ANNUAL REVIEW IMPACT REPORT 2017/18





OUR YEAR OF CELEBRATION



We are proud of the achievements of all those involved in our services. Together we have shared their success over the past 21 years. We are pleased to present our 2017/2018 annual report, and celebrate the positive impact made this year.

We continue to see so many local people supporting our person-centred services and helping to shape our work. This has helped us grow into a sustainable organisation which delivers positive change.

A sustainable organisation, delivering positive change

I am happy to see so many people, regardless of their own needs, helping others in their communities.

We are grateful for the efforts and hard work of everyone involved, including our volunteers and staff. We are also thankful for the generous contributions of funders, commissioners and business partners during the past year.

The hard work has delivered successful projects and new contracts which continue into next year. Thank you to everyone involved.

Demand for our services grows, alongside many uncertainties and changes ahead. With further planned reductions to public spending and local services overstretched, now more than ever we must pull together to meet the needs of disabled and vulnerable people.

Demand for our services grows and now more than ever we must pull together

Focusing on what matters we look ahead to next year as a refocused organisation, ready to take on new challenges.



"We are proud to celebrate your achievements this year.
Together our commitment to people remains at the heart of our work, making life better for all of us."





In the year we celebrated our 21st Birthday we have continued to support our beneficiaries to overcome barriers, improve their health & wellbeing, combat social isolation and where possible enhance their economic and employment prospects.

In November 2017 we marked our 21st anniversary by holding a celebratory event at West Bromwich Albion Football Club- Service users, staff and invited guests had a great time looking back at 21 years of service delivery, enjoying a meal and fantastic entertainment.

The highlight of the night for me was the short film capturing the distance travelled by our beneficiaries – recognising the invaluable support our charity (Trustees, staff and Volunteers) can give to make life better for all us.

A year of celebration #21yearsIFA!

With the support of our dedicated staff and volunteers we have continued to build on the successes of the previous two years.

We continue to deliver a joined up and integrated model of delivering services across our Growing Opportunities, Employment & Skills, Peer Support and Independent Living projects. The model is successfully delivering activities to achieve multiple outcomes including improved health and wellbeing for residents in the Black Country.

Year on year our Direct Payments (DP) service continues to grow and again in 2017/2018 we have increased capacity to respond to demand and forecasted growth. I am pleased to report that via formal tender procurement processes we have retained existing contracts and secured new work. In this year we commenced delivery of our new Sandwell and Wolverhampton DP contracts.

Besides the challenges of managing growth, sufficient capacity and sourcing new opportunities we took advice regarding our VAT position and were advised that our services in particular Direct Payments are subject to VAT. We have completed the necessary processes and have become VAT registered.

We are working and developing partnerships with other organisations to support better outcomes within our local communities. Ideal for All is part of two local consortiums and working within several partnerships to deliver better outcomes for local people.

Developing partnerships

Achieving long-term sustainability remains a priority; with substantial grant funding coming to an end in late 2019, we are working to generate funds through social enterprise activities. Time limited contracts and grants coupled with austerity measures continue to create uncertainty around longer term sustainability.

Through planned growth, control of costs and success in sourcing new opportunities, we close the year ending 31st March 2018 with a surplus of £57k and healthy reserves.

We continue to work to source opportunities and develop partnerships aiming to carry on the invaluable support to individuals who are usually the most vulnerable in our societies.

I am grateful for all the support we receive and my thanks goes out to our Trustees, Members, Staff, Volunteers and all our funders and supporters – Here's to another 21 years of making life better for all of us.

Khatija Patel Chief Executive Officer of Ideal for All Limited

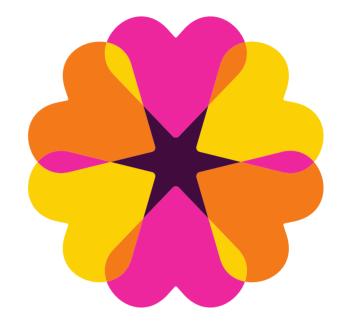


Making life better for all of us

ABOUT US

Ideal for All is a user-led registered charity and social enterprise working to make life better for disabled, elderly and vulnerable people and their carers.

Based in the Black Country and Birmingham, our team deliver services across the West Midlands. neighbouring regions and parts of the UK. We are an award winning provider of person centred services that achieve positive outcomes for people in terms of improvements in mental and physical health and reduced wellbeing; isolation: improved knowledge, skills and opportunities; employability; and increased independence.



OUR VISION

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

How we make lives better

Ideal for All provides meaningful experiences, and long term solutions to promote positive opportunities for all.

Our user-led approach means those involved report improvements to mental/physical health and wellbeing, reduced isolation, improved knowledge, skills and opportunity, access to suitable employment and increased independence.

We continuously review and monitor the way we work at all levels, enabling us to focus on social, environmental and economic change.

People in Control

Our service users regularly feel they have little or no control and ownership of their lives, daily decisions and futures.

They report multiple disadvantage, poor health and wellbeing, reduced inclusion in meaningful learning, fewer employment opportunities and access to outdoor activities.

Equality and inclusion is at the heart of everything we do and we are proud of our active membership of nearly 4,000 individuals who are listened to, engaged and represented.

We regularly attend local, regional and national events and feed into consultations on the issues that affect disabled people and their families. We have previously consulted members on personalisation, welfare reform and active citizenship and work in partnership with decision makers to co-design and co-develop solutions.

If you're not already a member of Ideal for All, we encourage you to join. It means that you can share your experiences, views and concerns when it matters and help us to be a powerful advocate for you and others.

Acting as a voice for local people we promote control, coproduction, innovation, inclusion and independence

Co-production

Through ongoing consultation with people we can improve our understanding of the issues they face and demonstrate long term change across our services and the communities in which we live.

We involve everyone regardless of age or ability to influence local and national policy; ensuring co-design with disabled individuals and groups.

By working in partnership with beneficiaries, statutory and voluntary sector organisations; Ideal for All aims to create environments and communities where the abilities of disabled people are recognised and promoted to support independent, positive and meaningful lives.

Together we meet peoples changing needs, involving and enabling them to help design and develop our services. By recognising areas of sustainable development, we can work to utilise these for their benefit and that of their families, carers and local community.





Innovation

Formed in 1996 to address the barriers that disabled people face such as health needs, poverty and a lack of voice to policymakers. Local disabled people wanted to set up a fully accessible Independent Living Centre and 'joined up' co-produced services.

Since then we have supported more 26,000 with information, guidance and access to a range of independent living activities, direct services, employability payment programmes, health and wellbeing projects, and peer support groups.

Over the past 18 years we have also successfully developed three Community Gardens from derelict land: Salop Drive Market Garden, Malthouse Garden and Barlow Road Community Garden.

Our work has been recognised both nationally and locally including the Country Chamber Black Commerce, Community Champion of the Year Award.

Inclusion

centred person approach considers the whole person, taking into account each individual's unique qualities, abilities, preferences and needs.

We provide services that are fit for purpose and sustainable; reducing reliance on statutory services and 'self-help' increasina and support..

We support and encourage positive meaningful lives with and opportunities for all.

Independence

Ideal for All facilitates a number of self-help groups to promote and support the independence of disabled These groups opportunity to have some social time with others in a similar situation to yourself and to access information on specialist local services relevant to health issues faced by you or someone you care for.

Our projects and services provide all people, regardless of the barriers they face, to take part in everyday activities which many people take for granted. By supporting individual needs, we aim to support people to be more independent in their day to day lives.

OUR THEORY OF CHANGE

NEED

Disabled people are more likely to live in poverty & be affected by multiple barriers.

Policy makers need to speak & listen to disabled people.

ACTIVITIES

Disability & Employment Information & Advice

Self-Directed Support Services

Sharing knowledge & evidence

Health & Wellbeing Activities

Peer support & Social Groups



LONG TERM OUTCOMES

Improved confidence & aspiration

Stronger, active more inclusive communities

Improved local environment

Improved quality of life & more people living independently

INTERMEDIATE OUTCOMES

Self reliance

Increased Independence

Positive sense of well-being

Improved skills & employment prospects

Increased access to services

IMPACTS

Health & Wellbeing Improvements

Increased community cohesion & connectivity

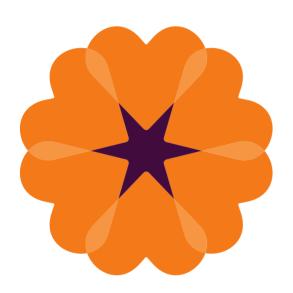
Community & individual resilience

Reduced reliance on statutory services

National & local policy that addresses the needs of disabled people



OUR SERVICES



Direct payments (personal budgets)

Ideal for All provides a comprehensive support service for individuals receiving direct payments from local councils and health authorities. Our specialist advisers enable clients to manage their care requirements in a way that suits them by offering information, advice and support on all aspects of employing staff, payroll, support planning and managed accounts. Our services are also available to people who are funding their own care needs.

Health and wellbeing programmes

From our fully accessible and award winning horticultural sites in Black Country, we provide therapeutic gardening, food growing, healthy food programmes and creative workshops, as well as a variety of opportunities to support people into work through vocational training and volunteering opportunities.

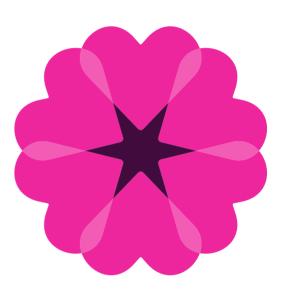


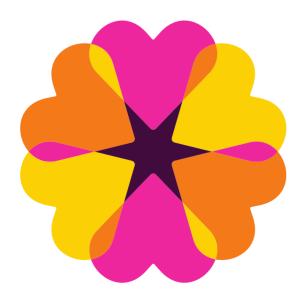
Peer support, social groups and events

Our peer support groups offer a valuable source of information, shared experiences and mutual self-help. They promote and support the independence of disabled and disadvantaged people and reduce social isolation. We also organise regular coffee mornings, accessible exercise classes, peer-led social activities and events throughout the year.

Employment and skills

Through weekly job clubs, training courses, volunteering opportunities and wellbeing programmes, we support disabled and disadvantaged people to develop their skills, confidence and optimism in order to find or move closer towards sustainable employment. Our support is tailored to each person's needs and aspirations, designed to help them overcome barriers to work including providing information and guidance to businesses and professionals relating to the employment of disabled people.





Disability information and advice

We offer disabled people and carers impartial information, advice and support to make informed choices about disability matters that affect them. This includes free and confidential help with welfare rights, benefits and signposting to partner networks and statutory provision.

OUR IMPACT 2017-2018

INDEPENDENCE

2254

PEOPLE SUPPORTED
TO MANAGE THEIR OWN
CARE THROUGH SELFDIRECTED SUPPORT
SERVICES

REDUCED
RELIANCE ON
STATUTORY
SERVICES

COHESION & CONNECTIVITY

公2,760

PEOPLE WORKING
TOGETHER TO SUPPORT
DISABLED PEOPLE

VOICE

3,600

MEMBERS INVOLVED
IN CO-PRODUCED
SERVICES & VOICE
HEARD

HEALTH & WELLBEING

2.8

TONNES OF PRODUCE DISTRIBUTED TO LOCAL COMMUNITY



86%

PEOPLE REPORTED
IMPROVED HEALTH
& WELLBEING

450

PEOPLE IMPROVED
THEIR SKILLS &
EMPLOYMENT
PROSPECTS



SPECIALIST EMPLOYMENT SUPPORT

89%

PEOPLE IMPROVED THEIR CONFIDENCE & OPTIMISM

RESILIENCE



Sophie has Autism and anxiety which has often led to her experiencing difficulty communicating and building social relationships. She also had limited work experience when she started working with Ideal for All through the City Deal Working Together project.

It took two months of maintaining regular contact before Sophie felt able to join sessions at our Burberry Court office. With our encouragement Sophie started to attend Tipton job club, garden sessions, and coffee and chat groups which she feels really supported her to build her confidence and social skills.

"Staff are very supportive and I feel comfortable around them"

Sophie was initially very introverted and shy but has overcome so many barriers and has even completed retail/customer service training. She also attended sessions across our main sites, including a 6 week therapeutic gardening course. The project has helped her to gain confidence and raise her aspirations whilst increasing her skills.

Our team went on to support Sophie to secure employment in the care sector and with the right support and training, she will develop into a fantastic and supportive carer.

Sophie was also selected as the well-deserved and overall Winner of the City Deal Excellence Award 2018.



STRONGER, ACTIVE AND MORE INCLUSIVE COMMUNITIES

"In 1995, I was working as a butcher, learning to drive, had a serious girlfriend and was saving for a deposit on a flat. I had a good outlook on life and things for the future were bright. Later that year I noticed some serious blurring to my vision which was starting to have an effect on my work and ability to drive.

I went on to lose my job, my girlfriend, spent time sofa surfing after an eviction and declined into depression and heavy drinking. I was finally diagnosed with Liber's hereditary optic neuropathy and registered blind in 1998.

When my eye sight deteriorated further I applied for a guide dog and was matched with my German shepherd and best friend Midge. In 2003, I enrolled in a computer aidded design and engineering course, and after a night out met Joanne, my now wife of 10 years. I had definite feeling of positive change for the better.

I volunteer with Ideal for All, helping and supporting members at the job club with emails and job searching online. I find this very rewarding and positive especially when a member attends an interview which may lead to employment. I also volunteer at Salop Drive market gardens where we grow and sell produce to the local community.

I have learnt lots of skills and met many people which has helped me with my confidence, anxiety and wellbeing. I have gone on to volunteer with guide dogs raising awareness to children about disabilities. I have recently helped to set up a reading group for people with vision impairment in a local library and we have volunteer storyteller. This would not have been possible without the support and positive attitude from staff at Ideal for All." Dan



PEER SUPPORT

"When I was first diagnosed with my mental health condition, things were so difficult - I didn't understand what was happening - my family didn't understand and I never left the house without a family member. I felt I couldn't cope and I didn't understand my own thoughts.

Since attending Ideal for All, I feel valued as a person and have had support, guidance and advice when needed. I have been able to have nights out with my friends in a safe environment. Getting involved in different activities has really helped me to be more independent.

The social events and peer support groups help me to come out of my situation in my head for just a few hours and not think about things and I feel like a normal person. Being involved with people who understand me has been great for me and my health."

Mrs K – peer support and social group attendee

"Coming to Ideal for All has given me a chance to feel normal and provides a safe environment to meet my new friends."

FINANCIAL SUMMARY 2017/18

At the beginning of the year, as of 1st April 2017 we had

£573,449

During 2017/18 we had

INCOME

£1,102,415

EXPENDITURE

£1,045,603

This leaves us with funds carried forward of

£630,261

£164,715

£465,546

Restricted & Designated

Unrestricted

These accounts are a summary of financial information for the year ending 31st March 2018.

The trustees ensure that adequte accounting records are kept and that full disclosure is provided to the auditors.

The full annual report and auditors report may be obtained by contacting Ideal for All.

The annual report and accounts have been filed with the Charity Commission and Companies House.

THANK YOU

We celebrate the accomplishments of all the people involved in our projects. We want to show our gratitude for their ongoing involvement, generosity and contribution to the community.

So a big THANK YOU!

2017/2018 was a transformational year for our Barlow Road Community Garden. We couldn't have done it without the support of volunteers including those working for local businesses and projects in the area. This included teams working on the M5 Oldbury Viaduct Renewal Scheme and Edmond Shipway, with more businesses coming on board to support us in 2018/19.



Barlow Road Volunteers

GET INVOLVED

Join a support group

Our peer support groups help promote and support the independence of disabled people and those living with long term conditions. We have opportunities for you, or someone you care for, to meet in a safe environment. Together we help each other to gain the confidence and skills to live as independently as possible and make life better for everyone.

Volunteer with us

Volunteering is one of the most rewarding things you can do. Ideal for All recruits volunteers across a range of roles, which help us to improve the quality of life of hundreds of disabled, elderly and vulnerable people each year. Anyone can share their time and skills as a volunteer, regardless of their age, abilities or job status.

Become a member or Trustee

Ideal for All is proud to be a user-led organisation with an active membership of nearly 4,000 individuals who are involved and represented in our vision, values and the way we design and deliver our services.

Membership is free and open to all. Get involved in our work and help Ideal for All be a powerful advocate for disabled people.

Get in touch

Ideal for All, 100 Oldbury Road, Smethwick, West Midlands, B66 1JE Tel: 0121 558 5555 contactifa@idealforall.co.uk

Social groups and activities

From coffee mornings and accessible exercise classes, gardening activities and social outings, Ideal for All offers plenty of opportunities to keep active and socialise. For young people, there's All Together Different, a user-led group group that meets weekly to choose their own fun activities and trips.

Fundraise for us

By raising funds for Ideal for All, you'll be making a difference to disabled and vulnerable people in your community. Since 1996, local people have helped us make a huge impact, and we need your help to continue. Visit our website for fundraising opportunities or to make a donation.



Connect with us



@idealforall



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www.idealforall.co.uk

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