

Ideal for All

Promoting Inclusion



Positive

Inclusion



Inspiration

Diversity

Choice

Independent



Inclusion

Empowerment

Ability

Unity

Change



Control

Strength

Respect

Annual Report 2015/2016

Our Vision, Objectives & Activities

To **empower and enable** disabled and disadvantaged people and their families, carers, support workers and local communities, regardless of age, or background to fulfill their potential as **active citizens** and fully participate in society and the neighbourhoods in which they live.



Contents

Our Vision	2
Contents	3
Chairperson's Foreword	4
Chief Executive Officer Comments	5
Employment & Skills Development Service	6
Engagement & Enablement Services	7
Growing Opportunities	8
Information & Advice Service	9
Occupational Therapy Service	10
Drop in Duty Equipment Service	11
Self-Directed Support Service (Direct Payments)	12
Social Events Group	13
Financial Accounts	14
Board Members & Advisors 2015/2016	15
Acknowledgements	16

Chairperson's Foreword



As chair of Ideal for All I am pleased to present our 2015/2016 annual report.

The start of the year (April 2015) saw part of our staff team return to the Independent Living Centre (ILC) and due to new ILC lease arrangements we took leasehold office space at Hawthorns House. We have learnt to deliver operations effectively and efficiently from different office sites

Demand for our services continue to grow, following service user consultation and engagement we have integrated our Growing Opportunities and Employment & Skills services to attract new opportunities and funding. This has seen successful outcomes for a number of project applications commencing post April 2016.

Growth of our Direct Payment support continues with new contracts secured during the year. Our new business plan has supported the charity to focus on a clear direction of travel and we have seen many of our plans being implemented successfully.

Development funding has been secured to expend in 2016/2017 which is supporting a review of business development, a new customer management system and development of a new website.

Unfortunately we were notified in March 2016 that our Independent Living Service Contract delivering services to disabled people in Sandwell will be terminated in September 2016. Sandwell council have undertaken a review and have extended the contract until March 2017 after which Ideal for All will cease to deliver the whole contract.

I am pleased to report that we are showing a small surplus this year in terms of income over expenditure, this is due to sourcing opportunities and controlling costs.

In total across all our services and projects we have supported more than 15000 interventions by providing information, guidance and access to a range of independent living activities and services including supporting people to gain employment or/and development of new skills and training.

Our volunteers continue to support our charitable activities and I would like to take this opportunity to say "Thank You" without their support we would not be able to support the number of individuals we do.

There are still inherent uncertainties in particular to discontinuation of Independent living services and the national and local cuts in social care funding. Staff continue to work in this challenging environment by responding to developments and ensuring that our service users can access services promptly.

My sincere thanks to all staff, trustees and volunteers for their ongoing dedication and commitment to Ideal for All's work.

Carol Goff
Chair



Chief Executive Officer Comments

It only seems like yesterday that I was writing my summary of the year 2014/2015, the year has flown by!

I am pleased to report that Ideal for All has continued to make progress in the delivery of services locally and nationally.

We continue to develop and source opportunities and have secured development funding in 2015/2016 (to spend in 2016/2017) through Big Lottery's Local Sustainability Fund and Lloyds foundation to support the charity's review of activities and on-going development of service delivery that meets our beneficiaries needs.

Implementing the actions formulated from our Business Plan we are reviewing marketing and how to show case the difference we make to our service users. Funding has been secured to develop a new customer relationship management system and a new website.

We have embraced the change of working from multiple sites and staff have settled into Hawthorn House and allocated offices at the Independent Living Centre (ILC).

I am pleased to report that contract growth of our Direct Payment service provision continues. In this year we have secured a framework contract and preferred provider status with Birmingham City Council and York City Council respectively.

Integration of our Employment and Skills and Growing Opportunities services has proven to be a successful strategy and has enabled vital funding to be secured to support the sustainability of these valuable projects.

The year has not been without its challenges as mentioned by Carol we have been advised that the Independent Living Service Contract will be terminated in March 2017. This has come as a disappointment to staff and members. We will be working with the council on an exit strategy and staff are actively seeking alternative resources to continue as much service provision as possible.

On a positive note Sandwell council have offered an annual grant to continue to support young disabled peoples' peer support provision.

I am pleased to inform you that we have made a small surplus this financial year which will support the charity's reserves position as we have invested substantial reserves in previous years'. Ideal for All continues to hold ISO 9001 and Matrix accreditation and all external audits have been successful.

We would not be able to carry out our activities without the dedicated support of our volunteers, trustees and staff. My sincere thanks to you all!

Khatija Patal
Chief Executive Officer



Employment & Skills Development Service

The Employment and Skills Service provides a client centred support service by enabling individuals to develop their skills and confidence in order to move closer to finding employment. We offer support to individuals at our weekly job clubs and provide work experience through volunteering. We also offer bespoke training and work in partnership with other training providers to ensure people can access accredited qualifications.

Working with our Growing Opportunities service we secured City Deal funding to support individuals in Tipton to become economically active. This saw us setting up an office base at Burberry Court Tipton successfully enabling local community access and engagement.

Working with Job Centres across the borough meant our team were at hand to support with information, advice and guidance to those in receipt of health related benefits. Supporting them to access appropriate services to improve health & wellbeing.

Charitable trust funding supported the purchase of assisted technology software and equipment to enable inclusive access to our IT room.

We continued to deliver welfare rights advice and supported individuals to claim more than **£169,500** of entitled funding.

We supported **11** people into employment and **135** people attended our training sessions. We supported the drafting of **22** CV's and provided **12** volunteer/work placements. A total of **521** Clients were supported with Job Application and we facilitated **241** job clubs.

During the year there were **584** Youth Group attendees. We provided **46** sessions and welcomed **5** new members for the year. We also provided **131** volunteering and Work Experience opportunities.



Engagement & Enablement Services

Our Engagement and Enablement team support disabled people to improve their quality of life through sharing a common passion to achieve inclusion and integration in all aspects of society. We are able to offer opportunities in our volunteering programme for social, leisure and personal development.

The service has organised a range of social activities throughout the year to combat social isolation. We have facilitated regular coffee mornings, support groups and accessible exercise classes throughout Sandwell.

A key element of our engagement is to enable individuals to access a range of services, this supports a person to make more informed choices about issues that affect them. We Encourage individuals to participate within the diverse services of Ideal for All and within the services hosted by partner organisations.

Our membership has increased by **558** to **3470**. There have been **657** volunteering opportunities. The voice of **3266** people have been heard, engaged and represented. Over **1282** people have attended our support groups and **1154** people dropped in for a cuppa and chat at our coffee mornings.



Growing Opportunities

Growing Opportunities promotes health and wellbeing activities in the Black Country through person centred therapeutic and learning opportunities in healthy food projects and sustainable horticulture. At its core, the project provides a year round programme of gardening, food growing, cooking and healthy lifestyle awareness within the setting of our growing sites and through outreach services in the wider community.



This 'hands on' practical work involves people of all ages, backgrounds and abilities and those involved report positive improvements in mental health and physical activity levels, reduced isolation, improved skills and increased independence.

Demand for our services grows as we prioritise and develop capacity for front line delivery, retaining positive outcomes for those we work alongside. Support of members, volunteers and our local community networks continues to prove invaluable.

Our sites continue to be rewarding for our volunteers with sustained production and distribution of fresh fruit and vegetables to the local community. This enabled **330** children, **7** schools and youth groups, and **1141** individual hands on gardening, food growing and cooking sessions.

73% of people working alongside us reported a positive change to their wellbeing. Growing in confidence through encouragement to join in, get active, connect, and feel better about day-to-day life and health.

Ideal for All continues to develop and enhance its projects with exciting new partnership opportunities and joined up Health & Wellbeing and Employment & Skills provision across the Black Country.

Through 'wrap around' programmes, co-delivered projects are successfully helping people to become economically active and less reliant on support. Evidenced in our successful partnership on the City Deal 'Working Together' pilot, the remodelled service delivers a holistic "Journey to Work". This offers tangible results for people, communities, and the Black Country's economic growth. Together we continue to work towards improving public health, employment opportunities for all and the wider reduction of welfare deficit.



Information & Advice Service

Ideal for All's Information and advice service provides free, confidential and impartial advice to disabled people, their carers and professionals on aspects of everyday living which maybe affecting them. Our service is able to provide information in a range of formats to meet the needs of the individual. The service offers a friendly Call Centre function and a gateway reception area for visitors accessing Ideal for All's Services, and the Independent Living Centre.

This service receives requests for information on equipment for independent living, support groups, daily living aids and housing. as well as information on health and disability related matters.

The team have been incredibly busy throughout the year with the large numbers of incoming calls which continue to increase year on year. This year the team handled 21,338 incoming telephone calls. Front facing reception managed a footfall of **3551** visitors accessing our services. We dealt with **1838** information enquiries and issued **291** Radar keys. Radar keys open up over **9000** toilets across the country and can usually be found in public areas, pubs and restaurants.

The information team continue to support individuals, enabling them to live independently.



Occupational Therapy Service

The Occupational Therapy service assists people to improve their quality of life and enable independence. This includes providing information, advice and demonstrating equipment provision from the assessment house at the Independent living Centre in Smethwick. Here we hold a range of equipment to assist people with everyday tasks which can be demonstrated by our qualified staff.

We are able to receive referrals from health professionals, other organisations and individuals can directly access the service themselves.

The Occupational Therapy service has continued to provide a seamless service throughout the year. We continue to adopt preventative measures to enable individuals to retain their independence. Particular attention is paid to older people who access the service because of a fall, have reduced mobility and can feel the repercussions of accidents for a long time. Our OT service is able to help individuals be aware of the dangers and hazards present in their own home and can support with aids & adaptations to minimise incidents occurring.

The OT service is available to anyone living within Sandwell. Promotional activities have increased awareness and seen an increase in numbers of people accessing the service.

282 OT assessments have been conducted and issued a varied range of equipment solutions to enable those people to remain safe in their home environment.



Drop in Duty Equipment Service

The Drop in Duty Service offers support between the hours of 10am till 12 noon. Individuals can drop in without an appointment and be accessed for low level mobility aids.

The aids provided offer people the opportunity to undertake their everyday activities independently. The service is aligned with the Occupational Therapy provision and our competent assessors can refer to our OT for further support and assessments if necessary.

Trips and falls are a common hazard that people must deal with on a daily basis, but providing the right mobility equipment can reduce the risks of accidents to a minimum. Our assessors carry out a number of steps to ensure the equipment provided is the right 'fit' and will meet individual requirements.

We have logged an amazing **792** hours working in the duty service. There has been a variety of age ranges accessing the service. We have conducted **789** assessments. There has been almost an equal split between male and females accessing the service.



Self Directed Support Service (Direct Payments)

The Direct Payment Service provides information, advice & guidance including help with financial administration to individuals in receipt of a Direct Payment. With a person centred approach we support individuals to manage their personal budget (social or health) via a Direct Payment.

We are pleased to report that this service area continues to grow. We are continuing to deliver support via contracts in Sandwell, Walsall, Dudley, Solihull, Nottingham and South Gloucestershire. In addition we receive referrals from other areas of the country providing services to individuals on a spot purchase basis.

During the year we secured a framework contract to deliver Direct Payment support in Birmingham. The contract commences in July 2016.

Personal Health Budgets (PHB)

Individuals with long term conditions and disabilities in conjunction with their local NHS can access their personal health budget via a Direct Payment. The aim is to give individuals greater choice and control over the healthcare and support they receive. The initial stages of accessing a PHB includes developing a defined individual care/support plan.

Ideal for All are working with our regional CCG's to support individuals to develop their care plan, access their PHB and continue to support with the Direct Payment elements outlined above.

Number of individuals using our Self Directed Support Services: **887**



Social Events Group

The Social Events Group offered a range of trips and activities, including drop in evenings, supper & skittle evenings, day trips and our Annual Christmas Dinner together with Ideal for All's AGM.

The group is managed by volunteers and delivers services on a self-financing basis to Ideal for All's members. The Social Events Group provides invaluable peer support especially to those who would otherwise feel socially excluded.

The group meets on a regular basis to discuss and arrange day trips and evening events. Any outing that takes place requires meticulous planning to ensure it is accessible for everyone attending.

Our Skittles evenings including freshly prepared meals at Tipton Sports and Social club continue to be very popular. It's an evening of fun and enjoyed by all who take part.

Our **Annual Christmas Dinner**, was also held at Tipton Sports and Social Club. We have developed a good relationship with the Management there to negotiate an excellent price for a three course dinner with a choice of both meat and vegetarian options.

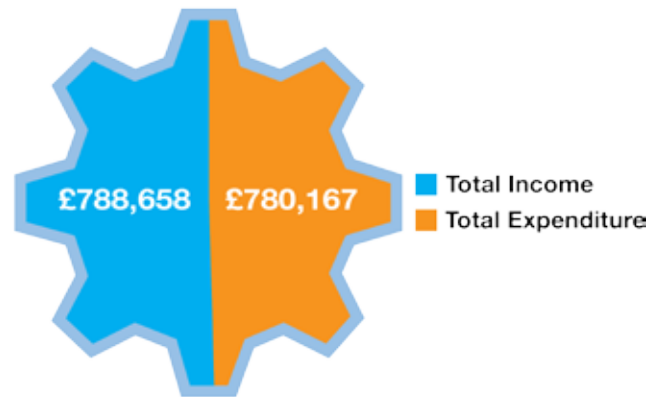


Financial Accounts

At the beginning of the year as of 1st April 2015 we had

£495,525

Ideal for All - 2015/2016 - Income & Expenditure



This Leaves us with funds carried forward of

£504,016

What we are worth as of **31st March 2016**

£504,016

Ideal for All - Reserves as of 31st March 2016



So the total value of our charity as of 31st March 2016 was

£504,016

These accounts are a summary of financial information for the year ending 31st March 2016. The trustees ensure that adequate accounting records are kept and that full disclosure is provided to auditors. The full accounts, annual report and auditors report may be obtained by contracting Ideal for All. The annual report and accounts, which were approved on 21st October 2016, have been filed with the Charity Commission and Companies House.

Our Trustees

Trustees

Mr John Goff	President
Mrs Carol Goff	Chairperson
Mrs Doreen Veale	Vice Chairperson
Mr David Leigh	Treasurer
Mr Anthony Ashfield	
Mrs Dorothy Nemedi	
Miss Nyheka Palmer	
Mr Sanjiv Verma	
Mr Graham Forsyth	
Mrs Catherine Richards	
Mrs Dorothy Kaur	
Mr John Simmonds	
Ms Margaret Rees	

Company Secretary: Mr J Fallows

Chief Executive Officer: Khatija Patel

Registered Offices

100 Oldbury Road, Smethwick, West Midlands, B66 1JE

Company Registered Number: 3196518

Charity Registered Number: 1070112

Auditors

Bloomer Heaven Limited, 33 Lionel Street, Birmingham, B3 1AB

Alternative formats are available on request.

We acknowledge and thank our commissioners and funders:

Sandwell MBC

Solihull MBC

Walsall MBC

Dudley MBC

Sandwell & West Birmingham CCG

The Henry Smith Charity

Accord Housing Group (City Deal-Working Together)

Harborne Parish Lands

Veolia Environmental Trust

Individual Service Users

Our fundraising Volunteers

Ideal for All

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