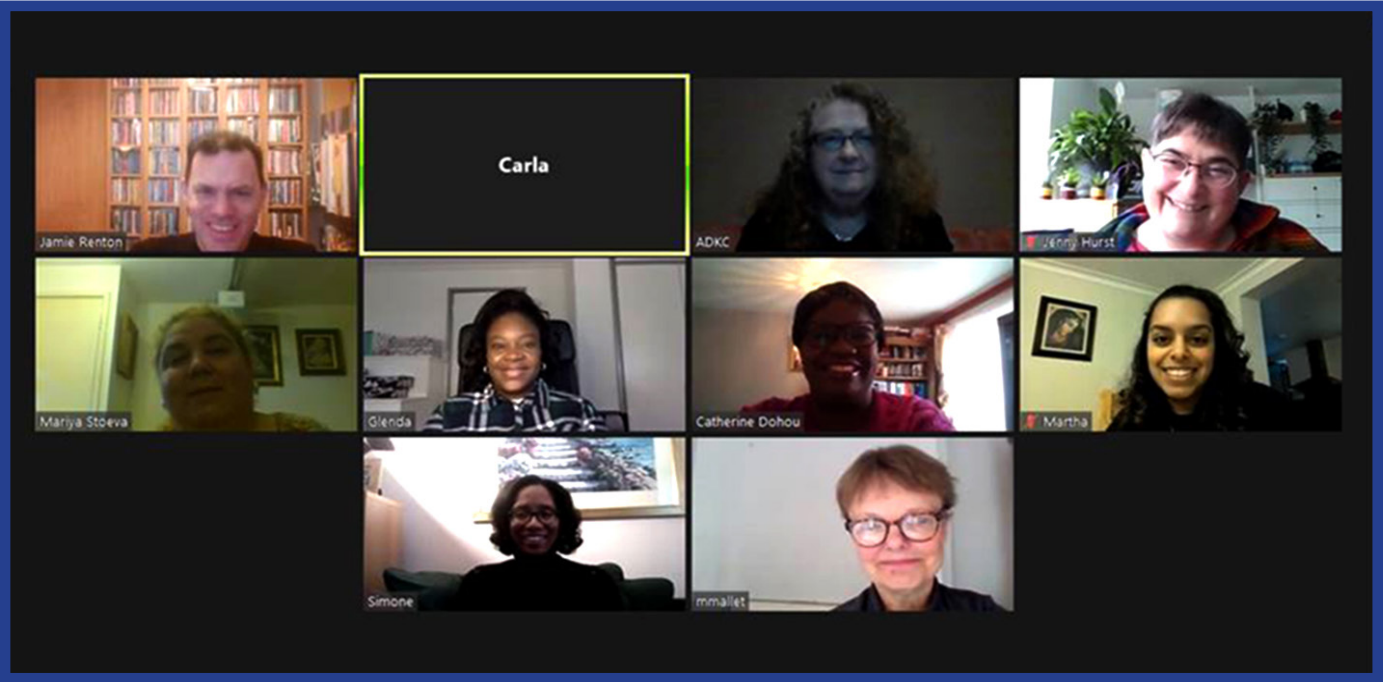




# ADKC ANNUAL REPORT



# 2020



CONTENTS

TRUSTEES, STAFF, VOLUNTEERS AND FUNDERS INFORMATION	1
CHAIR’S REPORT	2
CHIEF EXECUTIVE’S REPORT	3
TREASURER’S REPORT	4
DISABILITY CONNECT PROJECT	5
INDEPENDENT LIVES PROJECT	6
INFORMATION AND ADVICE SERVICE	7
LEGAL ADVICE PROJECT	8
ADKC GROUPS	10/11
HASSNAA’S STORY	12
MASSAGE SERVICE	13
OTHER ADKC SERVICES	14
FINANCES	16 /17
CONTACT DETAILS	BACK COVER

EXECUTIVE COMMITTEE 2019-2020

- |  |            |
|--|------------|
| Margaret Donnelly                      | Chair      |
| David Webb                             | Vice Chair |
| Bello Abubakar                         | Treasurer  |
| Adrian Berrill-Cox                     |            |
| Deborah Graves                         |            |
| Maria Pace                             |            |
| Nick Wimborne                          |            |
| Sandip Sodha                           |            |
| Stephanie Vaz                          |            |
| Yamina Sari                            |            |
| Maribel Jones-Fombella                 |            |
| Tim Shaw (resigned 3rd September 2019) |            |

MEMBERS OF STAFF

- |                   |  |
|-------------------|--|
| Jamie Renton      | Chief Executive                        |
| Jenny Hurst       | Independent Lives Project Coordinator  |
| Marian O’Donoghue | Information and Advice Officer         |
| Carla Maistre     | Legal Advice Worker                    |
| Dorota Zielinska  | Finance Manager                        |
| Simone Galloway   | Disability Connect Project Coordinator |
| Martha Issa       | Office Manager                         |
| Glenda Joseph     | Personal Development Officer           |
| Mariya Stoeva     | Access K&C Project Coordinator         |
| Mary Ann Mallet   | Lifelong Learning Project Co-ordinator |
| Michele Johnson   | Cleaner                                |

OFFICE VOLUNTEERS

- We would like to thank our dedicated and hardworking team of offices volunteers:
- Margaret Donnelly  
William Fearon  
Deborah Graves  
Naima Mouhda  
David Webb  
Nick Wimborne



LIST OF FUNDERS 2019-2020

- We would like to thank:
- Royal Borough of Kensington & Chelsea – Adult Social Care  
- Adult Learning
- City Bridge Trust
- Trust for London
- NHS West London Clinical Commissioning Group
- Age UK Kensington & Chelsea
- Access to Work
- Kensington & Chelsea Social Council
- Kensington & Chelsea Foundation  
in partnership with:- CMF Charitable Trust
- Enstar Capital
- The Royal Garden Hotel
- Kensington & Chelsea Forum for Older Residents
- Octavia Foundation
- The London Borough of Merton



# CHAIR'S REPORT

MARGARET DONNELLY



At the time of writing this report, we are in lockdown. A difficult time for disabled people, as we are experiencing isolation and uncertainty. This report covers the period up until the end of March 2020, when the current COVID crisis was only a few weeks old. I'm very pleased to report that ADKC responded very quickly to the challenge of delivering our services remotely whilst also providing the extra support our members needed in this difficult time.

Up until then, we were having another successful year, in spite of the challenges which organisations such as ours always face. Demand for our new Specialist Disability Legal Advice Service has proved to be even greater than anticipated. So much so, that the service has

been extended to five days a week, rather than the originally anticipated three days. In fact, demand for all of our services was greater than ever and our centre buzzed with activity every day of the week! Demand for our services has increased even more during the current crisis and we hope to reopen the centre as soon as it is safe to do so.

As ever, I would like to thank our Chief Executive, Jamie Renton, 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.

*“I’m very pleased to report that ADKC responded very quickly to the challenge of delivering our services remotely whilst also providing the extra support our members needed in this difficult time.”*

# CHIEF EXECUTIVE'S REPORT

JAMIE RENTON



I hope you like this year's annual report. We've tried to do things a little bit differently this time. Featuring more stories and quotes from you, our members. Thank you to everyone who contributed.

This year we hosted a very successful Open Day (attended by the Mayor of Kensington and Chelsea, no less!) and our ever-popular AGM, Party and Quiz. Our next planned big event was to be a Disabled People's Question Time. A chance for you, our members, to fire your questions at a panel of local bigwigs. With me running around with a microphone, making sure you get answers!

We were in the process of organising this event, in co-production with RBKC's Community Engagement Team, when the current (at the time of writing) COVID crisis struck and everything was put on hold.

Our Centre is a community hub, a place where local

disabled people can go to, safe in the knowledge that they can get the support they need (from our staff and volunteers, but most importantly from each other). Having to close the centre was hard on everyone. However, I'm very pleased at the speed with which we've all adapted to remote working.

We, of course, want to reopen the centre and get back to delivering our services from there rather than online. It looks as though this year's Disabled People's Question Time will have to take place via Zoom video conferencing. But next year I'll be running around with that microphone. Just you wait and see!

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

*“Our Centre is a community hub, a place where local disabled people can go to, safe in the knowledge that they can get the support they need”*

# TREASURER'S REPORT

BELLO ABUBAKAR



I would like to thank, as always, Jill Keehan of Britt Keehan, Chartered Accountants for once again undertaking the examination of the accounts.

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 marginally up from last year and there was an increase 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.

Toward the end of this financial year 2019-2020, we started the new Volunteer Project, which is proving to be a great success under the circumstances, with which we were faced in March.

We are carrying on and facing new challenges and hope that our staff and members stay positive in these challenging times.

I am confident that staff will continue to do their best to improve the fortunes of Action Disability Kensington and Chelsea, regardless of the changes in the delivery method of many of the services, due to the pandemic.

We congratulate all for their efforts in the past year.

*“..we started the new Volunteer Project, which is proving to be a great success under the circumstances..”*

# DISABILITY CONNECT PROJECT

Supporting people to be less isolated. Offering emotional support and the opportunity to explore the activities you would like to participate in.



# HABEN'S STORY

“Being supported by ADKC has been very beneficial for me. Ever since I became a member of ADKC, I have received a lot of support in managing my life as someone who has serious disabilities. In 2019 I was struggling to keep fit and avoid my health condition from getting worse. When I consulted with Simone, she gave me the clarity and motivation I needed to get to the gym. She helped me work out a schedule and transport method that would allow me to travel to and from the gym safely and on time. If it wasn't for her valuable help, my health would have gotten worse, if not very serious.

She also arranged for me to take part in a wonderful Yoga class for disabled people. This was a very valuable decision that has benefited my mental and physical health in ways that I can't describe. I was able to make wonderful friends and practice Yoga safely.

Simone and the team at ADKC have also helped me in numerous other ways. These include: arranging meditation and computer classes that help me learn and interact with other ADKC members, helping me with Housing and Benefits problem, putting me in touch with volunteering organisations, assisting me to

join my local gym and even accompanying me to the gym to help me get comfortable and be familiar with the gym and trainers, etc.

ADKC has been an invaluable help and encouragement for me whenever I needed them. Their kindness and professionalism is outstanding.

**Haben Gebremariam**  
ADKC Member



## INDEPENDENT LIVES PROJECT



For disabled people who need additional support to live an independent life. Information, one-to-one and group support for people who have a social care need, including help with assessments, monitoring and recruiting personal assistants

The independent Lives project supports 20-35 people a month, providing tailored one-off or ongoing support on a wide range of issues relating to Independent Living, Personal Budgets and Direct Payments. Approximately 125 different individuals made use of the service this year.

# SUZANNE'S STORY

Hello, I'm Suzanne, an ADKC member, living in North Kensington.

I use the ADKC Independent Lives Kensington and Chelsea project because I prefer to have support from a local organisation that are representative of people with lived experience of disability and who either employ their own Personal Assistants or have chosen their care agency. The project brings a wealth of both professional and personal experience to the role which I think is pretty much impossible to replicate elsewhere.

The project has supported me with writing my Support Plan and calculating the DP budget. By talking through my Care Package, I can find practical resolutions to my support

needs because often, several members have had to find solutions to the same situations as me. I'm also accompanied by an ADKC representative when I meet Social Workers and other associated staff. I can't emphasise how valuable it has been for me to have an independent voice that has my best interests at heart in the room with me.

The project has made a huge difference to my life, mainly because of the level of reassurance and empathy from Jenny and the group. If I have any concerns or queries, I know I can just reach out to Jenny and she can seek advice from the group for me. The sense of community from the group has become even more important whilst I've been

shielding at home.

Without this project, I wouldn't have been able to make my case to Social Services to get a Support Plan. I've always been disabled, but no one in 'authority' had ever told me what support was available. I struggled with the practical aspects of life such as shopping, cleaning, even seeing family and friends for many years when I didn't need to! I'd say to any disabled person who finds themselves in a similar position, please make use of the project. There is a wealth of expertise and lived experience to draw upon, as well as a set of empathetic and understanding people who'll embrace you for who you are, and want to help you to live your life as you choose.

## INFORMATION AND ADVICE SERVICE

Assisting people with disability related enquiries. Help to fill in forms including Employment and Support Allowance, Personal Independence Payment, Taxi card, Freedom pass.

- Over 500 individuals used the service throughout the year.
- 152 were new referrals
- 50 people were assisted with casework, including multiple-issue enquiries, support with disability-related benefits applications and reviews
- The service was delivered by telephone, email, appointments at the ADKC Centre, home visits and contacts at community outreach venues such as The Curve community centre.



## WHAT PEOPLE WHO USED THE PROJECT SAID:

*"You created room for me to talk about my difficulties and the help that I need. You made me comfortable to talk and provided professional support to enable me to complete my ESA form. Ten out of ten for professionalism!"*  
Anon  
ADKC member

*"I knew I had a safe place to go. You explained in detail the questions on the benefit form, you broke it down for me, you emphasized the need for my difficulties to be presented in a way that demonstrated my needs, and you helped me to organize*

*and put together the relevant evidence to submit with my form. I brought in loads of documents and you sorted the right ones that showed my diagnoses and health issues."*  
Margaret Madden,  
ADKC member



## LEGAL ADVICE PROJECT



The Legal Advice project launched in March 2019 to provide specialist advice on disability related benefits, discrimination and general casework.

In the first year 79 people accessed the project.

The number of cases in the first year exceeded 100.

## WHAT PEOPLE WHO USED THE PROJECT SAID:

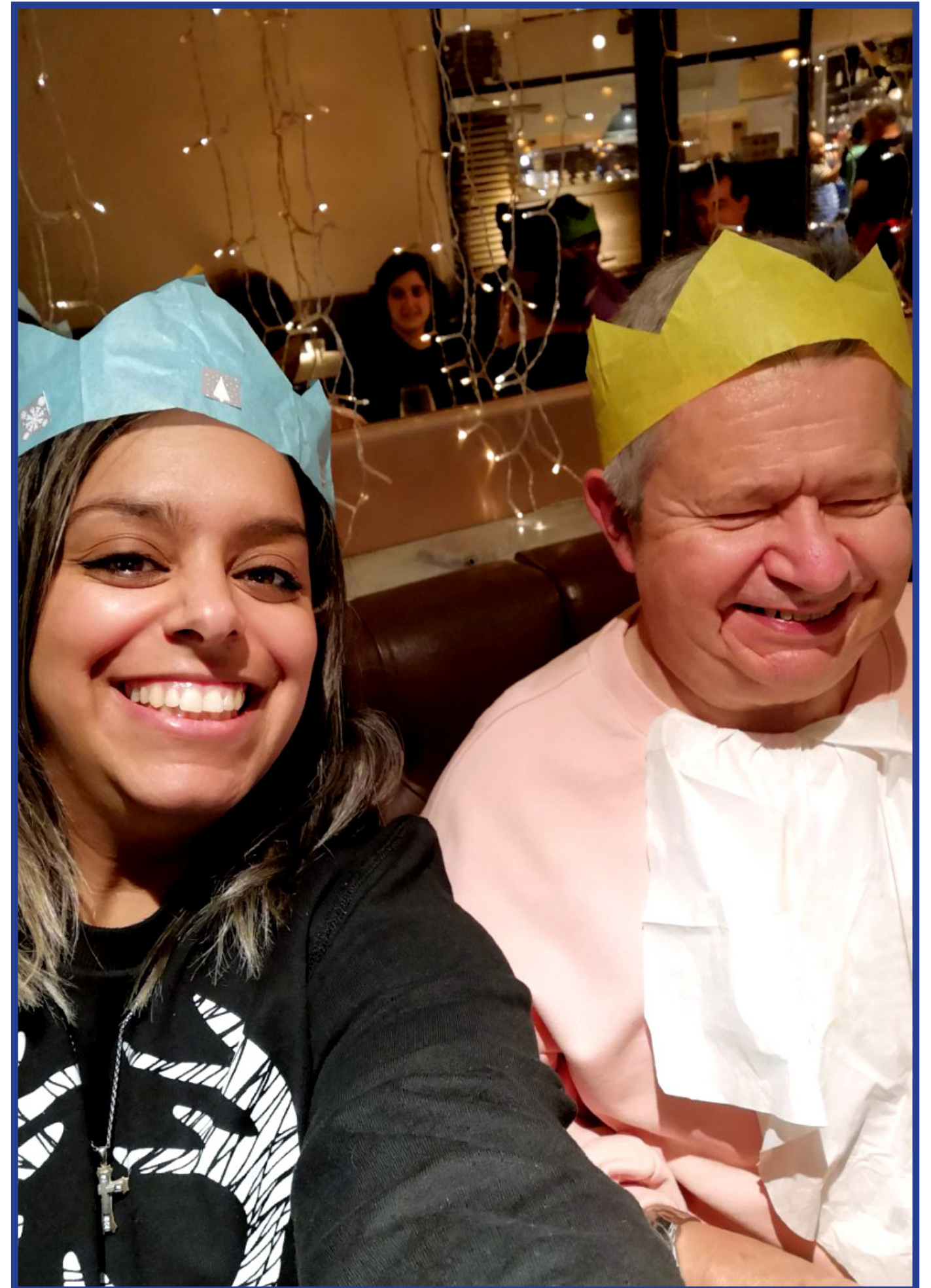
*“My problems have been solved. My needs have been met and my voice has been heard.”*

*“Knowing our rights and knowing how to use them makes us feel more independent, more in control and more proactive. It is important to have a safe environment where we feel we can speak up and this leads to greater independence and also dignity.”*

*“In the past I felt that my voice was never heard and I had fallen victim to discrimination due to my disability. Now I feel that my voice is being heard and I am being treated with respect and dignity.”*

*“I’m always comfortable coming to Carla for her help and support and always trust her judgement and competence.”*

*“Since the project began it has been a great benefit in our life. It has taken a lot of stress away besides getting a better understanding of our rights and what to do to access them.”*





# ADKC GROUPS

## ACCESS GROUP

A group of local disabled people who campaign to make Kensington and Chelsea a more accessible place for everyone. The group meets every month with guest speakers from a range of local services: including Transport, Housing, Police and Fire services. As well as other local service providers who require support to make their services more accessible. This year, the group also presented the second Access Kensington and Chelsea Awards to services and venues that provide the best access in the borough. With an award ceremony held at The Mayor's Parlour, Kensington Town Hall.

## HAPPY GROUP

Our Happy Group meets every first Monday of the month. It is a social group which celebrates the positive things in life. Throughout the year, the group has socialised out in the community, visiting local cafes and cinemas, as well as our annual summer trip to the seaside. With the onset of the pandemic, we moved to virtual meetings. Providing much needed social opportunities and a chance to share positive activities.

## PEG (POSITIVE EMPOWERMENT GROUP)

The PEG is a peer counselling and support group run by and for local disabled people. The group meets on a monthly basis at the ADKC Centre and, with the support of a qualified and experienced counsellor, discusses each individual's issue in turn. The group is growing all the time and members report that it has a hugely positive impact on their mental health and wellbeing.

## PERSONAL BUDGET USER GROUP

Peer support sessions about care 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.

## PRAG GROUP

The Positive Rights Action Group (or PRAG) is a group of local disabled people who meet every month 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. This year's guest speakers have included representatives from DWP, RBKC's Community Engagement Team and Kensington and Chelsea Food Bank.

## TRAUMA WORKSHOP

A weekly meeting established in the wake of the Grenfell Tower fire. Local disabled people, the vast majority of whom are from the North Kensington area, come together to help each other through traumatic experiences with the support of a qualified and experienced counsellor.

## WESTMINSTER W9 PEG (PEOPLES EMPOWERMENT GROUP)

This group welcomes all isolated disabled residents of Westminster. The group meets at Leonora House Centre, Maida Vale. Membership is currently growing. The group meets every other Thursday to discuss any barriers or issues that they are experiencing. The members arrange and plan guest speakers, ADKC and W9 PEG Members have also met up to socialise and support each other.





# HASSNAA'S STORY

This is the first time ADKC has put together a Happy Group for our members to go out and socialise together.

I learnt how to be happy as a disabled person, because my family and children don't see me as a disabled person. I have the same rights as anybody else because we are all equal and have rights to accessibility. Before I wasn't able to go outside where I live without my family and kids, I always listen to Jamie. Don't make being a disabled person a barrier to stop you from enjoying things in life. I believe if we're not dead we're alive. Listen to your body when you need to rest

Going to the beach, I gained confidence, forgot what was

around me. My disability didn't stop me from having fun, going into the water at the seaside with friends from ADKC.

Since 2004, I thought nothing was possible. But the way we see ourselves and thinking, you can still do things even with a walking stick, frame or wheelchair.

With the support of ADKC staff and members, we all worked together hand in hand, listening and supporting each other, Ziad playing music and Lily sharing her sewing skills, so that I'm able to work on my skirt.

I'm able to support my friends in assisting, organising access in going out to afternoon tea,

which is something that was new for me.

I am able to now say what I want and have quality time for myself, whereas before I didn't have time to myself, I used to put people before me. Now I enjoy my life.

Marian got us some swimming vouchers for disabled people from K&C Leisure Centre. I was afraid of going into the water. Now I feel confident and am able to go into the water by myself. Lots of things have changed for me, this has made me feel relaxed.

Every subject/workshop that we have attended at ADKC is different. We have learned life is about changes.



## MASSAGE SERVICE

ADKC's longstanding Massage Therapy Service remains as popular as ever. Our trained and highly experienced therapists offer a range of massage therapies to our members, the costs of which are subsidised by ADKC.

# BEVERLY'S STORY

I started using the massage service due to having a slipped disc, which was affecting my mobility, I was very depressed and I could not do everything I used to do.

The massage has helped me to overcome this. There are times when I would come in twice a week and have a massage. This service has helped my quality of life, it has helped me understand why I am in pain. It helps me to relax and has helped my sleeping pattern tremendously.

The massage is something I always look forward to. I suffer from anxiety and panic attacks. Coming to ADKC helps me to interact with other people,

and the staff are very warm and welcoming.

The sessions are very good value for money, great for the community and this is a great factor for someone like me who receives benefits and is unemployed.

All the massage therapists call and help me sometimes via video calls if I can't come into the centre. Some even call or text and check up on my health and wellbeing. The service is a more personal factor than anything. You feel like you have a really good bond with the therapist, you can trust them with your problems and dilemmas and they even suggest hints and tips.



The reflexology treatment made me aware that I suffer from fibromyalgia, I didn't know I had this until the therapist suggested that I get this looked into professionally. After having a scan, it was confirmed.

Very high-quality service and looking forward to many more sessions in the future

**Beverly**  
ADKC Member



## 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.

## BRAILLING AND RECORDING SERVICE

ADKC can translate information into these accessible formats and make copies as required.

**PLEASE NOTE:**

At the time of writing, our offices are closed and we are temporarily unable to deliver these services. We will notify you via our website when this situation changes.





# STATEMENT OF FINANCIAL ACTIVITIES

## INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2020

	Notes	Unrestricted	2020 Restricted	2019 Total
Total		£	£	£
£				
<b>Income</b>				
Income from other trading activities	2b	8,076	-	8,076
Incoming from charitable activities	2a	125,267	173,369	298,636
Donations		1,156	-	1,156
Investment income		<u>1,501</u>	<u>-</u>	<u>1,386</u>
<b>Total incoming resources</b>		<u>136,000</u>	<u>173,369</u>	<u>303,515</u>
<b>Expenditure</b>				
Cost of raising funds	3	1,663	-	1,663
On charitable activities	4	<u>153,350</u>	<u>171,974</u>	<u>296,011</u>
<b>Total resources expended</b>		<u>155,013</u>	<u>171,974</u>	<u>297,812</u>
<b>Net movement in resources before transfers</b>		(19,013)	1,395	5,703
<b>Transfers between funds</b>		<u>(5,581)</u>	<u>5,581</u>	<u>-</u>
<b>Net movement in funds</b>		(24,594)	6,976	5,703
<b>Total funds brought forward</b>		<u>293,673</u>	<u>13,387</u>	<u>301,357</u>
<b>Total funds carried forward</b>		£269,079	£20,363	£307,060
		=====	=====	=====

# BALANCE SHEET

## COMPANY NUMBER 3040329 AS AT MARCH 2019

	Notes £	2020 £	2019 £
<b>FIXED ASSETS</b>	7	2	2
<b>CURRENT ASSETS</b>			
Debtors and prepayments	8	21,140	37,298
Bank deposit accounts		264,435	238,335
Bank current accounts		36,697	48,613
Petty cash		<u>400</u>	<u>400</u>
		322,672	324,646
<b>CURRENT LIABILITIES (amounts falling due within one year)</b>	9	<u>33,232</u>	<u>17,588</u>
<b>NET CURRENT ASSETS</b>		<u>289,440</u>	<u>307,058</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	14	£289,442	£307,060
		=====	=====
<b>FUNDS</b>			
Unrestricted		217,991	159,273
Designated	12	51,088	134,400
Restricted:- Building reserve	13	1	1
Projects	13	<u>20,362</u>	<u>13,386</u>
		£289,442	£307,060
		=====	=====





## 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.

**[WWW.ADKC.ORG.UK](http://WWW.ADKC.ORG.UK)**

Facebook: [www.facebook.com/ADKCCENTRE/](http://www.facebook.com/ADKCCENTRE/)

Twitter: [www.twitter.com/adkc2](http://www.twitter.com/adkc2)

**REGISTERED CHARITY 1045769.**

**COMPANY NUMBER 3040329.**

**REGISTERED IN THE UNITED KINGDOM.**