

ADKC Annual Report 2023



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Executive Committee

| | |
|------------------------|---|
| Margaret Donnelly | Chair (Passed away 24/01/2023) |
| David Webb | Vice Chair/Acting Chair from 25/01/2023 |
| Bello Abubakar | Treasurer |
| Adrian Berrill-Cox | |
| Sandip Sodha | |
| Stephanie Vaz | |
| Yamina Sari | |
| Maribel Jones-Fombella | Resigned 09/03/2023 |
| Maria Pace | Resigned 07/10/2022 |
| Nick Wimborne | Resigned 27/04/2022 |

LIST OF FUNDERS 2022-2023

We would like to thank:

Royal Borough of Kensington and Chelsea - Adult Social Care

Corporate Services

National Lottery Community Fund

City Bridge Trust

Trust for London

Access to Work

Kensington and Chelsea Social Council

DPO COVID 19 Emergency Fund

Saint Mary Abbots Rehabilitation and Training (SMART)

Members of Staff

| | |
|-------------------|---|
| Jamie Renton | Chief Executive |
| Jenny Hurst | Independent Lives Project Coordinator |
| Marian O'Donoghue | Information and Advice Officer |
| Carla Camillieri | Legal Advice Worker |
| Simone Galloway | Disability Connect Project Coordinator |
| Glenda Joseph | Personal Development Officer |
| Mariya Stoeva | Access Group Coordinator |
| Mary Ann Mallet | Volunteer Project Coordinator |
| Theresa McGrady | Voice of Experience Project Coordinator |
| Naima Mahouda | Legal Advice Administrator |
| Catherine Dohou | Office Administrator |
| Dorota Zielinska | Finance Manager |
| Michele Johnson | Cleaner |



Acting Chair's Report

David Webb

In January of this year, we were very saddened to receive the news that the longstanding and highly respected Chair of our organisation, Margaret Donnelly, had died. Margaret was a kind and generous person, who will be much missed.

I have taken on the role of Acting Chair. As someone who has been an active ADKC member and Trustee of the organisation for longer than I would care to remember, I hope that I can keep things covered as ADKC moves into its next stage, with our centre now reopened and our services all moving over to hybrid delivery (allowing everyone to access in person or online).

Times are difficult for us as disabled people and that means ADKC's services are needed more than ever. I am confident that we will be able to meet that challenge as an organisation.

I would like to thank all of our trustees, staff and volunteers for all of their hard work throughout the year. But most of all, I would like to thank you, our members, for your continued support.



“Times are difficult for us as disabled people and that means ADKC’s services are needed more than ever. I am confident that we will be able to meet that challenge as an organisation”

Chief Executive's Report

Jamie Renton



This Annual Report is dedicated to the memory of Margaret Donnelly, the Chair of our organisation, who sadly passed away in January of this year. Margaret was a longstanding, active and much-loved member of ADKC and our Chair for the last 12 years. She was also one of the kindest and most intelligent people I have ever met. I believe that all we can do is try to continue to run our organisation in the spirit of compassion and inclusion so central to Margaret's character.

It was another difficult year for us as disabled people and for organisations such as ours. And yet, thanks in a large part to the community spirit of our active membership, we seem to be stronger than ever. With lots of exciting developments on the horizon.

Thanks to our committed and hardworking trustees, staff team and volunteers and to you, our members, the lifeblood of our organisation.

I'm pleased to report that this year ADKC continued to flourish, against the



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Treasurer's Report

Bello Abubakar

I would like to thank our new Independent Examiner, Laura Parfitt-Marr FMAAT, for undertaking the examination of the accounts 2022-2023.

Thanks must also be extended to all our funders, who are listed separately elsewhere in this report. Without their support this organisation could not exist.

Our overall results have changed a little from last year. Our income was up a little bit from last year and there was a slight decrease in expenses.

We are applying for funding from many diverse sources, extending the existing funding and seem to be having considerable success in our efforts.

We started a very successful Counselling Service and will continue, funding permitted, to support our members in these challenging times. We continue to support our members via the online meetings, support sessions and telephone consultations.

I am confident that staff will continue to do their best to improve the fortunes of Action Disability Kensington and Chelsea, regardless of the challenges which we are still facing.

We congratulate all for their efforts in the past year.



“We are applying for funding from many diverse sources, extending the existing funding and seem to be having considerable success in our efforts”

Disability Connect and Connections projects

Simone Galloway



The aim of the project is to speak with local disabled people, who are feeling isolated, giving support and providing a listening ear. Plus, encouraging participation in online and outside activities in the community. As well as being a conduit to other internal or external projects and resources.

Member Feedback

“Dear Simone, I am so grateful for your help and support encouraging me to find ways to cope.

Your time and dedication throughout the year is greatly appreciated. I really value your support, understanding and care. Thank you so much. Best wishes, Maria”

“You are very supportive, consistent, patient, accommodating and flexible. You help me to navigate things, plus remind me about taking care of myself. You help me by referring/signposting to the relevant people. You are a calming, soothing voice at the end of the phone. I feel like I’m being

heard. What you provide is a central part of ADKC, almost like a triage in A&E. Finding out how I am doing, feeling, trying to find solutions at that moment. Everything you say that you will do, you always follow through”
Beverley Daniel

“I am really happy when I see your name appear on my phone. It really helps to have someone to talk to, as I only have the carers and you, to talk to. You give me information on disability-related things, plus, on places to go and you referred me to the counselling service, which I really appreciated”
Anon

“You are a good listener, very understanding. I

feel comfortable and confident to talk and then do meditations with you. It helps a lot with my mental health, which in turn, has a big impact on my physical health. I find the meditation sessions very helpful. I have even ‘taken it with me’ and used it on my own, at critical moments in my life. For me, the meditation sessions help me to calm down a bit, relaxes my brain, helping me to think properly. Thanks to you.”
Yamina Sari

Counselling Service

The Counselling Service has been running well. Due to the limited number of spaces, we are still only taking ADKC staff referrals. We have two counsellors and thirteen people have received counselling this year.



Member Feedback

"It was excellent ... definitely had a positive effect. I have a more positive outlook ... I feel better able to cope, even when the problems come up again. It is a great service"
"He is such a good listener, nice, calm and has a helpful manner ... easy to talk to"
"... being able to safely talk about your feelings"
"... good to have my own space to express myself and seeing someone you can trust. I found it very helpful"

Independent Lives Project

Jenny Hurst



The Independent Lives Kensington and Chelsea Project supports local disabled people who use care and support services to live a more active and independent life.

This year, the project supported nearly 80 local disabled people who use care and support services such as Personal Budgets and Direct Payments from the council, Personal Health Budgets or who pay for their own support. There was a mix of one-off advice and information and intensive or longer-term case work.

Key topics were:

- Support at social care / continuing healthcare assessments
- Planning support
- Signposting to care agencies
- Support with Personal Assistant employment responsibilities
- Social care charging / financial assessment

Member Feedback

A local disabled person got in touch as a vital aspect of their support had been removed from the care plan, negatively affecting their wellbeing. The project supported the resident in meetings and care reviews, ensuring that their voice was heard, and their view was reflected in the care and support plan.

"I'm so happy with the support you gave me, Jenny, I would not have been able to do this myself. I will definitely get in touch again for the next review."

Information and Advice Service

Marian O'Donoghue

The Information and Advice Service provides disability-related information and advice to adults with a physical, sensory or hidden impairment who live or work in Kensington and Chelsea. This includes support with disability benefits forms and applications for accessible transport schemes, as well as a range of other disability-related issues. This often involves listening and supporting people to separate out multiple issues or concerns, identifying what needs to be referred on to other appropriate services or another ADKC project, on an individual case by case basis.



In the past year, local disabled people have contacted the service for advice and support with:

- Personal Independence Payment applications and reviews
- Incapacity for Work forms and review for Employment and Support Allowance and Universal Credit
- Signposting or referrals to counselling and other mental health support
- Applications and review for Disabled Person's Parking Badges, Taxicard, Disabled Person's Freedom Pass, personal parking bays, Motability and DIAL-A-RIDE registration
- Referrals to disability advocacy for support at DWP benefits health assessments and complaints about discrimination
- Information on accessible social and leisure opportunities in the community.

Member Feedback

"I wanted to thank you sincerely for your support with moving from DLA to PIP. Your support was vital for me to fill the form appropriately and ultimately reflect the rate that I was awarded. You were very patient, professional, caring and supportive throughout. Once again, thank you so much." YS

"I had my PIP assessment and I am so glad (the Advocate) was here to help. Thank you so much for all your help." AC

"The comments and suggestions are very helpful. Thank you for your help and support with my PIP claim - I'm sure it'll make a difference." NB

"You and all the ADKC staff are very important to me and I look forward to whenever you are open again." NT

Legal Advice Project

Carla Camilleri

During this year, the Legal Advice Project has dealt with over 250 enquiries on topics including housing, disability benefits, accessible transport, lack of reasonable adjustments and discrimination.

Over £67,000 has been gained for local disabled people, by challenging disability benefit decisions.

This year, support has included assisting people in securing vital adaptations, both major and minor. The project has helped people to secure the housing assistance needed, to challenge numerous cases of disrepair and to obtain the correct accessible housing category and priority points.

Housing remains a huge issue in this borough and of particular concern is the short supply of accessible homes. We have continued to raise this issue and highlight the difficulties faced by local disabled people waiting for accessible homes. We have responded to government consultations, including the consultation on s.36 Equality Act 2010, concerning reasonable adjustments in communal areas of residential buildings. Housing issues are, and likely will remain, the number one issue raised to the Legal Advice Service.

Member Feedback

"In the past, I could walk into a service for advice. When my health deteriorated, this was impossible for me. Other services are so hard to contact and don't provide the support that ADKC does. The advice is flexible and accessible. The knowledge is invaluable, and I have learned so much about my rights and entitlements through the Legal Advice Project. This service adds a real value for people like me and it is so needed in this borough. I really appreciate

Carla's professionalism, dedication, and support."

"The Legal Advice Project is a great source of back up and support. Life is difficult as it is, not just for disabled people, but it's harder for disabled people to communicate and fight for our rights. This is where the legal support really comes in handy; helping us to navigate our way, telling us and showing us where our power is. They work with us to get where we want to be."

"The project has been amazing, and I am grateful for all your support. It makes a great difference in my life. My case couldn't be solved without your support."

Voice of Experience activities

Theresa McGrady

The Voice of Experience project helps give a voice to local disabled people, working together towards the greater co-production of services. Members utilise their lived-experience expertise to help shape and improve service delivery to better meet their needs. By having the opportunity to speak directly to key service leaders and decision makers, Members help to change attitudes and ways of working. Over time there has been a change in approach coming from local services, who increasingly reach out to us to start the conversation.



The Voice of Experience group meets twice a month. Guests this year included:

- RBKC
- NHS/Integrated Care System
- K&C Foundation
- Inclusion London
- UK Parliament Team
- Transport for London

Other areas of work this year:

- Developing the Resources Guide – covering topics such as disability rights info, benefits, grants and other support, transport, health and wellbeing, arts/leisure, education, employment, housing, active citizenship.
- The 'Have Your Say' newsletter – with external opportunities for members to get involved and help ensure that the views and experiences of disabled people are not left out.

Member feedback

"I love being part of the Voice of Experience group. Theresa is doing an excellent job. We can actually speak to the people who don't normally want to listen to us. It's very frustrating when that happens, but now we get to work with services we rely on and tell them about the impact on our lives of their decisions. Now we are more valued and they cannot ignore us anymore."

Lili, Voice Of Experience Group Member

Volunteer Project

Mary Ann Mallet



This year the Volunteer Project had over 80 referrals and continues to assist members with essential and general food shopping, prescription collection and the befriending scheme. The iPad loan scheme continues and we are also assisting members with online shopping. With the re-opening of the centre, Volunteers are also coming into the office to help out.

Member feedback

"I'm really grateful for the support I get from the Volunteer Project. I don't know what I would do without it. As, at so many crucial times, what would be deemed a simple thing (collecting a prescription or shopping), because I'm so isolated with chronic conditions, I have depended on ADKC and the Volunteer Project. It is a vital service, relieving so much stress and has made a huge difference to my life. Because even everyday things can become a challenge. So, thank you so much to Mary Ann and ADKC for your support."

ADKC Groups

Happy Group

A social group which meets every month to celebrate the positive things in life. Members meet up for a chat, a cup of tea and a plate of biscuits. Or go out to visit cafes, cinemas and other places of interest.

PEG (Positive Empowerment Group)

The well-established and highly successful Positive Empowerment Group meet monthly. This is a peer counselling and support group run by and for local disabled people with the support of a qualified and experienced counsellor. It is a friendly group who discuss each individual's issue in turn.

Personal Budget User Group

A monthly peer support session about care and independent living issues for anyone who receives care and support or is a carer

Personal Development Group

A monthly workshop providing members with one-to-one support to develop their skills and interests.

Voice Experience Group

A group of local disabled people who meet every two weeks to discuss the issues that are important to them and campaign to make the local community a more inclusive place for disabled people. Service providers and decision makers are invited into meetings to listen to the views of members, discuss the issues and hopefully go back and make changes.

Trauma Workshop

A weekly meeting established in 2017 to support the mental health needs of residents in the wake of the Grenfell Tower fire. Local disabled people come together to help each other through traumatic experiences with the support of a qualified and experienced counsellor. Providing an opportunity to talk in confidence and receive the support they need to deal with the traumas that they are facing.

Westminster W9 PEG (Peoples Empowerment Group)

This group welcomes all isolated disabled residents of Westminster. The group meets every other Thursday at the Leonora House Centre, Maida Vale and via Zoom, to discuss the barriers and issues that they experience. The group also meet regularly with ADKC's PEG group to socialise and support each other.



The Access Group

Mariya Stoeva

The past year has been busy and productive for our group. We continue to work hard and campaign for an inclusive society and fully accessible places for everyone in the borough.

Some of the group's successful campaigns include:

- Improved accessibility of local shops and assistance for disabled customers
- Campaigning for an adequate 'green man phase' and appropriate sound signal at traffic lights
- Arranged for the delivery of Radar Keys (for public disabled toilets) at the ADKC Office for members
- Requested provision of more fully accessible/disabled toilets and Changing Places facilities within the borough.
- Promoted the amazing WelcoMe app by Neatebox, an effective pan-disability tool to present a person's needs to a venue before arrival while educating various customer service staff at the same time.
- Members visited some local community premises for access evaluation, providing "fantastic insightful suggestions and valuable input" towards access improvements.
- Significantly influenced "Best Practice" by commenting on the access implications of planning applications and proposed developments, presented by the Council's planning officers.

Member Feedback

"It has been fantastic for me to be around people that share the same concerns. Working with RBKC Highway Department site visits raising issues with safety for access for all. They are listening and fixing the problems. Thanks to Mariya for her outstanding work with the Access Group!" Jean Davis

"I am able to access places, travel around and understand the meaning of the word 'access'. Thanks to Mariya, my voice at the Access Group! ADKC is my voice!" Hassnaa Tourabi

"Maryia runs our wonderful Access Group and together, we're all about making the world more accessible for disabled people". Steph Vaz

"Mariya, I really admire the fantastic work you do in our Access Group. I learn something new every time I come to the group. I can't wait to be at the next Access meeting." Maria Pace



Other ADKC Services

Accessible Passport Photography

For many disabled people photo booths are inaccessible. Our passport photography scheme offers an accessible way to get the photos required for a passport, Freedom Pass etc.

Accessible Weighing Service

With scales specially designed for wheelchair users.

Wheelchair Hire

Short term hire of a wheelchair for people living in or visiting Kensington & Chelsea.

Accessible Room Hire

We have a large room for group meetings and two smaller rooms for one-to-one meetings. All are fully accessible.



Statement of Financial Activities

Incorporating the Income and Expenditure Account For the year ended 31 March 2023

| | Notes | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2023 £ | Total Funds 2022 £ |
|--|-------|----------------------------|--------------------------|--------------------------|--------------------------|
| Income | 3 | | | | |
| Trading Activities | 4 | 2,422 | | 2,422 | 4,198 |
| Charitable activities | | 126,664 | 190,076 | 316,740 | 293,540 |
| Donations | | 1,080 | - | 1,080 | 746 |
| Investments | 5 | 1,006 | - | 1,006 | 397 |
| Total | | <u>131,172</u> | <u>190,076</u> | <u>321,248</u> | <u>298,881</u> |
| Expenditure | 6 | | | | |
| Raising funds | | 1,737 | - | 1,737 | 1,658 |
| Charitable activities | | 153,390 | 174,811 | 328,201 | 340,856 |
| Total | | <u>155,127</u> | <u>174,811</u> | <u>329,938</u> | <u>342,514</u> |
| Net income/(expenditure) before transfers | | <u>(23,955)</u> | <u>15,265</u> | <u>(8,690)</u> | <u>43,633</u> |
| Transfers between funds | | - | 10,665 | - | - |
| Net movement in funds | | <u>(34,620)</u> | <u>25,930</u> | <u>(8,690)</u> | <u>(43,633)</u> |
| Reconciliation of funds: | | | | | |
| Total funds brought forward | | 232,031 | 15,824 | 247,855 | 291,488 |
| Total funds carried forward: | | <u>197,411</u> | <u>41,754</u> | <u>239,165</u> | <u>247,855</u> |

The charitable company has no recognised gains or losses other than those included above and therefore no separate statement of total recognised gains and losses has been presented.

There is no differences between the surplus shown above and their historical cost equivalents.

The notes on the following pages form part of these accounts.

Balance Sheet

Company Number 3040329 As at 31 March 2023

| | Notes | Total Funds 2023 £ | Total Funds 2022 £ |
|---|-------|--------------------------|--------------------------|
| Fixed Assets | | | |
| Tangible Assets | 13 | 2 | 2 |
| Total Fixed Assets | | <u>2</u> | <u>2</u> |
| Current Assets | | | |
| Debtors | 14 | 8,516 | 15,886 |
| Cash at bank and in hand | | 266,767 | 298,626 |
| Total Current Assets | | <u>275,283</u> | <u>314,512</u> |
| Creditors: Amounts falling due within one year | 15 | <u>(36,122)</u> | <u>(66,659)</u> |
| Net Current Assets/(Liabilities) | | <u>(36,122)</u> | <u>(66,659)</u> |
| Total Assets less Current Liabilities | | <u>239,163</u> | <u>247,853</u> |
| Total Net Assets or Liabilities | | <u>239,165</u> | <u>247,855</u> |
| Funds of the Charity | 16 | | |
| Restricted Funds | | 41,752 | 15,824 |
| Designated Funds | | 50,773 | 51,438 |
| Unrestricted Funds | | 146,640 | 180,593 |
| Total Funds | | <u>239,165</u> | <u>247,855</u> |



Contact Details

Action Disability Kensington and Chelsea is an organisation run by and for disabled people.

Find us at:

ADKC Centre
Whitstable House
Silchester Road,
LONDON W10 6SB.

Call us:

020 8960 8888/07553 370074

Facebook: www.facebook.com/ADKCCENTRE/

X/Twitter: www.twitter.com/adkc2

Instagram: @actiondisabilitykc

www.adkc.org.uk

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