

Annual review 2011-2012





Chair of Trustees' message

Welcome to my first annual review statement. I have recently taken over as Chair of Compass Disability Services but have been a Trustee since January. Those of you who receive the Networker will know that Cathy Magill our previous Chair of many years resigned in January of this year. Along with Cathy we also lost four other Trustees during the year but I am pleased to say that we have recruited five new Trustees who along with those remaining are very committed to driving Compass Disability Services forward.

Although this year has been relatively good for us, a lot of our concentration has been on the end of the year where we were aware of large contracts coming to an end and at that point having nothing to replace their income. I am pleased to say that the situation is now looking better and Richard will expand on this further in his summary below.

Focusing on some of our successes of the year I believe the launch of the new Networker has been hugely successful and continues to grow its distribution. The Hub has this year started to deliver training to adult social care staff and has a plan of training into 2012/13. We also launched our first Independent Living Show (Disability Somerset) in May 2011 which saw over 100 exhibitors come together to exhibit their wares to 1000 visitors.

Finally the professional services and reputation we have at Compass Disability Services would not have happened without the dedication of our staff team, lead by Richard Pitman our CEO and I am sure that my other Trustees would join me in thanking them for all their hard work and commitment throughout the year.

Cliff Puddy, Chair of Trustees

Chief Executive Officer's summary

As usual this is my opportunity to take a look at the year ahead. Firstly though a reflection on this year. As Cliff mentioned we had concerns over one of our large contracts coming to an end in March and as we looked to tender for new services, we found ourselves always in the position of being the bridesmaid and never the bride! This unfortunately left us commencing April 2012 with a reduced staffing level and the remaining staff on reduced hours. As we move into the New Year we have sought some extra external support with our tenders and feel positive about the future.



Last year, my final comments were that the organisation would look very different at the end of the forthcoming year, which it did, but for what I consider to be the wrong reasons. As we look at the year ahead as well as what we have already achieved I can definitely say that the organisation will look very different come April 2013.

Richard Pitman, CEO



About Compass Disability Services

COMPASS Disability Services was established in 2000 as a means of consulting with disabled people.

Formerly known as the Somerset Access and Inclusion Network (SAIN), the organisation changed its name to Compass Disability Services in 2007 to reflect a broadening in the organisation's services.

Compass Disability Services is an innovative, enlightened and positive organisation.

Our mission is "to enable disabled people to have equality of opportunity".

Compass Disability Services runs a range of services and projects, including the Compass Disability Network, Compass Independent Living, Hate Crime Reporting, Disability Somerset and the Networker magazine.

For more information about the organisation, please go to www.compassdisability.org.uk

Our values and beliefs

- We promote independence, choice and control;
- We support equality of opportunity for all people;
- We operate within the Social Model of Disability;
- We aim to empower and enable disabled people;
- We promote equal access and inclusion to all services and facilities;
- We adopt a partnership working approach;
- We are a non-campaigning organisation.

Governance



**Cliff Puddy,
Chair**



**Mark
Oldershaw,
Treasurer**

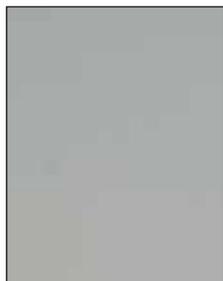
BEHIND Compass Disability Services is a Board of Trustees, responsible for the overall running of the charity and elected by users.

Trustees are also responsible for Compass Disability Services' compliance with legal, financial and other obligations within the Memorandum and Articles of

Association and the relevant laws under the Companies Act and Charities Act.

The Board of Trustees currently meets every two months to deal with the formal side of running the organisation.

It also meets more regularly as a working group to discuss governance development.



**Chelsea
Gant**



**Pauline
Tilley**



**Denise
Hole**



**Val
Palmer**



**Barry
Derrick**



**Janet
Grant**



Finance

These accounts show the draft financial state of affairs of Compass Disability Services as at March 31, 2012, the incoming resources and resources expended for the year ended March 31, 2012.

Based on the Financial Accounts, the Trustees consider the charity to be in a good financial position as at year end.

The Trustees confirm that the accounts comply with the statutory requirements, the charities constitution and with the Statement of Recommended Practice – Accounting by Charities (SORP 2005), March 2005.

With regards to the charity's restricted funds, in the opinion of the Trustees sufficient resources

are held in an appropriate form by the charity to enable funds to be applied in accordance with any restrictions.

The Trustees maintain an ongoing review of any matters likely to give rise to major risks for the charity, in order to identify and make provisions for any such risks.

Incoming resources	Note	Unrestricted fund £	Restricted fund £	Total 2012 £	Total 2011 £
Incoming resources from generated funds					
<i>Voluntary income</i>					
Donations		3,306	-	3,306	335
Grants		-	125,430	125,430	-
<i>Activities for generating funds</i>					
Hire of meeting rooms and facilities		22,400	-	22,400	25,628
Other		50	-	50	-
Investment income		527	-	527	-
Incoming resources from charitable activities					
Grants and contracts					
<i>Consultation and representation</i>	3	54,646	28,568	83,214	136,602
<i>Provision for support services</i>	3	279,009	-	279,009	523,230
<i>Information and advice</i>	3	11,789	-	11,789	-
Radar Keys		393	-	393	244
Other services provision		1,519	-	1,519	3,787
Other incoming resources		43,738	489	44,227	15,191
Total incoming resources		417,377	154,487	571,864	705,219
Resources expended					
<i>Cost of generating funds</i>					
Meeting rooms and facilities	4	24,217	-	24,217	21,673
Other	4	830	-	830	-
<i>Charitable activities</i>					
Consultation and representation	5	54,572	37,219	91,791	112,973
Provision of support services	6	263,918	239	264,157	312,260
Information and advice	6	51,623	2,507	54,130	-
<i>Sub total charitable activities</i>		370,113	39,965	410,078	425,233
<i>Governance costs</i>					
Strategic development	4	32,238	127,878	160,116	190,410
Other governance costs	4	2,368	-	2,368	12,163
Total resources expended		429,766	167,843	597,609	649,479
Net incoming/(outgoing) resources for the year (Net movement in funds for the year)		(12,389)	(13,356)	(25,609)	55,741
Total funds at 1 April 2011		201,295	52,022	252,317	197,576
Total funds at 31 March 2012	12,13	188,906	38,666	227,572	253,317

The statement of financial activities includes all gains and losses for the year. All incoming resources and resources expended derive from continuing activities.



This year started with mixed feelings in regards to our Independent Living services. Firstly we saw our services in Wiltshire reduced as part of a review into how people on Direct Payments are supported but on a more positive note we launched our first Personal Health Budget's Support Service for NHS Somerset and alongside this service we were involved in a pilot service supporting people who have had a stroke and wish to receive a Personal Health Budget. This work has been very successful and numbers have grown considerably, it has also seen us be able to be involved with NHS Somerset in delivering seminars across the region to promote Personal Health Budgets. As part of this work we have also been invited to London by the Department of Health to develop this area further on a national basis.

As we finish the year we are disappointed that we did not secure the tender to deliver a Direct Payment Support Service for Wiltshire but we will be delivering the payroll and managed accounts service into 2013.

We are also beginning to see the growth of our Personal Health Budget services in other counties.

Compass Payroll and Managed Account Services

THERE are many disabled people who would like to employ their own care staff — personal assistants, support workers or carers – in a way that gives them choice and control over their lives.

However, many are put off by the paperwork and responsibilities involved, particularly those concerned with paying staff and dealing with the tax and national insurance.

Compass Disability Services operates a Payroll Service, which provides the following:

- A payroll run on a four weekly or monthly basis;
- Hours can be notified to us each time, either by phone or email;
- Automatically produced payslips if your personal assistants always work the same hours;
- A summary of the payments you need to make to the tax office;
- Clear instructions on what forms you need from new employees;
- Preparation of P45s when employees leave;
- Completion of end of year returns;

- Submission of end of year returns to the tax office;
- Advice on payroll issues, such as holiday pay.

Managed Account Service

Our Managed Account service is for people who may need or want additional support managing their care funding.

This could be direct payments, personal or individual budgets and/or Independent Living Fund monies. All the funding from your care package is received by Compass Independent Living into our separate bank account.

We will arrange to pay all the agreed outgoings for your care from the money we hold on your behalf. You will retain full responsibility for your own personal money. You are able to focus on directing how the monies are spent while we pay the agreed support package bills from the funding received.





Consultation events

COMPASS Disability Network consultation events were attended by 216 disabled people and carers during 2011/12.

Some 800 people were involved in questionnaire based pieces of work.

Forums that have been successfully established in Sedgemoor and Taunton continue to be well supported.

Average attendance at events has been 24 for Sedgemoor and 22 for Taunton Deane. In February, the Sedgemoor Disability Forum focussed on proposals for the new Hinkley C power station in Sedgemoor.

Speakers were also updated on the key contacts regarding benefit advice at the November Sedgemoor Disability Forum.

Speakers from Musgrove Park Hospital attended the March Taunton Deane Disability Discussion Group, providing an update on the development plans at the hospital and contacts for health issues. Following this meeting, staff at Musgrove arranged

an event at Compass offices to invite members to share their views on plans for a new entrance at the hospital.

This year, there was a significant increase in the number of people filling out Network questionnaires.

This was mainly due to the Somerset County Council consultation regarding the potential increase in charges for Blue Badges which was distributed in November 2011. Some 550 people returned this survey and contributed their views on the proposals. A consultation report was published by the Council and the increase was implemented on April 1st, 2012.

In February 2012, Somerset local authorities asked us to gather views from disabled people on what they thought should be incorporated into their Civil Contingency/Emergency Planning. A questionnaire was distributed and 182 forms completed.

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Sedgemoor Council's Nick Plumley speaks at a consultation event in September, 2011



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The findings indicated that many people did not know where to go to find information on what to do in an emergency etc. As a follow up, leaflets were distributed to individuals who had provided their details. An article was also submitted in Networker.

Other consultation work included:

- **Parking strategy** – Members were consulted on Somerset County Council's draft parking strategy in December. Members were given the opportunity to discuss the key parts of the strategy relevant to disabled people. A revised version of the parking strategy was informed by the consultation responses.
- **Carers services** – In December, 21 people

attended a consultation meeting to give their views on the proposals to commission a single organisation to provide a suite of services for carers in Somerset. Somerset County Council used the results of the consultation to draft the specification for carer's services in Somerset.

- **Bus services** – Compass Disability Network members came together in January to give their views on proposals to reduce subsidised local bus services, as part of the Somerset County Council consultation. In addition, members were given the opportunity to complete surveys if they could not attend the meeting. As a result of the consultation, Somerset County Council revisited the original proposals and were able to make some adjustments to the reductions proposed.

The Hub

The Somerset Adult Social Care Learning and

Development Hub was launched in September 2009 and is run in partnership between Compass Disability Services and the learning and development team at Somerset County Council.

The aim of the Hub is to bring together a group of disabled people and carers who are interested in the learning and development of Adult Social Care staff in Somerset.

The Hub provides opportunities for members to share their experiences and skills to enable Adult Social Care staff to reflect on their working practices and think about how they relate to people who use services.

The Hub meets bi-monthly throughout the year.

By far the biggest achievement and highlight of the year for Hub members has been 'getting out

there' to deliver training sessions to adult social care staff.

In September 2011, six members of the Hub delivered their first training day – an induction day for staff new to adult social care in Somerset.

Later that month members travelled to Mendip on two occasions to meet with Social Workers and Adult Social Care Workers during their continual professional development (CPD) meetings and deliver more of our training exercises.

In March 2012, members delivered two sessions to social work students that are on placement in Somerset as part of their studies, another CPD session – this time for staff from Taunton as well as another induction day for staff new to Somerset. Busy times!

To date, we have received mainly positive feedback from the

training we have delivered, with some pointers for improvement which, of course, are always welcome. Comments have included:

- Enjoyed the interactive element and hearing personal stories;
- The activities and discussion groups worked well as it gave time to think and reflect;
- Made me reflect on my practice working WITH service users, not TO them;
- Excellent group work that gave a great visual awareness of a person's story and problems faced;
- Really useful to have time to reflect on ways of working.

Carers were asked what they will take back to their practice as result of the training and comments included:

- I will maintain my skills in

■ Continued top of page 8



■ From page 7

listening and making sure that everybody is treated as an individual;

- Remember never to make assumptions about people;
- I will think about how to help people find their voice, to say what they want, what they think is right;
- To remember the human aspect in my approach;
- Remember the 'person' in

'disabled person';

- Remember to be person-centred;
- It reiterated the importance of listening;
- Highlighted the importance of empowerment and choice;
- Promoted a greater understanding and awareness which impacts on practice;
- Ensured that the service user and carer are effectively listened to.

Finally, in March 2012, our

grant application to the lottery was approved and we now have adequate funding to provide our members with a 'training for trainers' course which we will be delivering during 2012-13.

We hope this course will develop our members' confidence and ensure that a wider group of people are able to deliver the training sessions, and make this valuable face-to-face time with adult social care staff as effective as possible.



■ Hub members and social workers are pictured at a training session in September 2011, after which social members received certificates for completing the course.

Voice and Influence Project

The Network's Voice and Influence Project received funding to enable it to provide training for disabled people to become Community Champions.

Seven people took part in training which included confidence building, presentation skills, understanding my disability and others.

This has enabled them to be more effective when representing their own communities.

Representatives have been busy throughout the year getting involved in boards and groups.

Examples include Somerset County Council's (SCC) Service User and Carer Programme, SCC's Reablement Pilot, representing Compass with Somerset's local involvement networks, Somerset Local Access Forum and working with Avon and Somerset Police to represent disabled people.



Apprenticeship Project

The Apprenticeship Project ran from December 2010 and closed in September 2011.

The aim of the project, which was funded by Skills for Care, was to support direct employers to recruit and employ health and social care apprentices and review the resources that Skills for Care provide on the subject.

The work involved identifying barriers that employers face in recruiting apprentices, including rules dictating the number of hours apprentices must be employed for in order to undertake the NVQ level 2 in health and social care.



Feedback to Skills for Care also included how the resources they provide could be improved.

Some direct employers who became involved in the apprenticeship have remained users of other Compass Disability

Services projects.

Following the project's end, Skills for Care has redesigned their resources for apprentices and direct employers, which includes recognition for the contribution made by Compass Disability Services.

The learning providers involved in the project also gained a greater understanding of the differences between direct employers and the business employers of care and support staff, enabling them to better support the learner in completion of the work required in order to achieve the qualification.

Media and marketing

Compass Disability Services' media activities increased this year following the appointment of its first media officer in 2010.

In October, 2011, the organisation's newsletter, *Networker*, was re-launched. The publication increased from 16 to 36 pages and took on a bright, new magazine-style design – see photo, right.

The content saw an increase in news and information about the organisation, as well as more news, features and interviews on issues related to disability and health and social care.

Networker's circulation also increased to over 2,500 and was distributed to hospital waiting rooms, doctor's surgeries, care homes and active living centres, as well as the organisation's membership. This helped attract advertising to contribute towards printing costs.

Readers provided some excellent feedback from the re-launched magazine's content and design.

The organisation enjoyed some excellent coverage in the local media, including stories on



the successful application for a transition fund grant and acquisition of ISO 9001 accreditation.

The Disability Somerset exhibition (see page 11), featured heavily in the local press before and after the event. It was also attended by BBC Somerset with presenter Emma Britton officially opening the event.

CEO Richard Pitman was interviewed by BBC Radio Somerset on numerous occasions in reference to disability-related stories, including a



Care Matters

In late 2011 Somerset Care Matters was launched.

Care Matters is an online discussion forum for people interested in health and social care in Somerset, whether this is in a professional capacity or as a service user.

The forum aims to provide a platform for people to raise concerns or share best-practice in Somerset.

Another aim of the forum is to help meet the ever-increasing responsibility of public bodies to identify the concerns of its service users

and employees and the wider market and possibly use the forums as a form of consultation.

Participants can be anonymous to one another, allowing open discussions to take place without the fear of reprisals.

We are pleased to report that we have approximately 100 members signed up to Somerset Care Matters and several discussions have been started. We will continue to promote the website and discussion forums.



■ Nat Stevens, Care Matters co-ordinator, and CEO Richard Pitman at the project launch.

Compass Equality Network

It was reported in the previous year's annual review that a new project – the Compass Equality Network – would be launched during 2011 to ensure that a pan-equality network for Somerset remained, following the demise of the Forum for Equality and

Diversity in Somerset (FEDS) in 2010.

Unfortunately the funding situation did not improve throughout this year and we were left little option but to make the decision not to take the project any further.



Fundraising

Fundraising is the life blood of any charity and times are getting harder for all, to raise what is needed. Bridgwater Carnival was once more a tremendous success where we collected almost £600. The noise, lights and crowds kept the spirits up, despite a couple of volunteers being scared of the coins raining down.

Earning opportunities were also improved with 'ethictrade' which can be found by everyone online, at www.compassdisability.ethictrade.com. Here is an opportunity to buy ethically sourced items such as Menswear and Ladieswear, Childrens items and luxurys including jewellery, music and books.

As always recycling is a good source of clearing the corners at home at allowing Compass Disability Services a chance to top up the funds. Recycling opportunities exist for taking scrap or unwanted cars / vehicles and turning them into charity cash, or maybe even recycling an odd earring or two which can be sold as scrap gold. Simple ways to help us keep going.



■ Compass Disability Services staff at the end of the exhibition.



■ Blind football demo

Disability Somerset makes its mark!

THE first Disability Somerset exhibition on May 19 proved to be a great success.

The event, organised by Compass Disability Services, received excellent feedback from visitors and exhibitors alike.

It was attended by over 1,000 visitors who were able to view a superb variety of equipment and services on over 100 exhibitor stands.

Visitors also enjoyed demonstrations from Canine Partners, Royal National College for the Blind Football Academy, Somerset Visually Impaired Cricket Team and High Spirits Wheelchair Line Dancers.



■ CEO Richard Pitman is interviewed by BBC Somerset's Emma Britton, who officially opened the event.



■ The High Spirits Wheelchair Line Dancers strut their stuff!



Partners and commissioners



One of Compass Disability Services' top priorities has been to forge good links with other agencies, although this has become increasingly difficult as public bodies deal with budgetary constraints.

We currently work alongside Wiltshire Council, Somerset County Council, Sedgemoor District Council, Taunton Deane Borough Council, NHS Somerset and the Somerset Equality Officers Group.



We would like to thank the organisations who have worked with us in partnership or commissioned one off pieces of work enabling us to deliver a wider range of services.



We would also like to thank the grant making bodies that have awarded us funding to undertake projects which have not been commissioned by other organisations.



Leading learning and skills



Copies of this document are available on request in different formats, including braille, large print and audio



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