Chair of Trustees’ message

As I wrote the piece for the ‘Annual Review’ for last year, I had not long become the Chair of Compass Disability Services and as our CEO and I mentioned, we were heading into the new financial year with a degree of trepidation and insecurity about our future. However, the team at Compass Disability Services led by Richard held their nerve and what a difference a year has made. We secured six new contracts in the year, the biggest of which being our new Compass Carers service. It is fantastic to be delivering a primary service in our own County of Somerset. Alongside these we have also been involved in the delivery of a lot of smaller projects, for example, the development of Personal Health Budgets across the South West.

All of this new work needed staff to help deliver a professional service and by the end of the year we were just nudging over the fifty employee mark.

Other highlights for the year are another successful Disability Somerset Exhibition which made a profit in its second year, the development of our fundraising opportunities which brought in much needed unrestricted funds and the delivery of a successful Training for Trainers course.

Finally I feel more so this year, than ever before in our history, that the Trustees and I have to give a big thank you to our dedicated team who have made all this possible.

It is becoming a theme that in this piece I say that the organisation will look very different next year but “oh boy” have we changed in the last twelve months! and what a different outlook we have for the year ahead. As Cliff said we have fifty members of staff from the thirteen that we had this time last year and we expect income to triple in the year ahead, of the six contracts secured, two of these commenced on the 1st April 2013. Although some of these contracts are delivered locally there is still a need for additional staff within Compass Disability Services here in Taunton, therefore we have taken on new units and refurbished them to meet our needs.

All this is very positive but as any good business person would tell you; quick growth can create its own set of problems. More frontline services creates more back room work, developing new services requires substantial outlay of funds and when working for the public sector cash flow always needs to be monitored closely. Therefore as we go forward with the year ahead we cannot rest on our laurels and need to ensure that there is time for reflection and our professional approach to service delivery is maintained.

I must join Cliff in reiterating how fantastic all of our staff have been over the past year, the existing staff who stuck with it and to the new ones who have embraced the Compass Disability Services ethos and worked tirelessly to ensure Commissioners and Service Users alike are happy with the service that we deliver.

Chief Executive Officer’s summary

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I must join Cliff in reiterating how fantastic all of our staff have been over the past year, the existing staff who stuck with it and to the new ones who have embraced the Compass Disability Services ethos and worked tirelessly to ensure Commissioners and Service Users alike are happy with the service that we deliver.
Governance

Overseeing Compass Disability Services is a Board of Trustees, which is elected by its users. The Trustees are responsible for the overall running of the charity. Trustees are 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 the Charities Act. The Board of Trustees currently meets every two months to deal with the formal side of running the organisation and also meets more regularly as a working group, to discuss governance development.

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.

Treasurer
Mark Oldershaw

Trustee
Chelsea Gant

Trustee
Janet Grant

Trustee
Denise Hole

Trustee
Barry Derrick

Trustee
Val Palmer

Trustee
Pauline Tilley

About Compass Disability Services
Finance

These accounts show the draft financial state of affairs of Compass Disability Services as at 31st March 2012 and the incoming resources and resources expended for the year ended 31st March 2013. The Trustees consider that the financial position of the charity at the year end is soundly based. The Trustees confirm that the accounts comply with the statutory requirements, the charities constitution and with the Statement of Recommended Practice (SORP) - Accounting and Reporting by Charities (revised 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 on going 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

<table>
<thead>
<tr>
<th>Note</th>
<th>Unrestricted fund £</th>
<th>Restricted fund £</th>
<th>Total 2013 £</th>
<th>Total 2012 £</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Voluntary income</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Donations</td>
<td>4,965</td>
<td>-</td>
<td>4,965</td>
<td>3,306</td>
</tr>
<tr>
<td>Grants</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>125,430</td>
</tr>
<tr>
<td><strong>Activities for generating funds</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hire of meeting rooms and facilities</td>
<td>19,687</td>
<td>-</td>
<td>19,687</td>
<td>22,400</td>
</tr>
<tr>
<td>Other</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>50</td>
</tr>
<tr>
<td><strong>Investment income</strong></td>
<td>311</td>
<td>-</td>
<td>311</td>
<td>527</td>
</tr>
<tr>
<td><strong>Incoming resources from charitable activities</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grants and contracts</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consultation and representation</td>
<td>3</td>
<td>52,726</td>
<td>20,432</td>
<td>73,158</td>
</tr>
<tr>
<td>Provision for support services</td>
<td>3</td>
<td>378,474</td>
<td>-</td>
<td>378,474</td>
</tr>
<tr>
<td>Information and advice</td>
<td>3</td>
<td>7,308</td>
<td>-</td>
<td>7,308</td>
</tr>
<tr>
<td>Radar Keys</td>
<td>281</td>
<td>-</td>
<td>281</td>
<td>393</td>
</tr>
<tr>
<td>Other services provision</td>
<td>2,493</td>
<td>-</td>
<td>2,493</td>
<td>1,519</td>
</tr>
<tr>
<td><strong>Other incoming resources</strong></td>
<td>19,633</td>
<td>-</td>
<td>19,633</td>
<td>44,227</td>
</tr>
<tr>
<td><strong>Total incoming resources</strong></td>
<td>485,878</td>
<td>20,432</td>
<td>506,310</td>
<td>571,864</td>
</tr>
</tbody>
</table>

### Resources expended

<table>
<thead>
<tr>
<th>Note</th>
<th>Unrestricted fund £</th>
<th>Restricted fund £</th>
<th>Total 2013 £</th>
<th>Total 2012 £</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Cost of generating funds</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meeting rooms and facilities</td>
<td>4</td>
<td>22,037</td>
<td>-</td>
<td>22,037</td>
</tr>
<tr>
<td>Other</td>
<td>4</td>
<td>4,691</td>
<td>-</td>
<td>4,691</td>
</tr>
<tr>
<td><strong>Charitable activities</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consultation and representation</td>
<td>5</td>
<td>35,494</td>
<td>21,850</td>
<td>57,344</td>
</tr>
<tr>
<td>Provision of support services</td>
<td>6</td>
<td>317,839</td>
<td>233</td>
<td>318,072</td>
</tr>
<tr>
<td>Information and advice</td>
<td>6</td>
<td>60,087</td>
<td>-</td>
<td>60,087</td>
</tr>
<tr>
<td><strong>Sub total charitable activities</strong></td>
<td>413,420</td>
<td>22,083</td>
<td>435,503</td>
<td>410,078</td>
</tr>
<tr>
<td><strong>Governance costs</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Strategic development</td>
<td>4</td>
<td>193,209</td>
<td>4,324</td>
<td>197,533</td>
</tr>
<tr>
<td>Other governance costs</td>
<td>4</td>
<td>12,514</td>
<td>-</td>
<td>12,514</td>
</tr>
<tr>
<td><strong>Total resources expended</strong></td>
<td>645,871</td>
<td>26,407</td>
<td>672,278</td>
<td>597,609</td>
</tr>
</tbody>
</table>

### Net incoming/(outgoing) resources for the year

<table>
<thead>
<tr>
<th>Note</th>
<th>Unrestricted fund £</th>
<th>Restricted fund £</th>
<th>Total 2013 £</th>
<th>Total 2012 £</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Net movement in funds for the year)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(159,993)</td>
<td></td>
<td>(5,975)</td>
<td>(165,968)</td>
<td>(25,745)</td>
</tr>
<tr>
<td><strong>Total funds at 1st April 2012</strong></td>
<td>188,906</td>
<td>38,666</td>
<td>227,572</td>
<td>253,317</td>
</tr>
<tr>
<td><strong>Total funds at 31st March 2013</strong></td>
<td>28,913</td>
<td>32,691</td>
<td>61,604</td>
<td>227,572</td>
</tr>
</tbody>
</table>

The statement of financial activities includes all gains and losses for the year.

All incoming resources and resources expended derive from continuing activities.
The Hub

Compass Learning & Development Hub
The Hub in its third year is going from strength to strength. This project was established in 2009 and is run in partnership between Compass Disability Services and the Adult Social Care Learning and Development team at Somerset County Council. The aim of this project 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 has six core meetings per year and this year we have had talks on the subjects of: ‘the training and education of Social Workers’; ‘the reablement programme in Somerset’; and ‘Healthwatch’, all of which have been very interesting and useful to members.
Over the course of the last year Hub members have delivered seven training sessions to Adult Social Care staff working in Somerset, which were on the whole well received. Some feedback from attendees included:
• Reminded me of the importance of my role as a social worker & the power vested in me to help others.
• A deeper understanding and appreciation of what service users and carers might be going through.
• Think beforehand. Remember the person has been on a journey until they have got to this point.
The annual Hub membership evaluation once again provided positive feedback with all respondees stating that meetings are well organised with a good pace and structure, information was presented in an easy to understand format, and being part of The Hub group has met their expectations.

We were delighted to secure part-funding for the Training For Trainers project through our contract agreement with Somerset County Council and applied for a grant for the rest of the funding. Our application to Awards for All was successful which meant we had the green light to proceed. The Training for Trainers course was specifically aimed at disabled people interested in delivering training in the future and the course was designed to enhance their skills and confidence in providing training. The course focused on how to design and deliver training that is based on a profound understanding of disability equality, the social model of disability and its application to real life. The course also incorporated more traditional Training for Trainer elements, such as improving communication and presentation skills, question handling and stimulating or managing group discussions. Thirteen people completed the course and we are looking forward to developing some training opportunities for our new ‘trainers’ to go out and deliver professional training on behalf of Compass Disability Services in addition to the training sessions that we run through the Hub project for staff in working in Adult Social Care.
Consultation events

252 disabled people and carers attended consultation events during 2012/13 - 36 more than the previous year.

Our Forums

The Sedgemoor Disability Forum was well supported with an average attendance of 26 people across the three meetings. The Taunton Deane Disability Discussion Group received an average attendance of 14 people at each meeting. Our members have been updated on the change as a result of the Welfare Reform Act 2012, by hearing from the Department of Work and Pensions and local representatives from benefit teams within the respective local councils. Other organisations and topics covered at our Forums included – Somerset Against Hate Crime, Avon and Somerset Police, Age UK, Countryside Mobility Scheme, NHS Somerset, Planning and Regeneration (Sedgemoor), Budget consultation (Sedgemoor), Compass Carers, Independent living and care criteria, Parking and Civil Contingencies (Taunton Deane).

Our consultation work varied throughout the year and included; Somerset Rural Life Museum - 21 people participated in two events at the Somerset Rural Life Museum in Glastonbury on the 28th May 2012. The museum had been successful in getting through the first stage of a £625,000 Heritage Lottery Fund bid to fund a significant refurbishment of the museum. As part of the next stage of the application for Heritage Lottery Funds they gave members of the Compass Disability Network a chance to look around the current museum and welcomed suggestions for improvements to make the museum more accessible.

Yeovil Transport Strategy Workshop

A workshop took place with nine disabled people at Yeovil Baptist Church to participate in a workshop with Somerset County Council regarding the Yeovil Transport Strategy. Access improvements for wheelchair users was the key concern for attendees.

The Bishops’ Palace – 18th March 2013

We were very pleased to be asked to bring together a group of people to visit The Bishop’s Palace In Wells in March 2013 to give their views on the plans for a sensory trail and garden at the attraction. Those attending were pleased to be involved in the early stages of planning and hope to re-visit the attraction upon completion.

Bishops Palace consultation

Carers Involvement Meetings March 2013

Carers were invited to have their views on the breaks and support that they need to enable them to continue caring. Six meetings took place in Wells, Carhampton, Bridgwater, Taunton, Crewkerne and Wincanton with 38 people attending in total. Adult Social Care, Somerset Partnership, NHS Somerset, Compass Carers and other organisations are now working together to achieve the improvements identified.

We were also pleased to bring together members of the network to be part of a tender interview panel for Mental Health Self Management Services for Somerset County Council.
Fundraising

We really appreciate that times are hard and this makes the efforts of those who have worked hard to organise fundraising events or have donated by using one of our various initiatives all the more worthy of a mention.

Yet again our biggest single fundraising night of the year took place at the Bridgwater Carnival where, with the kind permission of the carnival committee, we collected in excess of £650, we look forward to doing it all over again in 2013 and anyone who would like to offer their services to collect would be more than welcome.

Contact Michelle for more details
Email michelle@compassdisability.org.uk

Our staff held various “Girls Nights In” during the year, everything from chocolate parties to make up parties and perfume parties, and raised over £700 and our supporters continued to use various initiatives that we offer including Easysearch, where they generate a donation every time they search the web, Jewellery Recycling, where a donation is received in return for old, broken or unwanted jewellery and GiveACar where a donation is received in return for an old scrap car which is recycled at no cost to the owner.

For more information on how you can get involved in raising funds for Compass Disability Services visit
http://www.compassdisability.org.uk/index.php?page=support-us or visit our BT MyDonate page to see how easy it is to set up your own fundraising page to support us.
https://mydonate.bt.com/charities/compassdisabilityservices
Compass Independent Living provides service support to people in receipt of local council care packages (Direct Payment or NHS Personal Health Budget) or self funder to manage their care, in a way that gives them choice and control over their lives. We provide Service users with information and support on managing their Direct Payment. We support them to understand the care package that has been agreed, to meet their assessed needs and how best to use the Direct Payment in meeting that need. Eg. providing advice and support on what it can and can't be used for. We also offer advice and provide assistance on the recruitment and selection of Personal Assistants, e.g. drawing up job descriptions, advertising, interviewing and selection, CRB checks, seeking references, producing contracts of employment and the responsibilities of being an employer. We also provide a full payroll service. Service users notify us their personal assistants' hours by phone, email or fax. Payslips can be produced automatically if the personal assistants always work the same hours. We process payslips, P32s including information about Tax and NI. We also prepare P45s when employees leave, complete year returns and provide professional advice on payroll issues, such as holiday or maternity pay. 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 their care package is received by Compass Independent Living into our separate bank account. We then arrange to pay all the agreed outgoings for the service users’ care from the money we hold on their behalf. They still retain full responsibility for their own personal money. They are able to focus on directing how the monies are spent while we pay the agreed support package bills, from the funding received. In April 2012, after 6 successful years of providing support to Children & Families and Adult Direct Payment recipients in Wiltshire; the support was transferred to Wiltshire Centre for Independent Living (Wiltshire CIL). This meant TUPE transfers and reduction of hours for staff. Compass Disability Services was asked to retain the Payroll and Managed account to enable Wiltshire CIL to establish their processes and prepare service to provide the whole Direct Payment support service including the Payroll and Managed accounts. Payroll & Managed accounts transferred on 1st June 2013 (after processing Year End). We secured the Direct Payment support for Children and families in Birmingham and started providing the service in August 2012 for 16 users, reaching 90 in April 2013. In Birmingham the decision to use Compass Independent Living for Direct Payment support, at no cost to them, is up to the individual family or they may choose to stay with the previous company and pay for the payroll services from their personal finances (unless they are managed accounts users, in which case the transfer is obligatory). We aim to support all families in Birmingham where a child is in receipt of a Direct Payment. In October 2012 we began providing Payroll and Managed Accounts support to Direct Payment users in Warwickshire. The number of services users we support in Warwickshire has increased significantly since we took over the service. We continue to work closely with both commissioners and service users to improve the services we provide and work with them to move closer to personalisation. Our Independent Living services continue to develop as we have also secured Direct Payment support service contract in Powys and Payroll support in Sandwell to start in April 2013. As the Personal Health Budget Pilot draws to a close we will continue to provide Payroll, Managed... continued on page 9...
On October 1st 2012, Compass Disability Services was commissioned by Somerset Country Council and NHS Somerset to provide a new countywide support service for carers. On 4th February 2013 we launched our new service, Compass Carers.

Compass Carers was contracted for three years to provide a “carer support service” to all unpaid carers, including those carers who may not necessarily identify themselves as carers, with:-

- Information and advice
- Emotional support
- Signposting to practical support
- Training & learning opportunities

A new team was recruited and took up their posts in November 2012, allowing us time to put the systems in place and give the entire team time to undergo extensive induction and training, to ensure the new service was in a position to deliver first class carer support services from the outset of the launch.

From the date of the launch until the financial year end of March 31st 2013, Compass Carers had already provided 93 carers with support, and a total of 190 carers registered themselves with the new service, as carers.

In the first three months of service, the Awareness Coordinator and the Link Workers attended 81 local events to promote the new service and raise awareness with both the public and professionals alike. All in all, a very promising start for Compass Carers.
During the period of this Annual Review, the Media Officer role was taken over by Clive Rymer. The first duty of the new Media Officer was to attend a day at the Paralympics, representing Compass Disability Services. This provided a number of photo opportunities and an insight into the higher functioning end of disability. There was no mistake that these were highly tuned and toned athletes. An inspiration and indication of how people can overcome a number of varied disabilities honing their fitness and strength.

Back to reality and putting to one side the super athlete that is in the minority, the Networker magazine continued to reflect the world of disabled people in Somerset, who have day to day issues. Networker continues to be a high quality colour magazine, published bi-monthly. Adding to the publication stable, the introduction of the Compass Carers service saw the launch of the linked magazine in February, cunningly called “Compass Carers”. The two publications lean in each direction of the disabled persons needs and the needs of the carer. The inaugural edition of ‘Compass Carers’ shadowed the articles in the corresponding edition of ‘Networker’, matching and contrasting a number of articles from the two view points.

The Carers project also launched a new monthly “E-Newsletter”, for the benefit of G P’s Carers Champions. This is constructed by the Media Officer and distributed by email to GP Champions and other professionals.

Social media too went through a great deal of development and new avenues of contact with disabled people and their carers were created by adding a number of new ‘Facebook’ pages. Each of our projects have a social media “shop front” as a point of communication. Compass Disability Services became “a person”, which allowed us to find and request contact with third parties we might otherwise have difficulty finding and communicating with. Projects such as Compass Carers and Disability Somerset gained their own contact forum.

We experimented with LinkedIn, Pinterest and other social media, but Twitter and Facebook remain the most useful.

Media and Marketing also set about producing new Powerpoint presentations and an array of quality leaflets and brochures as well as a new set of “give aways” such as promotional pens and magnets.
Disability Somerset 2012 took place on 10th May at Sedgemoor Auction Centre building upon the success of the previous year. There were 104 exhibitors and over 1000 visitors attending the event which showcased a wealth of equipment and services for disabled people and their carers. Local Paralympic dressage star Deb Criddle took time out of her Olympic training, to open the event.

There were workshops for professionals working in the field of Health and Social Care which included sessions on Assistive Technology, The Equality Act 2010, Dementia Awareness, Personalisation and the Future of Health and Social Care. Visitors were entertained during the day from demonstrations from Wheelchair Dancing groups, Canine Partners and Wheelchair Weight Lifting.
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.

Copies of this document are available on request in different formats such as PDF, braille, large print and audio, including MP3.