

bad

ANNUAL REPORT 2003/2004



>> PUTTING PEOPLE FIRST



CHIEF EXECUTIVE'S REPORT

ANNABELLE WATERFIELD

During the course of the year 2003-2004 we have gained a new Patron, lost one Board Member and gained two new ones.

As a client of the Mobility Centre who received our Quality Assurance questionnaire, Ian McCorquodale gave the centre such a good write up that it was evident he should be part of the organisation. Paul Bishop stood down as a Board Member but remains with us as an advisor on public relations. Gill Manning-Smith, formerly of Adult Care Services, has joined the Board as has Chris Pomroy who becomes our Treasurer.

The continued growth of the organisation means that it is vital to have a dynamic, working board of trustees and I am very grateful for the support and hard work they give to the organisation.

The Occupational Therapy project has become permanent and is now called FASTEST – Fast Track Equipment Service Team. It will take on two professional assistants to work with the senior OT and an additional admin. assistant. In its first year of work FASTEST saw 273 people.

We continue to work with the Falls Prevention collaborative and have been involved in the

implementation of the Single Assessment Process – SAP.

The mobile equipment service (Ivanhoe) now attends six ACS Resource Centres in addition to supermarket car parks, shopping malls and other events and has seen 2,743 people. We have written a project to provide an additional mobile service, which could include visiting villages, where it is likely that older and disabled people are doubly disadvantaged by the lack of accessible transport. The mobile service has recently been refurbished with new display units on the inside and new paintwork on the outside.

A major refit of the Easier Living Centre is planned so we can accommodate the new FASTEST service as well as updating the displays. We intend to divide the centre into 'shop' and 'exhibition' which we hope will make visits even more beneficial to our clients, who in the last year numbered 5,173. In addition Adult Care Services use the ELC for Functional Assessment Training for their own staff.

We have gained accreditation as associate members of the Forum of Mobility Centres and hope in the next year to become full members. The Mobility Centre is a source of great pride which has recently had a favourable report following research carried

out by the Transport Research Laboratory. Accreditation has also meant that we received another car from the Department of Transport and so are able to offer a comprehensive range of vehicle adaptations. We are currently receiving 43 enquiries each month.

A new volunteer – Elaine Martin, pictured on the cover of this report – is helping us to run a limited benefits advice centre and another volunteer, June Phypers, has benefited from a computer donated by a local business consortium.

In order to upgrade our information provision, we have applied for accreditation with the Community Legal Service and we are hoping to employ a consultant to help us create systems for ensuring timely and relevant information which we can be sure is up to date. In order to apply for accreditation with the CLS it was necessary to rewrite our business plan to illustrate our proposal for the next few years in easily understood plain English.

Our newly installed telephone system allows us to keep more accurate records and during the year 2003-2004 we took over 20,000 calls! The system also allows us to keep records of our clients and what services we have been able to provide them.

Hertfordshire Action on Disability >> PUTTING PEOPLE FIRST

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<i>Patrons</i>	<i>David Kossoff Lord Herbert Laming Richard Walduck Ian McCorquodale</i>
<i>Hon. Chairman</i>	<i>Terry Stevens</i>
<i>Directors</i>	<i>Mike Chick, Bill Craig, Helen Janes, Margaret McCreadie, Michael Bottomley, Edna Stephens, Roger D'Elia</i>
<i>Secretary</i>	<i>Margaret McCreadie</i>
<i>Advisors</i>	<i>David Kellett, Paul Bishop</i>
<i>Treasurer (elect)</i>	<i>Chris Pomroy</i>
<i>Honorary Medical Adviser</i>	<i>Vacant</i>
<i>Honorary Legal Advisor</i>	<i>Michael Bottomley BA Hons</i>
<i>Honorary Architect</i>	<i>Colin Smart AA Dipl. RIBA</i>

<i>Auditors</i>	<i>Nexia Audit Ltd</i>
<i>Bankers</i>	<i>CCLA Investment Management Ltd The Co-operative Bank</i>
<i>Professional Advisors</i>	<i>Smith & Williamson Ltd</i>
<i>Senior Staff</i>	
<i>Chief Executive</i>	<i>Annabelle Waterfield</i>
<i>Director of Finance & Administration</i>	<i>Jon Banerjee FCMA</i>

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OUR SPONSOR: CANE AND ABLE HEALTHCARE LTD

A family business proud of its friendly and personal approach, Cane and Able Healthcare has been involved with HAD for six years. "HAD were one of our first clients and we have been lucky enough to develop a really good working relationship with them over that time," explains Stuart Game, who together with five members of his family runs this successful Hertfordshire-based business.

From long-handled shoe horns to stair lifts, wheelchairs, walking frames and power chairs, Cane and Able Healthcare can provide HAD clients with a variety of equipment.

But it's not only the vast array of equipment the company can offer that sets them apart. Cane and Able Healthcare are proud of their personal approach that Stuart feels is so important. "We have built up a reputation of being a friendly family-run business that takes the time to ensure the product is perfect for the customer," Stuart says. "We very rarely advertise, finding that most of our business is obtained from word-of-mouth recommendations."

Stuart's son Jon Game works closely with HAD's Occupational Therapist Jeanette McDermott, to provide a personalised service that's available both at The Woodside Centre and at the client's home.

Working in this way means Stuart and his team can perfectly gauge a client's needs. "Normally people are more comfortable in their own home

environment but being able to use the Easier Living Centre is a big bonus," Stuart said. "We always encourage other members of the client's family to be present as a safeguard, both for us and the client.

"We are pleased to be supporting HAD's Annual Report and look forward to working together in the future," Stuart added.



▲ Stuart Game (right) discussing a client's requirements

FACTFILE

Cane and Able Healthcare Ltd
Tel: 01920 877377

Showrooms
31-33 High Street, Stanstead Abbots,
Herts SG12 8AS
Tel: 01920 877377

28 Bancroft, Hitchin, Herts SG5 1LA
Tel: 01462 454521

Free parking available



◀ **NEW VOLUNTEER:**
June Phypers has benefited from a brand new computer, kindly donated by a local business consortium

HAD FACT: The Easier Living Centre attracted 4,737 visitors



Long-term HAD supporter Stelio is a keen photographer. The Chief Executive of the Welwyn Garden City-based construction and support company Accord likes nothing better than taking pictures.

So when he was asked to compile a photographic study as part of his college course he spent the day at The Woodside Centre snapping away.

"One of my first assignments was titled 'social documentary', so I thought HAD would be the ideal place to take some pictures."

Stelio, armed with his Canon Digital SLR Eos-1 DS camera, duly arrived bright and early one morning and proceeded to compile his 'Day in the Life of HAD' study.

Accord has sponsored the HAD/Accord Business Awards for a number of years. This annual award recognises the achievements of local disabled people.

CHAIRMAN'S REPORT



TERRY STEVENS

In October 2003 I completed 10 years as Chairman of the organisation. In that time I have seen considerable growth and continued improvement year on year in the services provided.

The year covered by this report is no exception and it is the conscientious attitude of all concerned that makes the difference.

Our improved relationship with Herts County Council Adult Care Services has ensured that the services provided by HAD, with their support, have grown and improved.

Accommodation at the Woodside Centre is a limiting factor and the indecision by County Properties regarding the replacement of the roof and extension to the site has caused us concern. We have been forced to re-think our plans and rearrange and extend existing accommodation at our own expense. As a result we will have to look at a serious fundraising policy at a time when the money could be used to extend our services.

The urban, rural and 24-hour transport services have yet to become self-financing. However the grants from the Ministry of Transport and from Herts County Council have enabled us to achieve an

overall growth, both by contract and by individual response to a concerted advertising campaign. Our new Transport Manager Phil Caley has introduced new ideas as well as developing existing schemes.

Hertford House continues to provide excellent holiday accommodation for disabled people. It has gained an award from Tendring District Council for 'Excellent Accommodation and Service' for the tenth successive year. Management savings to overcome increasing costs have been introduced and a review of charges is to be made to ensure that pricing is competitive and within the financial means of the majority of our clients. The introduction of the 'Disability Discrimination Act' means that other establishments must provide accessible accommodation for disabled people, which has increased the competitiveness to Hertford House.

Board members have assumed responsibilities for particular services, encouraging a better understanding of the requirements of the service and make regular reports at board meetings.

Health and Safety issues have been updated and the risk analysis is to be re-assessed for both sites. A

board member has been appointed to inform the board on these issues.

The financial position, as seen from the graphic report elsewhere in this publication, is an improvement on last year. Although we are not yet in surplus we are moving in the right direction. The fact that we have not benefited from legacies this year has meant that fundraising efforts and donations, particularly towards the cost of running the Assessment and Driving School, have made a big impact on the overall financial position of the organisation.

We offer our thanks to the Forum of Mobility Centres, Tesco Stores Limited, Lloyds TSB and Eastgate Lodge for their generous donations. Our auditors' help and guidance is much appreciated.

I extend my thanks to my fellow Board Members for their support and their free time. To the staff at both the Woodside Centre and Hertford House my thanks for their loyalty and conscientious work during the year. A special mention must be made of the hard work and long hours given by our Chief Executive in her furtherance of the aims and ideals of the company.

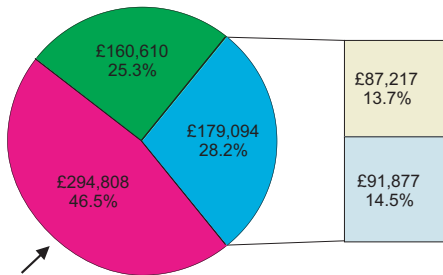
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BALANCE SHEET

As at March 31 2004

	£	£
FIXED ASSETS		
Tangible fixed assets		294,808
Investments		160,610
		<hr/> 455,418
Current Assets	292,432	
Current Liabilities	(113,338)	
		<hr/>
NET CURRENT ASSETS		179,094
		<hr/>
NET ASSETS		634,512
		<hr/>
CHARITY FUNDS		
Restricted Funds		131,780
Unrestricted - General Funds		502,732
		<hr/> 634,512



Includes £39,903 assets from restricted funds

Net Current Assets

■ Fixed Assets ■ Investments ■ Free Reserve ■ Restricted

The level of free reserve a) is not enough to replace the vehicle fleet which requires £ 220,000

b) represents approximately two months of staff salaries

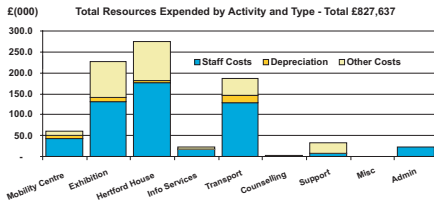
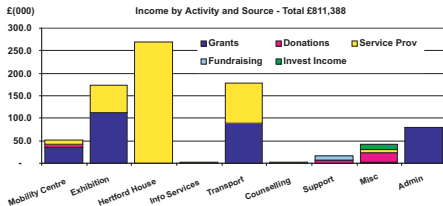
Data Source: Extracts from audited accounts

Hertfordshire Action on Disability >> PUTTING PEOPLE FIRST

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INCOME & EXPENDITURE For the year ended March 31 2004

	Total Funds
Incoming Resources	£
Donations, legacies and similar	363,350
Activities for generating Funds	
Trading Activities	435,598
Investment Income	12,440
Total Incoming Resources	811,388
Resources Expended	
Costs of activities in furtherance of the charity's objects	771,883
Support costs for grants and activities	31,848
Management and Administration	23,906
Total Resources Expended	827,637
Net Incoming/Expended Resources	(16,249)
Revaluation of investment assets	24,115
Net Movement of Funds	7,866
Total Funds at 1 April 2003	626,646
Total Funds at 31 March 2004	634,512
Analysis Of Resources Expended by Type	
Staff Costs	63.6% 526,740
Depreciation	5.0% 41,753
Other Costs	
Operational	28.6% 236,430
Nominal Rent & Rates	2.7% 22,714
Total Resources Expended	827,637





◀ **MONEY MATTERS:**

Lloyds TSB donated £5,000 towards our Mobility Centre. Local Branch Manager Keith Orr is pictured with Mobility Centre Manager Matt Miller. Tesco also very kindly donated £4,000. Local staff from their Hatfield branch Wendy Hughes and Simon Vicary are pictured (inset) with Paul Bishop, Annabelle Waterfield and Matt Miller

HAD people

Once people become associated with Herts Action on Disability they find it very difficult to sever ties – even when they emigrate! Former HAD volunteer Ann Blackburn keeps in regular contact with The Woodside Centre despite living in America.

Ann moved to Portland, Oregon a few years ago but stays in touch over the internet.

Last winter she wrote a bitter-sweet report of her enforced stay at home due to adverse weather conditions. Her story appeared in our “Happenings” magazine.

Closer to home two sisters from Hertford – Jasmine and Pamela Greenfield suffered a road accident after visiting the Easier Living Centre.

The AA refused to help so the ladies returned to The Woodside Centre for assistance. We gave them hot drinks, TLC and took them home. They were so grateful they sent us a £20 donation and a promise of visiting us again soon – in a new car!

MOBILITY AND ASSESSMENT CENTRE

ON THE ROAD TO RECOVERY

Ian McCorquodale, who has had two strokes, explains how HAD's Mobility Centre Manager Matt Miller helped him get behind the wheel and regain confidence...

I have suffered two strokes in the last two years, both in the same place, with the second one compounding damage created by the first.

The strokes affected my left side and I am making a steady improvement with the help of physiotherapy and a special Orthotic arm, which helps me to straighten my wrist and the fingers of my left hand so that I can undertake exercises. I remain determined to get better.

Two of the activities that I have missed the most are gardening and driving. I have driven all my life and did not appreciate the independence that comes with driving a car and how restricting it can be having to rely on others to take me out, particularly as using public transport still represents a major obstacle.

So, when I had improved sufficiently, I was advised to have an assessment to see how I would be able to face up to the world of driving again.

I applied for an assessment with HAD and Matt Miller put me at ease immediately with his charm



DRIVEN: Ian McCorquodale and Matt Miller

and straightforward approach.

He explained that confidence was important in taking to the road again after a lengthy period away from the wheel and that some people who have suffered from strokes lose so much confidence that they are not even brave enough to drive out of the car park.

I felt my confidence returning as Matt went through the cognitive tests. Then it was time for the driving part of the assessment.

The car was unfamiliar as was the control box for disabled drivers who cannot drive with both hands. But with Matt's kind encouragement I made good progress and my confidence soon returned, and by the end of the two hours I was told that I had passed.

Matt recommended that I have an infra-red control panel fitted to the steering wheel of my car. I now have all the car's hand controls by my thumb – lights, indicators, horn and windscreen wipers as well as a turning knob. I am now in full control of the car all the time and back on the road enjoying the independence and freedom enormously.

I feel it is vital for everyone who is disabled to try and get back to as normal a life as they can, not only for their own peace of mind, but also for those who are caring for them at home. For me driving was essential and I suspect other stroke victims feel likewise.

It is amazing what can be done to make disabled people mobile and I have seen people in wheelchairs in a far worse condition than me driving again.

I am sure that one moment of confidence when back on the road can help renew a shattered life and so the personality, attitude and encouragement of the assessor is vital. I was lucky to have found Matt.

COUNSELLING



MIKE CHICK

HAD's Counselling Service was formed thirteen years ago by Mike Chick. Here Mike reviews the past 12 months and looks forward to the future

During the year we have said goodbye to Linda Tomlin and Dawn Cheesewright but also welcomed Caroline Boydell, Jane Gilbert and Eileen Francis. Along with Sue Williams, Denice Reeves and Hilary Elliot this makes up a team of eight Counsellors including myself.

We all need to keep up to date – a process called personal development. To help us do this we are an organisational member of BACP (British Association for Counselling and Psychotherapy). We also receive monthly copies of their journal and attend an annual conference staged by the University of Hertfordshire at the Fielder Centre, Hatfield. This 'Talking Matters' conference is always thought-provoking, involving invited speakers and a main theme. There is also 'The Cutting Edge', again staged by the University, but this time focusing on the results of research etc.

NEW VENUES

We are constantly looking for suitable venues within Hertfordshire. We continue to use the Social Services facility adjacent to Greenhills in Hemel

Hempstead. The Watford Workshop, so ideal, was a short term funded project and is, sadly, no longer available. St. Michaels in WGC, Stevenage's Resource Centre and the Adult Care Services room at Borehamwood Civic Centre are all venues we have used – (the latter is also used by asylum seekers!)

But we still need more suitable venues as we want to reduce the distance travelled by Counsellors who currently run up a large mileage when using our own counselling room. Ideally these premises would be available up to 7pm taking pressure off staff at the Woodside Centre. Safety is paramount and any venue must have staff or security personnel in the immediate area.

PLACEMENTS

For a long time we have been trying to take on students whilst they are studying on counselling courses, mainly from the University. I am pleased to say that for the past few years we have been able to do this.

Denice gained her Post Graduate Diploma last July, while Caroline is still in her first year. Jane also

approached us, needing client hours. I hope that they remain with us for many years. Some more good news is that the University of Hertfordshire has put us on their list of approved organisations for student placements – something of which we should be justifiably proud.

NEW CLIENTS

In the past financial year we have taken on 16 new clients with a wide range of disabilities.

BUDGET

Our income and expenditure are constantly monitored and all Counsellors are aware that travelling should be kept to a minimum and we ask that affordable contributions be made. Donations this year have ranged from £1 to £20 and our total income was just over £1500 with outgoings just over £3000.

THE FUTURE

We will continue to offer placements, look closely at our budget and look forward to the new counselling year.

EASIER LIVING CENTRE/MOBILE EASIER LIVING CENTRE (IVANHOE)

NEW-LOOK 'IVANHOE'S' A HIT

Although plans to expand and improve the Easier Living Centre have been delayed by construction difficulties out of our control, there have been plenty of positive points from the past financial period.

The Occupational Therapy project is now permanent and as well as looking to grow has a new name – FASTEST – Fast Track Equipment Service Team. To accommodate this service we are planning a major refit of the ELC. This refit will also include updating the displays and dividing the Centre into two distinctive sections – shop and exhibition.

We will also be offering a variety of IT products and services suitable for everyone – young and old. These include a unique computer equipment lending library and the chance for clients to use the internet, cost effectively and easily.

The library, believed to be the only one in the county, is bound to appeal to local college students, people starting work, or simply people who want to start using computers for the first time. Run by Martyn Slyper from Adapt-IT, the library offers a wide range of equipment including one-handed and over-sized keyboards, easy-to-use mice, CCTV magnifiers and even software that will read your mail for you!

Together with Martyn and Watford-based PC4U, the ELC has introduced a scheme aimed at promoting internet use. Visitors to the Woodside Centre will be able to buy a reconditioned PC for £125 as well as receiving training and tips on how to surf the net.

“We’re encouraging cost-effective internet use to a brand new audience,” Neil Christie of PC4U explained. “We hope the scheme will help local disabled people in many ways.”

The PCs come with software including Microsoft Works, Outlook Express and Internet Explorer.

The Centre also acquired a new computer – courtesy of a local business consortium. Volunteer June Phipps uses the computer to store useful data.

Out on the road, ‘Ivanhoe’, our Mobile Easier Living Centre has been totally refurbished – both inside and out. The interior work was undertaken by local builders and regular HAD suppliers Two Oaks and included new display cabinets with sliding glass doors, an L-shaped table which doubles up as a workstation for modification of equipment and a new anti-slip floor.

Exterior work was carried out by B-Line in Welwyn

Garden City and included a re-spray and new signage, with ‘Ivanhoe’ on the bonnet. For the first time the word ‘disability’ is on one of our vehicles. In the past people wandered on-board asking if their mobile phones can be fixed!

Although all the work was completed on time it was a close call, as driver Ken Ford explains: “Ivanhoe was due out on the Saturday and by Friday afternoon the interior was still being worked on. I went over to Two Oaks to help finish laying the floor and didn’t return to base until 6pm. Everyone was still there – Sue Howie, along with her daughter Tanya and son Christopher, Paul Robinson, Laura Cole, Hayley Walker and her mum Nadia and sister Kerry.

“Nadia went out for tea, cakes and sausage rolls and we all mucked in to re-stock the shelves and do a bit of spring cleaning. We didn’t finish until 9pm but it was worth the effort – ‘Ivanhoe’ is now much quicker to set-up, we can carry more stock and the stock doesn’t get dirty,” Ken said.

Such is the success of our Mobile Easier Living Centre that we are currently trying to obtain grants to buy and man another vehicle to accompany ‘Ivanhoe’ as well as refurbishing the Easier Living Centre.



◀
LIKE NEW:
Paul Robinson with the recently refurbished 'Ivanhoe' at Sainsbury's St Albans

HAD FACT: The Mobile Service attracted 2,743 visitors

HAD *in short*

'Ivanhoe' has been on the road for more than three years and has gone from strength to strength. We now visit 23 venues throughout Hertfordshire on a regular basis.

There was no surprise then that we received many phone calls asking "Where's 'Ivanhoe'?" when it was off the road for refurbishments. As you can see from the picture on the left, he's back looking smarter than ever.

Such is the success of 'Ivanhoe' we are currently seeking funding to provide another mobile exhibition so we can cover even more venues.

.....

The Easier Living Centre's newly established IT lending library is proving popular.

A customer visiting the library had recently undergone a complicated operation on his hand, resulting in both his wrist and finger joints being fixed. We were able to show him a vertical mouse which was perfect for him. We also provided him with lots of information on computer user support groups.

HERTFORD HOUSE



RODNEY LAKE

SUNNY SIDE UP

Hertford House, HAD's purpose-built modern holiday accommodation is situated in Britain's sunniest spot – Clacton-on-Sea.

We offer friendly, accessible, comfortable holidays in accommodation comprising seven twin rooms and seven single, all on the ground floor with all rooms having wash basins, television (with remote control) as well as tea and coffee making facilities.

Hertford House also provides specialist bathing facilities as well as other mobility equipment. There is additional accommodation for able-bodied carers on the first floor.

Accommodation is provided on a 'full board' basis and the bar area and sunny dining room ensure guests are well fed and watered during their stay. Our generous lunch and dinner portions are becoming legendary. We also offer a vegetarian option at every meal.

The secluded garden gives guests the chance to sample the beautiful climate and there are wheelchairs available for outdoor use.



▲ *Staff and directors get ready for Christmas 2003*

As ever our themed holidays, such as the Tinsel and Turkey celebrations in December, are popular and we always try to deck the place out with loads of Christmas decorations to get guests in a party mood. I've even been known to sing a few songs myself!

While Christmas and the summer season are always popular, special offers are often available at other times of the year.

In the last Annual Report I pointed out that staffing is a constant problem. We have a couple of helpers from Korea as well as some students from Poland, so the situation has improved. However we are always on the lookout for more helpers and volunteers.

We have produced a new colour brochure and have also placed advertisements in targeted publications to attract new clients. Our client-base needs to increase, however it is heartening to know that many guests come back year-after-year. Here are some comments from the visitor's book:

● "Why didn't I know about this lovely place before?"

– **Mrs Ruffles, Cheshunt**

● "Fab holiday. Thank you for all your help."

– **Mr & Mrs Akers, Welwyn Garden City**

● "A real tonic. Many thanks to all"

– **Jean Welch, Hoddesdon**

TRANSPORT

PHIL CALEY



LOOKING FORWARD TO THE FUTURE

With the previous Transport Manager Natalie Compton leaving in January 2004 and Mike Sage providing excellent temporary cover for a couple of months or so, I am the third person involved in the running of HAD's transport service during the past financial year. So it is difficult for me to comment on the past twelve months.

However, browsing through the transport section in last year's Annual Report gives me an indication on how much we have achieved and what more we need to do to ensure we deliver a professional and affordable service.

The financial year 2002-3 was the first full year our 24-hour Transport Service was operational and like any 'new arrival' experienced some teething troubles. But the premise of "getting disabled people to work, enabling them to fulfill doctor's or hospital appointments or providing the opportunity of going shopping or enjoying a night out..." is something I fully endorse.

The secret is providing this service at the right price for everybody – ourselves included. That goes for all our services. I have identified four areas needing attention. They are: costing of vehicles, scheduling, income generation and business awareness.

I am also keen to up-date and increase our fleet and have already purchased a very 'clean' second hand Renault Master and am looking at a replacement programme for the existing vehicles.

I believe that the key to providing a self-funding and efficient transport service is obtaining as much new ad-hoc business as quickly as possible. It appears there are still organisations and individuals unaware of the services provided by HAD and the team have been distributing leaflets and 'spreading the word'.

We have a good group of drivers – Joy Atkinson, Tony Attrill, Paul Gynn, Andy Hanington, Keith Parrish and Phil Pateman together with Mike Sage and I am sure there is sufficient need in the county for us to expand the service – now we need to do it.



▲ **BIG PLANS:** Phil with drivers Keith Parrish and Phil Pateman



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