



**disability**  
**nottinghamshire**

Charity Number: 1131621

Registered in England:

Annual Report of  
Disability Nottinghamshire  
1st April 2019 to 31st March 2020

*“There is no greater disability in society,  
than the  
inability to see a person as more”  
Robert M. Hensel “*



# Contents

<b>The Aims and Objectives of Disability Nottinghamshire</b>	
<b>Chairman's foreword</b>	<b>4</b>
<b>Social Media</b>	<b>6</b>
<b>Board Reports</b>	<b>8</b>
<b>What Our Clients Say</b>	<b>17</b>
<b>A Volunteer Journey's</b>	<b>18</b>
<b>A big thank you to our funders</b>	<b>19</b>

**Please note the following are incorporated in the Trustees' Report and Financial Statements for the year ending 31 March 2020. This report can be viewed on our website or is available upon request in different formats as required.**

- Administrative Information**
- Structure, Governance, and Management**
- Objectives and Activities for Public Benefit**
- Achievements and Performance**
- Financial Review**
- Independent Examiner's Report to the Trustees**



## The Aims and Objectives of Disability Nottinghamshire

Promotion of independence and choice for all disabled people in Nottinghamshire by the provision of free, confidential, impartial advice and advocacy on any aspect of disability to disabled people, their families, friends, carers, professionals and students. We aim to ensure that all disabled people have the same choice, freedom and control of their lives as everybody else - by providing help to access relevant services, welfare benefits and appeals, peer support, money management and disability rights. We also have developed "Our Voice" community choir, which is open to all, plus a range of social activities.

Our work aims are to improve the health and wellbeing of disabled people, their families, friends and carers. We are a User Led Organisation, managed mainly by volunteers (18 in total) who undertake a variety of tasks across the Charity, including management, supervision and service delivery. Volunteers are recruited from local communities. The direction and development of services is undertaken in consultation with the diverse community we represent.



# Chairman's statement for the year ending

31 March 2020

I am very pleased to introduce this annual report.

The Aims and Objectives of the Charity helps to remind us frequently of what the Charity endeavours to achieve and to keep us focused on this work.

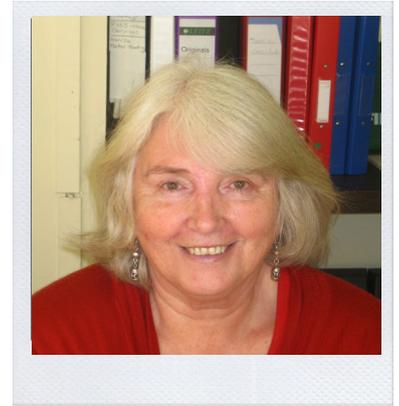
Since its inception, the Charity has faced many challenges but non compared to this year.

At the start of this accounting year, the Trustees, staff and volunteers reviewed the strategic business plan (January 2018 to 2021). This process included issues of medium and longer term spending, alongside the funding plan to monitor progress. It helped to identify the Charities planning and the annual delivery plan for this cycle.

The Trustee Director Board, staff, volunteers, and members were all aware through this process of the many challenges we faced in balancing a rise in requests for help, advice and support services against very challenging financial circumstances due to funding cuts across the board, and subsequent impact of reduced capacity to respond.

National issues such as homelessness, unaffordable rents, lack of housing, benefit changes, employment, shrinking criteria to access health and social care services have all impacted at local level.

At this time, we were also unaware that we would face an unprecedented change of circumstances brought on by CV 19 that would lead us on 23 March 2020 to closing our office, outreach surgeries, social support activities and “Our Voice” choir.



Staff, volunteers and Trustee Directors had to adapt overnight to a completely different model of service delivery, working from home to support service users. They have started to undertake this with great energy, flexibility and an ability to think out of the box, when problem solving. Thus, enabling us to continue to respond to a high and increasing volume of requests for help.

We will face evolving and new issues as a result of the pandemic, and it is already clear that the economic impact of Coronavirus will have significant impact on the charity, and its service users in the coming year.

From our early consultation this accounting year it is clear our planning will need to reflect and evolve the rapidly changing world the disabled person now faces and is much changed from when our existing strategy was originally developed.

Our ever rapidly changing society and its ethics, alongside the now prevalent use of the Internet and the advancement of social media can both include and exclude members of the community we represent.

In addition, we know we need to continue to expand on our previous consultation process to ensure that we fully understand the impact of the increasing restrictions on Local Authority spending, on social and community care services and the ever-increasing pressure due to high clinical demand on Health Service budgets.

Nevertheless, there is also much to report and celebrate within this financial year. The outstanding commitment of staff (equivalent of 1 full time post) and 18 volunteers ensure we continue to develop first class services and delivery to our service users.

My personal thanks to our colleagues in the community and voluntary sector, health and social care, volunteers, staff, partners and my fellow Trustee Directors for their ongoing support, dedication, flexibility and that much needed injection of humour.



Last but not least our funders, donors and fundraisers who continue to see the need for our services which benefit so many people.

As we go forward into a new accounting year long term sustainable funding remains the major challenge, as the local economy shrinks there will be a substantial need for our current and evolving services.

On the plus side, we have in abundance, creativity, inventiveness and an excellent work ethic. Plus, as a User Led Organisation the community, we represent will lead the way in identifying the continuation and development of our services.

Going forward we will as a team continue to work diligently to bring both these factors together and continue the vital role Disability Nottinghamshire plays across many diverse communities in Nottinghamshire.

Lorna Carter

L Carter. Chairman

Signed for and on behalf of the Board of Trustee Directors of Disability Nottinghamshire



# Social Media

## Instagram



33  
Posts

63  
Followers

68  
Following

Disability Nottinghamshire

Please take our short survey here

[www.surveymonkey.com/r/3C6HDXW](http://www.surveymonkey.com/r/3C6HDXW)

Edit Profile



Purple Tues...



New



Our Instagram account continues to grow, this is proving to be a great social avenue for us. We now have 63 followers and have had over 1000 interactions.

You can find and follow us by searching 'Disability Nottinghamshire'



# Facebook



**Our Facebook page now has 798 Followers and has had over 3000 Interactions during this reporting period. We update Facebook on a weekly basis about our fundraising efforts, social events & post videos about the most up to date disability information.**

**Disability Nottinghamshire**  
Nonprofit Organization

Like

Message

Robyn, Gary and 796 others like this

Home About Photos Events Reviews

About [Suggest Edits](#)

1 person checked in here

<http://www.disabilitynottinghamshire.org.uk/>

Send Message

01623 625891

Nonprofit Organization · Charity Organization · Disability Service



## CORE Information and Advice

The Core Services team has continued to deliver a service that provides a range of information and advice on any aspect of Disability, Welfare Benefits, Appeals and form filling support. In addition, the service also offers benefit calculations, maximising benefit entitlement which leads to help with other benefits such as housing benefit advice and council tax benefit.

We also have a sign posting plus service which supports service users to have wider access to information and services they require provided by others. These are followed up by volunteers to ensure that there is continuity of service.

In addition, there is support to access the D2N2 Money Sorted programme to help with debt management.

Services are delivered by telephone, face to face and booked appointments made from our base Park Road Resource Centre, Mansfield Woodhouse.

In addition, these services are also available via outreach surgeries held in a variety of community venues such as Focus Point and Ladybrook Enterprises.

Providing outreach services at community venues has enabled Disability Nottinghamshire to develop and sustain good working relationships with other voluntary sector and community groups, health and social care providers, and other professional services.

Referrals come from individuals and for example, Job Centre Plus, GP surgeries, Citizen Advice Bureaus and Framework.

This year has brought about a much needed mentoring service support, in particular with changes to the Welfare Benefits System, such as universal credit, shrinking criteria to gain access to health and social care support, closure of many day centres, and digital poverty (1 in 3 of our service users do not have access to a computer or the skill required). This has resulted in an increasing number of our service users feeling vulnerable and isolated.



Ivan Smith



Michelle Baird



Therefore we have been helping with a pilot project within the charity, which is helping vulnerable adults gain confidence and independence by offering peer mentoring and benefit advice, once again working alongside other community groups.

Within this reporting period, funded by Nottinghamshire County Council the core service team helped over 850 clients, 360 of which have required complex case work support.

This helped to generate a worth of over £450,000 of welfare benefits paid back to our clients, thus increasing their financial independence and choice.

### **Case Study**

Disability Nottinghamshire helped Miss B with completing a personal independence form. This application was successful, and an award of high rate of both daily living and high-rate mobility was granted. Thus, generating a worth of over £10,000. In addition, Miss B was helped to find employment through permitted work.

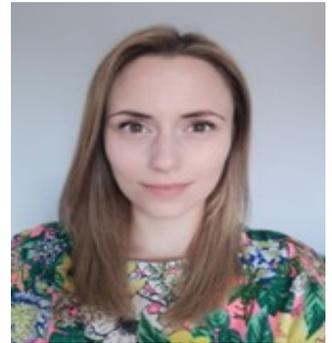
The Charity would not be able to continue this good work without the help of the volunteers who play a vital role in the delivery of the service.

Michele Baird (Disability Advisor)



## “Our Voice” Community Choir

“Our Voice” community choir aims to unite people through music and showcase the potential of people with disabilities, raising public awareness of the skills and abilities of people with disabilities, and supporting the development of stronger social networks. The choir is inclusive regardless of ability and is open to anyone who has a disability or long-term health condition as well as their carers, family and friends living in Mansfield and the surrounding areas.



This year provided many new opportunities for the choir. In June, the choir performed at a concert at St Philip Neri Church, which was sponsored by the Catenian Association Mansfield & Dukeries Circle 197. The concert included music from three other Mansfield choirs: St Philip Neri with St Bedes Catholic Voluntary Academy Choir, All Saints Catholic Voluntary Academy Choir and St Philip Neri Church Choir. “Our Voice” sang What a Wonderful World, This Little Light of Mine and Why We Sing, each met by rapturous applause. It was a very enjoyable evening and raised money for Disability Nottinghamshire.

In July, the choir made their radio debut on BBC Radio Nottingham. They sang the songs Bring Me Sunshine and This Little Light of Mine. Three members were interviewed about their experience and shared how attending the choir has benefitted them, talking about the positive impact singing and socialising has had on their mental health. The choir were also approached by a student from the University of Bristol who interviewed a few of the members about the benefits of taking part in music education for his dissertation.



Choir have maintained their links with the community this year, building a new relationship with Baily House care home and returning to Fern Leaf care home. They also sang Christmas carols at Morrison’s in Mansfield Woodhouse, and performed at King’s Mill Hospital as part of their event for the International Day of People with Disabilities.



## D2N2 Cross Cutting Money Sorted – Disability Awareness Disability Nottinghamshire A.G.M Report

### **Overview**

This Project was part of BBO (Building Better Opportunities Project)

During the lifetime of this project which ended in October 2019 we delivered the following objectives In Partnership with St Ann's Advice Centre Nottingham.

Our role was to provide specialist support to other partners to help them work effectively with disabled people across Nottinghamshire & Derbyshire. To help enable the project to meet targets for working with diverse groups, enable achievement for all and share best practice, leaving a legacy of specialist knowledge.

To help all partners to understand and have empathy for specific issues faced and to know of and be aware of appropriate solutions and support available.

### **Delivery Objectives over the lifetime of the project (October 2019)**

- Clarify Partners needs
- Deliver workshops and training
- Contact partners via email, telephone, and visits
- Provide advice and information
- Explore and liaise with support groups across Nottinghamshire and Derbyshire
- Create a directory of support services
- Create and distribute 4 - 5 newsletters via email to all partners

### **Work carried out during this period**

- Participated in a DWP led Disability confident event at Newark Council offices.
- Produced 4 Newsletters.
- Visited amongst others Derbyshire Law Centre & Derbyshire Unemployed workers centre and advised on Disability Access
- Produced a Disability Etiquette Guide for the partnership



Produced a Business card flyer

Updated existing support services Booklet for use with the partnership.

Delivered disability awareness sessions for the partnership and other voluntary groups including Chesterfield Shopmobility.

## **Outcomes**

Partner Participation had increased due to our visible presence and a general increase in disability awareness we feel had been achieved.

We worked towards visiting all partners individually to establish needs and offer the right training.

We found the networking meetings extremely helpful in raising the importance of disability awareness and Disability Nottinghamshire within and beyond the partners.

Altogether we delivered training/Information sessions to 519 people including NHS Non-Clinical Staff. Front Line Money sorted in D2N2 staff. DWP Job Centre Front Line Staff. Plus, we attended several networking events including Mansfield CVS breakfast meeting. We also held several open days at the hive in the Four Seasons Shopping Centre Mansfield.

During this time, we also took part in the Purple Pound annual event providing Disability advice to several shopping centres including The Four Seasons Mansfield and The Giltbrook Retail Park.

Gary Baird (Disability Awareness Trainer)

Leah Hill (Project Co-Ordinator)



## #ConnectwithDN Project.

### Funded by the National Lottery Community Fund

#### November 2019 to November 2020

The #ConnectwithDN project was a one year pilot aimed at delivering a fully accessible pop-up hub support in Mansfield, initially for one day a week. It was intended to be used by disabled people, carers and those that had existing chronic illnesses.

The project was led by a part-time member of staff, but the aim and objectives were to encourage the participants that this was their project and that they would determine in which direction it went.

At the beginning of the project, publicity was paramount with the production of leaflets and a banner, we also set up social media accounts on Facebook and Instagram, promoting to a wider audience.

We were invited and attended a Purple Tuesday event held at the Four Seasons Shopping Centre in Mansfield. We had a stand for the duration of the day and the response was excellent, we had lots of interest and we were able to initially recruit 7 interested participants.

We were also fortunate to be able to use the Four Seasons Community Hub free of charge as one of our venues to meet participants on a regular basis for our activities. In January we had access to use Ladybrook Community Centre as a further pop-up base, this enabled us to widen both our offer and the facilities available and we were also able to provide onsite refreshments when needed.

We held many drop in sessions at these venues providing support and advice and of course a cup of tea and a slice of cake.

Using all existing D.N facilities as well as external ones we were able to provide the following services/activities during November, December 2019 and January, February 2020;



Counselling services  
Welfare benefits advice  
Disability Awareness sessions  
Chair based exercise sessions  
Craft, games and leisure activities  
Democracy exercise  
Conversation and company  
A listening ear  
Health & wellbeing  
Healthy eating  
Money Management  
Confidence Building

We were well on the way to establishing a well-used and well liked service which relied on human contact. In March 2020 we had the first lockdown and that all changed overnight.

Once we were over the shock of this we had to think quickly as to how we could still assist help and support the group without being there with them.

We increased our telephone availability and used face-time whilst working from home. We also increased our social media presence providing information and activities through Facebook and Instagram as well as our website. We posted exercise videos on social media and these proved very popular.

From March 2020 to the end of the project our services have been provided for the most part remotely.

Altogether during the lifetime of the project, we had over 3500 visits to our various social media sites.

In conclusion the group members expressed the opinion that they needed a facility such as this and that it was a positive thing that they should have overall control as to how it develops and that even in today's more equal society, disabled people often find it difficult to be heard and many still feel marginalised especially those who are experiencing mental health difficulties.

I would like to take this opportunity to thank all those people and organisations that helped me develop this project and I would also like to say thank you to the National Lottery Community fund who saw the vision with us.

Gary Baird, Community Support Worker, Disability Nottinghamshire



### Overview

I began working in my current role on the 1<sup>st</sup> of November 2019, prior to this I was part of the D2N2 Cross Cutting Project, working on the theme 'Disability Awareness' this formed one of thirteen parts of a project called 'Building Better Opportunities'. The role came to an end on the 31<sup>st</sup> of October 2019 (please see separate report on page 11).

My duties within my current role are to provide support across the Charity by the means of fundraising, increasing donations, reducing costs, searching out funding and grants and providing office support to the team.

Unfortunately, due to COVID19 some aspects of this role have become increasingly difficult to fulfil, mainly in the terms of fundraising, however I am pleased to report on the following events for the reporting period.

### Fundraisers Carried Out During This Reporting Period

- \*\* May 2019 - Beetle Drive. We enjoyed an afternoon of games, a buffet and a raffle, this event was very successful, and we raised a total of £382.
- \*\* June 2019 – Summer Fayre. This event was held on a smaller scale we served strawberries and cream, non-alcoholic cocktails & held a small raffle raising £154.
- \*\* October 2019 – Half Marathon. A friend of the Charity ran a half marathon on behalf of Disability Nottinghamshire, we collected sponsors and created a 'Just Giving' page raising a fantastic £212.
- \*\* October 2019 – Halloween Party. A fun afternoon consisting of games, a buffet and a huge raffle. We made a fabulous £274.
- \*\* November 2019 – Morrison's Bag Pack – a small group of staff and volunteers helped to pack shoppers shopping at Morrison's check outs in return for voluntary donations. We collected £98.
- \*\* Rotary Club Christmas Raffle - We purchased fifty booklets for £20 & managed to sell all fifty tickets this made us a profit of £105.
- \*\* Robin Hood Lottery – We have been members of this local lottery for just over two years, receiving small donations from players who support our charity. During the period 31<sup>st</sup> March 2019 – 1<sup>st</sup> April 2020 we have received £92 in donations.



## **Office Support.**

As part of my Office Administration role, I was working towards reducing costs, we have a small room at our Park Road office (Room Six) which we rent separately from our working space, this is mainly used for storage, filing documents, confidential waste and storing some of our office equipment. Just prior to COVID19 I began working on the rearranging and disposing of the contents of Room Six for us to end the rental of this room, I carried out several trips to Salvation Army, recycled where possible and gathered together twenty boxes of confidential waste ready for collection and disposal.  
(This work is still ongoing due to the COVID19 office closure).

## **Summary**

It is vital to our charity for fundraising to take place, this gives us the flexibility of unrestricted funds, enabling us to widen our services within the community alongside funding for projects already in place.

It gives us the opportunity to hold social events, to stay connected and increase mental health and wellbeing within the community.

I continue to search for links to funders and grants for more possible funding opportunities and gather fund raising ideas.

I would like to thank all those that have been involved with the events that took place during this period.

Leah Hill  
Office Administrator  
Disability Nottinghamshire



## WHAT OUR CLIENTS SAY ABOUT US.....

**“You continue to provide advice, information and advocacy for people who have a disability”.**

**“I would love ‘Our Voice Choir’ to continue forever, I love it so much.**

**“I appreciated keeping in touch with choir throughout the difficult times”**

**“I love being part of the choir, it helps me to socialise”**

**Thank you  
Disability  
Nottinghamshire  
for all your  
support.**



**“You Keep providing up to date information, you are a listening ear.”**

**“Your services keep us up to date with changes to benefits etc and also general information”**

**“You Support us in every way possible”**



## **A big thank you to all our funders**

- **Nottinghamshire County Council Local Improvement Scheme.**
- **Building Better Opportunities, Funded by BIG Lottery and European Social Fund.**
- **The Coalfields Regeneration Trust**
- **Big Lottery Awards For All.**
- **St. Edmunds PCC Partner Shop, Mansfield Woodhouse**
- **Rotary Club, Mansfield**
- **Sir John Eastwood Foundation**

***And everyone who gave Disability Nottinghamshire donations or raised funds for the charity.***





**Park Road Resource Centre  
53 Park Road  
Mansfield Woodhouse  
Nottinghamshire  
NG19 8ER**

**Advice Line: 01623 625 891**

**Admin/Office: 01623 658 060**

