

# disability nottinghamshire

## Foreword to Strategic Plan 2018-21 from the Chair of the board of Trustees

Welcome to the new plan for our vision and strategy for the future of the organisation. It describes what we want to achieve over the next three years and how we will develop our services to get there. We believe that delivery of this strategy will improve the quality of life for the many people who use our services.

Disability Nottinghamshire is a countywide charity based in Nottinghamshire providing a range of services relating to any aspect of disability for disabled people, and /or those with long term health conditions, their carers, family, friends, professionals and students.

The Charity has a long and positive history of developing, maintaining and delivering services. Disability Nottinghamshire has been user led since our formation in 1984 as Disability Information and Advice Line (DIAL) Mansfield & District. We renamed to Disability Nottinghamshire in 2009 to reflect the area of operation and widening the scope of services available to users.

In 2011, we were officially recognized by Nottinghamshire County Council as a User Led Organization (ULO). The Charities work as a ULO is informed and driven by the needs of its users, operating in a way which promotes inclusion and removes any barriers to participation.

Service users take the lead in managing the organisation; deciding its objectives, its priorities, what services to provide and how they should be provided.

Promoting equality and tackling discrimination on behalf of our service users continues to be at the heart of the Charity.

Our strategy has been developed in the context of the wider welfare benefits reforms and public health and social care systems. Disability Nottinghamshire continues to face an increasing range of challenges. There will be increasing challenges to maintaining funding, and from all data evidence gathered, we know that we are faced with increased demand from a population who are living longer with multiple health conditions, and disabilities.

We have a small dedicated team of staff working to fixed term contracts (equivalent of 2.5 F/T posts) .In addition there are 25 very active volunteers, who are the backbone of the Charity, services could not be delivered without them.

As part of the preparation for this plan, the Charity has sort a range of views from service users within the community it represents, plus both statutory and community partners, through ongoing consultation events, open forums, discussion groups, public meetings, and individual feedback and surveys in addition to our formal governance structures.

In addition evidence from Nottinghamshire's Joint Strategic Needs Assessment (2015) shows that disability affects a large proportion of our population. 2011's Census showed that 31% of Mansfield households have at least one person with a disability or long-term health problem and in Ashfield and Bassetlaw it is 29% - in contrast with the East Midlands' and national rates of 26%. In addition to this, Nottinghamshire rural communities and poor transport links means that 26% of the population experience difficulties accessing hospitals and 10% accessing GP surgeries. These percentages are likely to be much higher for the charities service users,

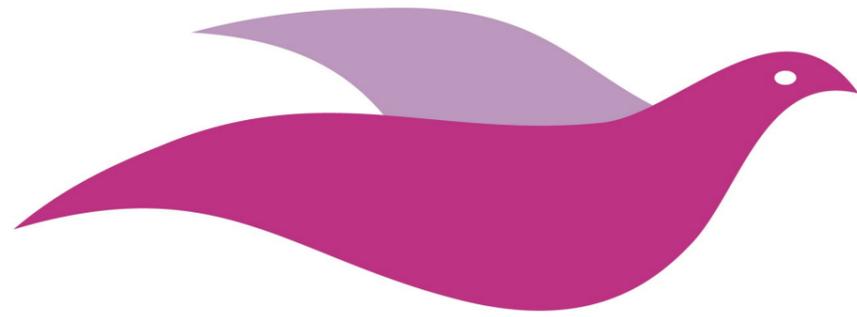
Disability affects a large and growing proportion of our population. Approximately one in ten adults in Nottinghamshire aged 18-64 live with moderate/severe physical disabilities and approximately one in five people aged 65+ in Nottinghamshire are unable to manage at least one daily activity. For older people the numbers are expected to increase from 29,000 in 2015 to 43,000 by 2030. There is an increasing number of people with Learning Disabilities and people with mental health problems receiving services and using the benefits system.

There is increasing evidence that many people with disabilities have an increased vulnerability to poverty and isolation, with significant implications to physical and mental health, and persons overall quality of life. Improving these areas is clearly vital in maintaining people's health, well being ,independence and overall quality of life.

We have undertaken an internal review which is presented as Strengths, Weaknesses, Opportunities and Threats (SWOT analysis) this has also contributed to the development of this strategy, and will help to ensure the delivery of relevant identified services, improve governance and future development of the Charity.

This strategy signals our passion and commitment to making a positive difference to improve the quality of life of the people we serve, and we look forward to working with you to achieve these benefits.

Lorna Carter (Chair).



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## Strengths.

- \*We are a pan disability, user led organisation where services are delivered by people who have a disability or have direct experience of caring.
- \*As a 'ULO' we have a better understanding of the issues our service users are experiencing.
- \*Positive brand and focus on quality services means we have a strong local reputation.
- \*Robust financial management and business development and outstanding leadership.
- \*We can be flexible to respond to new challenges.
- \*Continuous and positive engagement with staff and stakeholders.

## Weaknesses.

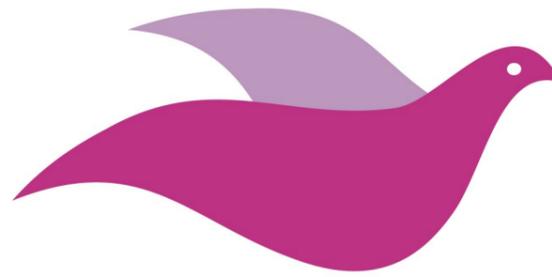
- \*Ability to update Information technology and changes to IT in welfare reforms.
- \*Limited use of data and analysis to understand service quality and comparative efficiency.
- \*Increases in professional fees in support of governance.
- \*Management is led by the Trustee Director Board, focus on operational management can prevent the Board from focus on strategic development.
- \*Limited resources available to support and develop volunteers with skill development.

## Opportunities.

- \*Ability to use a well recognised brand to create new business opportunities.
- \*Innovation and technology has the ability to be exploited.
- \*Further opportunities to build strong partnerships, to capitalise on joint working, information sharing, service and research opportunities.
- \*Further development of outreach work into more rural isolated communities.
- \*Extensive user led experience and expertise to offer external training to other organisations.

## Threats.

- \*Uncertain economic climate and uncertainties of impacts of national and international political changes.
- \*Increased competition for funding.
- \*Continued changes to welfare benefits legislation, policy, systems and procedures.
- \*Wider health and social care system pressures and challenges.
- \*Ability to recruit and retain key staff and volunteers.



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## Our Vision

To develop a service user led organisation, providing services that support communities to work together to enable people to make informed choices and decisions about their lives, have a better income, have improved mental and physical health, while challenging the stigma, inequality, isolation and financial deprivation experienced by many people with a disability.

## Our Mission

To promote the independence, choice and quality of life of disabled persons within the Nottinghamshire County Council area, through the provision of a range of free, confidential, independent; advice, impartial information, advocacy and community services, relating to any aspect of living with a disability.

To do this we will facilitate, promote and support individuals engaging with their communities, voluntary and private sector organisations within it. We will work together, to share skills, experiences and resources to learn from each other, to find solutions and improve outcomes. We will offer this service to disabled people, family, friends, carers, professionals and students.

## Our Values

- \* We will continue to be a user led organisation that is run and controlled by people who use services.
- \*Our greatest source of knowledge comes from the lived experiences of people with a disability and users of services.
- \*We will work from a social model of disability.
- \*We will promote and respect a person's dignity and independence.
- \*We will value and promote the cultural, artistic, economic contributions, as citizens and consumers, made by people with a disability in the wider community.
- \*We believe that people with a disability should have an equal opportunity to access work, education, leisure, cultural and community activities.
- \* We believe that preventing poverty and isolation and promoting health and wellbeing is vital to enable people with a disability to maintain and develop independence have a higher quality of life.

## Our Strategic Objectives

### Objective 1:

**Influencing Policy and practices.**

### Objective 2:

**Improve on people's vulnerability to isolation, discrimination and social exclusion.**

### Objective 3.

**Maintain and develop Advice and information and peer support provision**

### Objective 4.

**Support people to improve skills, including managing finances and developing employability**

### Objective 5.

**Develop partnerships, which support inclusive, supportive and vibrant communities.**

### Objective 6.

**Develop an ethos of continuous improvement and the services ability to be flexible and adapt to change.**

## This means we will

Recognising the knowledge, experiences and expertise of our service users and the community we represent, we will influence policy, procedures and strategy which impact on people with disabilities and their carers. We will encourage others to adopt a user led approach and ethos.

Develop a 'Community Hub' with opportunities for people to benefit from others experiences and expertise, access all services, social, cultural and support activities, where people with disabilities can have stronger links with their community, be active, safe, healthy and independent.

Help people to maximise their income and opportunities through an individual, person centred information and advice service. Support users to manage their finances, and make well informed decisions about their lives and future. Support users to recognise and make adjustments to using changes in technology in care services and welfare benefits

Promote and encourage volunteer work, both within the organisation and the wider community, while developing partnerships to help develop skills in areas that have been identified and led by users of the service. This will involve developing the organisations recruitment, training and support of volunteers.

Identify and build relationships with key policy makers, commissioners and decision makers to deliver enhanced services for the community. We will attend meetings, forums and boards to represent user and carer voice. Work with partners to support growth and inclusion of user led organisations.

Improve internal quality systems and processes, data capture and analysis. Diversify income stream & reliance on grant funding. Ensure structure is in place to support trustees, staff and users to focus on our vision, mission and objectives. Develop staff, volunteer and trustee training and support.

## This how we will measure our success

We will identify a range of relevant agencies, build formal relationships and work with our service users to identify areas of policy or practice, that they believe needs addressing.

Funding is identified to develop a Community Hub. An appropriate local venue is identified. We move to our new premises and begin service delivery. Extensive survey and consultation events to measure impacts.

Data will be collected and reported to board quarterly on outcomes of direct help and support given and impacts of our service on quality of life. This will include results from feedback, surveys, events and a quarterly in depth case study

Survey data collected will show increased number of service users developing skills, accessing education, employment and volunteer work.

Working with new partners across Nottinghamshire stronger links to statutory and voluntary organisations including NHS, DWP, local and county councils.

Quality audit protocol developed. Clear data collection and reporting of stakeholder feedback developed. Developed diverse funding strategy. Training needs analysis for all staff, volunteers, and trustees.

# Strategic Plan 2018-21

**Year 1: 2018-2019**

**Activity/Target**

Recruit and identify support requirements for 5 new volunteers.  
Identify lead person to undertake marketing work and allocate a budget for any activities.  
Undertake further funding bids.  
Create a diverse funding strategy.  
Recruit Charity Manager.  
Identify funding and support to maintain DN 'Choir' and develop further creative community activities.  
Develop data on impact and outcomes to support future bids .  
Identify and build relationships with key policy makers .  
Target policies and policy forums where we can make a difference.  
Build relationships with CCG's, co-ordinate activities with other advice providers and other disability support groups.  
Focus on maintaining and developing core services; advice, information appeals work and peer support.  
Develop project for preparation for Universal Credit and online form filling.  
Recruit 1x new board member and increase membership by 10%.  
Create tools for self-help approach to appeal and tribunal work  
Identify funding and premises for 'Community Hub'.

**Year 2: 2019-2020**

**Activity/Target**

Implement marketing strategy and greater awareness in rural areas of Nottinghamshire .  
Gather contacts & ensure regular updates to local media.  
Provide media training to key staff  
1x story a month in media.  
Develop a monthly newsletter .  
Plan a large stakeholder event  
Review strategic plan, targets, outcomes and evaluate progress .  
Conduct board, volunteer, staff skills and training audit .  
Develop strategy for volunteer recruitment, retention and support.  
Launch new trading initiative, £2,000 profit in first year.  
Implement funding strategy.  
£2,000 in private donations , £3,000 in fundraising ,£100,000 in funding/grants.  
Engage with national initiatives to influence Government policy.  
Conduct a state of Nottinghamshire survey: access to services, expectations and satisfaction.  
Sustain CCG relationships and explore funding opportunities .  
Move to new premises and launch 'HUB' and 'pop up' events.  
Develop plan to sustain 'Money Sorted' project  
Upgrade Disability Nottinghamshire IT systems.

**Year 3: 2020-2021**

**Activity/Target**

Recruit 10 new volunteers.  
Review and develop marketing strategy to increase recognition.  
Recruit Training Manager.  
Develop user led external training initiative to raise awareness, develop employability skills, and raise finances.  
2x stories a month in local media.  
Identify main priorities from survey and develop campaigns .  
Plan a large stakeholder event and 3x smaller events.  
Review strategic plan, targets, outcomes and evaluate progress.  
Recruit chief executive officer.  
Develop internal quality audit protocol and benchmark service against other providers.  
Build on first year of trading, £5,000 profit in second year , £3,500 in private donations ,£5,000 in fundraising and £150,000 in funding/grants.  
Tender to deliver joint services.  
Create capacity to develop strategic partnerships, influence policy, manage operations and explore new opportunities/ attract funding.  
Evaluate service delivery and outcomes of Community Hub, and report on recommendations for future.