little too late' crisis interventions further down the line. Let us hope whatever the outcome at the polls, we are not forced to make that case.

Grant making policy

When funding is received which the charity is unable to use itself then it is passed to another suitable organisation to use for the purpose it was intended.

Investment policy

The trustees have considered the most appropriate policy for investing funds and find that the current arrangements with the short term bank deposits meet the requirement to generate a return on capital whilst maintaining access to funds for operational purposes.

Reserves policy

In order that the charity can meet its objectives for disabled people in Cornwall, the trustees have considered its resources and commitments. The charity is reliant on grant funding and the trustees consider that unrestricted reserves should be maintained to cover approximately 3 months of the expected core running costs and have designated £22,500 of unrestricted funds for this purpose.

Risk review

The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to minimise or mitigate these. The trustees will continue to review potential risks on a regular basis and will take further action to minimise or mitigate these risks as required.

Statement of Trustees' responsibilities

The trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the charity and of the financial activities for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with Charities Act. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charity and to prevent and detect fraud and other irregularities.

Statement of disclosure to independent examiner

So far as the trustees are aware, there is no relevant audit information of which the charity's independent examiner is unaware. Additionally the trustees have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant information and to establish that the charity's independent examiner is aware of that information.

By order of the trustees

Units 1G & 1H
Guildford Road Industrial Estate
HAYLE
Cornwall
TR27 4QZ

Trustee

Independent examiner's report to the trustees of Disability Cornwall

I report on the financial statements of the charity for the year ended 31 March 2010, which are set out on pages 53-64.

Respective responsibilities of trustees and examiner

As the charity's trustees you are responsible for the preparation of the financial statements; you consider that the audit requirement of section 43(2) of the Charities Act 1993 (the Act) does not apply. It is my responsibility to state, on the basis of procedures specified in the General Directions given by the Charity Commissioners under section 43(7)(b) of the Act, whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the Charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the financial statements.

Independent examiner's report to the trustees of Disability Cornwall (continued)

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements
 - to keep accounting records in accordance with section 41 of the Act; and
 - to prepare financial statements which accord with the accounting records and to comply with the accounting requirements of the Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Chartered Accountant

Peat House
Newham Road
TRURO
TR1 2DP

Statement of financial activities
For the year ended 31 March 2010

| | Notes | Restricted funds £ | Unrestricted funds £ | Total 2010 £ | Total 2009 £ |
|--|-------|--------------------------|----------------------------|--------------------|--------------------|
| Incoming resources | | | | | |
| <i>Incoming resources from generated funds</i> | | | | | |
| Voluntary income | 2 | - | 2,118 | 2,118 | 2,745 |
| Activities for generating funds | 3 | 7,491 | 1,038 | 8,529 | 6,586 |
| Investment income | 4 | - | 324 | 324 | 2,756 |
| <i>Incoming resources from charitable activities:</i> | | | | | |
| Charitable activities | 5 | 233,801 | 37,136 | 270,937 | 224,096 |
| Total incoming resources | | 241,292 | 40,616 | 281,908 | 236,183 |
| Resources expended | | | | | |
| <i>Charitable activities</i> | | | | | |
| | 6 | (233,504) | (26,806) | (260,310) | (187,736) |
| <i>Governance costs</i> | | | | | |
| | 7 | (2,915) | (166) | (3,081) | (2,350) |
| Total resources expended | | (236,419) | (26,972) | (263,391) | (190,086) |
| Net incoming resources for the year | | | | | |
| | | 4,873 | 13,644 | 18,517 | 46,097 |
| Transfers between funds | | 1,353 | (1,353) | - | - |
| Net movement in funds | | 6,226 | 12,291 | 18,517 | 46,097 |
| Fund balances brought forward | | 84,653 | 31,489 | 116,142 | 70,045 |
| Fund balances carried forward | | 90,879 | 43,780 | 134,659 | 116,142 |

The charity has no recognised gains or losses in the years to 31 March 2010 or 2009 other than those passing through the statement of financial activities.

There were no acquisitions or discontinued operations within the charity during the years to 31 March 2010 or 2009.

Balance sheet
As at 31 March 2010

| | Notes | £ | 2010 £ | £ | 2009 £ |
|---|-------|-----------------|----------------|---------|-----------|
| Fixed assets | | | | | |
| Tangible assets | 12 | | 45,161 | | 6,653 |
| Current assets | | | | | |
| Debtors | 13 | 4,166 | | 6,799 | |
| Cash at bank and in hand | | 112,203 | | 106,649 | |
| | | | | | |
| | | | 116,369 | 113,448 | |
| Creditors: amounts falling due within one year | 14 | (26,871) | | (3,959) | |
| Net current assets | | | 89,498 | | 109,489 |
| Net assets | | | 134,659 | | 116,142 |
| Funds | | | | | |
| Restricted funds | 15 | | 90,879 | | 84,653 |
| Unrestricted general funds | 16 | 21,280 | | 8,989 | |
| Unrestricted designated funds | 16 | 22,500 | | 22,500 | |
| | | | | | |
| | | | 43,780 | | 31,489 |
| | 17 | | 134,659 | | 116,142 |

These financial statements were approved by the trustees on and were signed on its behalf by:

Trustee

Notes
(forming part of the financial statements)

1. Accounting policies

The financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards and the Statement of Recommended Practice, Accounting and Reporting by Charities (SORP 2005) issued in March 2005.

1.1. Cash flow statement

Under Financial Reporting Standard 1, the charity is exempt from the requirement to prepare a cash flow statement on the grounds of its size.

1.2. Fixed assets and depreciation

Depreciation is provided on fixed assets to write off the cost less the estimated residual value of the assets by equal instalments over their estimated useful economic lives as follows:

| | |
|------------------------|------------------------------|
| Leasehold improvements | Over the period of the lease |
| Equipment | 25-33% per annum |

1.3. Grants receivable

Incoming resources from grants are recognised in the Statement of Financial Activities when they are receivable. Grants are deferred where they relate to a specific future period.

1.4. Voluntary income

Voluntary income received by way of donations and legacies to the charity is included in the Statement of Financial Activities when there is certainty of receipt and the amount can be measured with sufficient reliability. Intangible income is not included unless it represents goods or services which would have otherwise been purchased.

Legacies are recognised in the financial statements in the period to which the charity becomes entitled to the income, unless it is incapable of financial measurement.

Notes
(forming part of the financial statements)

1.5. Value added tax

Value added tax is not recoverable by the charity and as such is included in the relevant costs in these financial statements.

1.6. Resources expended

Certain expenditure is directly attributable to specific activities, other shared costs are apportioned on a fair basis, between cost centres based on the level of activity by each cost centre of the services provided. Governance costs include the cost of accountancy fees.

Grants payable are charged in the period when the offer is conveyed to the recipient except in those cases where the offer is conditional, such grants being recognised as expenditure when the conditions attaching are fulfilled. Grants offered subject to conditions, which have not been met at the period end, are noted as a commitment, but not accrued as expenditure.

1.7. Funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets the criteria is identified to the fund, together with a fair allocation of overheads and support costs.

Unrestricted funds are donations and other incoming resources received or generated for any of the charitable objects. Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

2. Voluntary income

| | Restricted £ | Unrestricted £ | 2010 £ | 2009 £ |
|-----------|-----------------|-------------------|--------------|-----------|
| Donations | - | 2,118 | 2,118 | 572 |
| Legacies | - | - | - | 2,173 |
| | _____ | _____ | _____ | _____ |
| | - | 2,118 | 2,118 | 2,745 |
| | ===== | ===== | ===== | ===== |

Notes
(forming part of the financial statements)

3. Activities for generating funds

| | 2010 | 2009 |
|------------------|--------------|-------------|
| | £ | £ |
| Fundraising | 2,269 | 7 |
| Advertising fees | 6,135 | 4,915 |
| Training | - | 1,593 |
| Photocopying | 125 | 71 |
| | <hr/> | <hr/> |
| | 8,529 | 6,586 |
| | <hr/> <hr/> | <hr/> <hr/> |

4. Investment income

| | 2010 | 2009 |
|--------------------------|-------------|-------------|
| | £ | £ |
| Bank interest receivable | 324 | 2,756 |
| | <hr/> <hr/> | <hr/> <hr/> |

Notes

*(forming part of the financial statements)***5. Incoming resources from charitable activities**

| | Restricted funds £ | Unrestricted funds £ | Total 2010 £ | Total 2009 £ |
|---|--------------------------|----------------------------|-----------------------------|--------------------|
| Membership fees | - | 1,248 | 1,248 | 1,974 |
| Consultancy | - | 6,328 | 6,328 | 2,880 |
| Equality 2025 | - | - | - | 2,677 |
| Mystery Shopper | - | - | - | 450 |
| Discover sponsorship | - | - | - | 3,595 |
| <i>Grants:</i> | | | | |
| Dept Adult Social Care - Discover Magazine | 8,865 | - | 8,865 | 8,692 |
| Dept Adult Social Care - Dial | 35,088 | - | 35,088 | 34,400 |
| Dept Adult Social Care – Core Funding | - | 29,560 | 29,560 | 20,980 |
| Dept Adult Social Care – Management | - | - | - | 8,000 |
| Dept Adult Social Care – Carers News | 12,500 | - | 12,500 | 8,970 |
| Dept Adult Social Care – SLA(2) CIL | 50,000 | - | 50,000 | 25,000 |
| Comic Relief | 35,000 | - | 35,000 | 30,000 |
| Community Foundation Sandchairs | 500 | - | 500 | 1,930 |
| Duchy Health Charity | - | - | - | 6,667 |
| Dept of Health ALS | - | - | - | 50,000 |
| Quinnian Trust | - | - | - | 2,881 |
| Lloyds TSB Foundation | 10,000 | - | 10,000 | 15,000 |
| Clare Milne Trust | 10,000 | - | 10,000 | - |
| Dept of Health ULO Hub | 10,000 | - | 10,000 | - |
| Capacity Builders Basis | 39,380 22,468 | - - | 39,380 22,468 | - - |
| | <hr/> | <hr/> | <hr/> | <hr/> |
| | 233,801 | 37,136 | 270,937 | 224,096 |
| | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> |

Notes
(forming part of the financial statements)

6. Cost of charitable activities

| | 2010 | 2009 |
|--------------------------------|----------------|-------------|
| | £ | £ |
| Consultancy costs | 4,597 | 1,180 |
| Discover magazine | 13,280 | 20,902 |
| Carers News print costs | 6,008 | 9,316 |
| Promotion and public relations | 90 | 584 |
| Equipment | 526 | - |
| IT maintenance | 914 | 568 |
| Insurance | 2,291 | 2,118 |
| Legal and professional fees | 5,999 | 1,291 |
| Management committee expenses | 2,417 | 2,315 |
| Meetings | 366 | 192 |
| Post and stationery | 2,278 | 3,555 |
| Rent and office maintenance | 17,451 | 13,114 |
| Salaries | 163,797 | 103,539 |
| Bookkeeping salaries | 5,867 | 5,135 |
| Supervision salaries | - | 1,381 |
| Administration salaries | 6,365 | - |
| Staff Travel | 1,437 | 2,808 |
| Staff Training and recruitment | 723 | 1,546 |
| Subscriptions | 1,352 | 1,341 |
| Telephone | 2,523 | 2,690 |
| Interpreters | - | 858 |
| Volunteers Expenses | 820 | 1,664 |
| Bank Charges | 164 | 78 |
| Sundries | 1,260 | 488 |
| Depreciation | 1,779 | 9,120 |
| Disposal of equipment | 9,441 | 1,953 |
| Development costs | 8,565 | - |
| | <hr/> | <hr/> |
| | 260,310 | 187,736 |
| | <hr/> <hr/> | <hr/> <hr/> |

Notes
(forming part of the financial statements)

7 Governance costs

| | 2010 | 2009 |
|----------------------------------|--------------|-------------|
| | £ | £ |
| Audit - current year | - | 2,350 |
| Audit – under accrual prior year | 165 | - |
| Independent examiner's fee | 1,763 | - |
| Professional fees | 1,153 | - |
| | <hr/> | <hr/> |
| | 3,081 | 2,350 |
| | <hr/> <hr/> | <hr/> <hr/> |

8 Total resources expended

| | 2010 | 2009 |
|----------------------------------|-------------|-------|
| | £ | £ |
| <i>Is stated after charging:</i> | | |
| Audit fees | - | 2,350 |
| Other fees paid to auditors | - | 1,291 |
| | <hr/> | <hr/> |

9 Staff costs and numbers

| | 2010 | 2009 |
|-------------------------------------|----------------|-------------|
| | £ | £ |
| <i>Staff costs were as follows:</i> | | |
| Salaries | 162,674 | 101,353 |
| Social security costs | 13,355 | 8,702 |
| | <hr/> | <hr/> |
| | 176,029 | 110,055 |
| | <hr/> <hr/> | <hr/> <hr/> |

No employee received emoluments of more than £60,000.

Notes
(forming part of the financial statements)

9 Staff costs and numbers (continued)

The average number of employees during the year, calculated on the basis of full time equivalents, was as follows:

| | 2010 | 2009 |
|-----------------------|-------------|------|
| | No | No |
| Charitable activities | 8 | 5 |

10 Trustees' remuneration

No remuneration was paid to the trustees in either 2010 or 2009. Expenses totalling £325 (2009: £650) were reimbursed to 8 (2009: 8) trustees.

11 Taxation

The charity is exempt from corporation tax due to its charitable status.

12 Tangible fixed assets

| | Leasehold improvements | Equipment | Total |
|-------------------------|-----------------------------------|------------------|---------------|
| | £ | £ | £ |
| Cost | | | |
| At 1 April 2009 | - | 55,851 | 55,851 |
| Additions | 44,928 | 4,800 | 49,728 |
| Disposals | - | (37,545) | (37,545) |
| | <hr/> | <hr/> | <hr/> |
| At 31 March 2010 | 44,928 | 23,106 | 68,034 |
| | <hr/> | <hr/> | <hr/> |
| Depreciation | | | |
| At 1 April 2009 | - | 49,198 | 49,198 |
| Charge for the year | - | 1,779 | 1,779 |
| On disposals | - | (28,104) | (28,104) |
| | <hr/> | <hr/> | <hr/> |
| At 31 March 2010 | - | 22,873 | 22,873 |
| | <hr/> | <hr/> | <hr/> |
| Net book value | | | |
| At 31 March 2010 | 44,928 | 233 | 45,161 |
| | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> |
| At 31 March 2009 | - | 6,653 | 6,653 |
| | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> |

Notes
(forming part of the financial statements)

13 Debtors

| | 2010 | 2009 |
|---------------|--------------|-------|
| | £ | £ |
| Other debtors | 2,290 | 4,242 |
| Prepayments | 1,876 | 2,557 |
| | 4,166 | 6,799 |

14 Creditors: amounts falling due within one year

| | 2010 | 2009 |
|-----------------|---------------|-------|
| | £ | £ |
| Other creditors | 24,521 | 1,019 |
| Accruals | 2,350 | 2,940 |
| | 26,871 | 3,959 |

15 Restricted funds

| | At 31 March 2009 | Incoming resources | Resources expended | Transfers | At 31 March 2010 |
|------------------------|------------------------|-----------------------|-----------------------|--------------|------------------------|
| | £ | £ | £ | £ | £ |
| Comic Relief | - | 35,000 | (32,113) | - | 2,887 |
| DASC – SLA(2) | 23,158 | 50,345 | (61,117) | (11,113) | 1,273 |
| Sandchairs Fund | 5,178 | 500 | (5,016) | - | 662 |
| Sandchairs | 4,642 | - | (4,642) | - | - |
| Lloyds TSB | - | 10,014 | (8,600) | - | 1,414 |
| Dial | 2,211 | 35,364 | (38,928) | 1,353 | - |
| Discover magazine | - | 14,900 | (7,260) | - | 7,640 |
| Dept of Health ALS | 49,464 | 592 | (44,938) | (5,000) | 118 |
| DASC Carers News | - | 12,600 | (6,403) | - | 6,197 |
| Dept of Health ULO Hub | - | 10,000 | - | - | 10,000 |
| Capacity Builders | - | 39,380 | (10,565) | (28,815) | - |
| Clare Milne Trust | - | 10,000 | - | - | 10,000 |
| Basis | - | 22,597 | (16,837) | - | 5,760 |
| Development project | - | - | - | 44,928 | 44,928 |
| | 84,653 | 241,292 | (236,419) | 1,353 | 90,879 |

Notes
(forming part of the financial statements)

15 Restricted funds (continued)

Purposes of restricted funds

| | |
|------------------------------|--|
| Comic Relief | Funds the Executive Director post. |
| DASC – SLA(2) | To research and develop a Centre for Independent Living, establish a partnership board for physical disability and sensory impairment and assist with personalisation agendas. |
| Sandchairs Fund | To purchase Sandchairs for Cornish beaches (specially made all terrain lightweight wheelchairs). Supported in the year by Cornwall Community Foundation. |
| Sandchairs | Represents the value of sandchairs purchased less depreciation. Cornwall Council has now taken over responsibility for them. |
| Lloyds TSB | Towards DIAL service, Discover Magazine and running costs. |
| Dial | Disability Information and Advice Line, employment of Welfare Rights Workers, support of work placements and Outreach projects. |
| Discover magazine | To fund the disability lifestyle publication. |
| Dept of Health ALS | Action and Learning Site to promote independent living. |
| DASC Carers News | To specifically cover production and print costs of the Carers News publication. |
| Dept of Health ULO Hub | To provide funds towards creation of a User Led Organisation hub to support roll out of Right to Control. |
| Capacity Builders | To fund development of the organisation and provide personalisation support services. |
| Clare Milne Basis | To part fund the administrators salary. Part of a joint project to deliver an Equalities Adviser and advise on disability issues. |
| Development project | This fund represents the cost of the “warehouse centre” project less depreciation. |

Notes
(forming part of the financial statements)

16 Unrestricted funds

| | At 31 March 2009 £ | Incoming resources £ | Resources expended £ | Transfers £ | At 31 March 2010 £ |
|--------------------------|-----------------------------|----------------------------|----------------------------|----------------|-----------------------------|
| General funds | 8,989 | 40,616 | (26,972) | (1,353) | 21,280 |
| <i>Designated funds:</i> | | | | | |
| Running costs reserve | 22,500 | - | - | - | 22,500 |
| | <u>31,489</u> | <u>40,616</u> | <u>(26,972)</u> | <u>(1,353)</u> | <u>43,780</u> |

The running costs reserve represents 3 months core costs should all funding cease.

17 Analysis of net assets between funds

| | Restricted funds £ | Unrestricted funds £ | Total £ |
|-----------------------|--------------------------|----------------------------|-----------------------|
| Tangible fixed assets | 45,161 | - | 45,161 |
| Net current assets | 45,718 | 43,780 | 89,498 |
| | <u>90,879</u> | <u>43,780</u> | <u>134,659</u> |

18 Financial commitments

At 31 March 2010, annual commitments under non-cancellable operating leases were as follows:

| | 2010 £ | 2009 £ |
|---------------------------------------|----------------------|--------------|
| Land and buildings | | |
| <i>Operating leases which expire:</i> | | |
| Within one year | - | 4,148 |
| Between two and five years | 13,500 | - |
| | <u>13,500</u> | <u>4,148</u> |

Thank you's

The Trustees and staff express their gratitude for all the assistance and encouragement they have received from various stakeholders and most importantly our funders. Without their support we could not have delivered the various activities as set out in this report.

- ❖ Basis Project (Firm Foundations)
- ❖ Capacity Builders
- ❖ Clare Milne
- ❖ Comic Relief
- ❖ Cornwall Community Foundation
- ❖ Cornwall Council (Directorate of Adult Care & Support)
- ❖ Department of Health
- ❖ Lloyds TSB

And a special thank you to the following who have worked closely with us this year

- ❖ Access Solutions
- ❖ Daniel Wood Associates
- ❖ Truro & Penwith College
- ❖ Age Concern Cornwall & IOS

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