



## Wirral Information Resource for Equality and Diversity

### IMPACT REPORT 2009-2010

Registered Charity No. 1060105

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[www.wired.me.uk](http://www.wired.me.uk)





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# 1. Introduction

*Wired* is an organisation of and for disabled people and carers that provides a range of services to people, acts as an umbrella organisation for other local disability groups and promotes the inclusion of disabled people into society. Inclusive Access is *Wired's* trading arm; it aims to provide quality technical advice, consultancy and training to clients on how to make their premises and services accessible to disabled people and to offer commercial and community based education, training and social enterprise opportunities.

- \* In this report, we will give you a flavour of the work we do and the impact it has on the range of people we work with. It is our first Impact Report and as such sets a baseline of information for future reports to build on. Wired have commissioned the preparation of this Impact Report from an independent consultant to ensure transparency of process and to enable us to continually improve the way in which we can demonstrate our impact in future years to come.
- \* Over the last year there has been a substantial **investment in developing our people and processes** for the expansion of services Wired are now offering. The confidence local and regional commissioning agencies have in our high quality services has been re-enforced through a number of new tenders won. Our services go from strength to strength and continue to be recognised as excellent quality through the ongoing achievement of quality standards such as Investors in People and the Community Legal Services Commission standards as well standards specific to our individual services such as the Parent Partnership Exemplar and the National Advocacy Quality Standards and Code of Practice. Working towards Mindful Employer, Wired now employ 38 staff members, a further five within Inclusive Access and are able to support 50 volunteers each year. The creation of a Senior Management Team and ongoing re-structuring is enabling Wired to meet the requirements of an ever changing funding and commissioning operating environment.
- \* A tremendous achievement in this year has been the culmination of a long and arduous process to have **Wired and Inclusive Access established as a City and Guilds accredited centre** for the delivery of the National Advocacy Qualification and as a result are now able to offer the qualification on a national, regional and local basis, as well as opening doors to deliver a wider range of training opportunities.
- \* Our investment in both strategic and operational partnerships continues to be extensive and Wired are a significant contributor and influencer in the development of strategies, policies and best practice for Wirral. Our Chief Executive Officer took on the Chair of Voluntary and Community Action Wirral (VCAW) and Wirral's Advocacy Partnership during this year.

## 2. Services for Children and Young People



Our services for children and young people have grown substantially as a result of a successful tender to deliver existing and new services from July 2009 onwards. We see this as an enormous vote of confidence in the high quality services Wired have continued to offer and our contract managers are delighted with our performance over this first year.

**2.1 Pupil Advocacy** for the 5–13 age group has been extended through a new contract for the 14-19 age group. Advocacy is carried out with children on a 1:1 basis and usually takes place in primary, secondary or special schools on the Wirral, although meetings can also be at home or at a place more appropriate to the young person. The Advocate can provide representation, support and/or information to children who are experiencing difficulties in school or at meetings such as annual reviews or transition meetings. This is in addition to the support provided by parents, carers and school staff. Advocacy is also provided to children and young people with disabilities who have issues that are not supported by any other means.

- \* The age range of those supported during 2009-10 ranged from 5 years old to 19.
- \* The ratio of males to females was on average 3:1 over the year, although this varied quarter to quarter.
- \* Referrals to the services came from a good spread across parents, the voluntary and community sector, school and by the pupils themselves.
- \* The average caseload for the 5-13 service ranged from 11 to 20 clients receiving ongoing support in any one quarter; 24 new cases were taken on during the year and 41 cases were closed.
- \* The average caseload for the 14-19 service ranged from 18 to 20 clients receiving ongoing support in any one quarter; 27 new cases were taken on during the year and 18 cases closed.
- \* New promotional materials for the service were designed with young people's involvement
- \* Key issues for service development were identified with Children and Young People's Commissioners as bullying, Annual SEN and IEP Reviews, Transition, Team Around the Child meetings and promotion of the service amongst agencies working with BME groups.
- \* Outcomes identified by the children and young people themselves in their feedback sheets showed that in all cases they felt they enjoyed school more and that they had more confidence, there was also evidence that they felt happier, felt safer and definitely felt that the Advocate had helped them.

**2.2 Looked After Children Advocacy** is provided for children in receipt of support for Special Needs and/or have a Statement of Special Needs, and/or have any other identified support needs or a disability.

- \* The age range of those supported during 2009-10 ranged from 8 years old to 14+
- \* The ratio of males supported to females was on average 3:2 over the year, although this varied from quarter to quarter.
- \* Referrals came predominantly from social workers, schools, residential care and carers, although there were also internal and self referrals as well as referrals received from the community and voluntary sector.
- \* The types of problems young people were predominantly experiencing were contact issues, residential care issues, education issues and transition from children's to adult's services, although other issues covered include family support, hospital discharge and access to cultural services.
- \* The average caseload of the LAC Advocate ranged from 11 to 24 clients receiving ongoing support in any one quarter; 26 new cases were taken on during the year and 19 cases were closed.
- \* Outcomes included improved educational support at school, young people better able to participate in residential care reviews, improved contact with parents and siblings and successful referrals to other services such as CAMHS.

### A Pupil's Story....

*A referral was made to the Pupil Advocacy Service by a parent via a Head teacher. Her son who was in Year 3 ran a high risk of being excluded due to his aggressive behaviour towards staff and pupils alike. The young person had experienced the breakup of his parent's relationship and his behaviour problems seemed to have increased since then. The Advocate visited the young person at home with his mum and siblings present to get his consent, however the young person expressed a wish to meet at school. At this first school meeting, the young person said was not getting on well with his mum at the time; she was hitting him frequently and threatening that he would be placed into care. The young person became very upset because he was worried that his mum didn't love him anymore and felt unsafe at home. The young person hadn't been able to speak to his mum about his feelings; home life was very hectic and siblings needed lots of time. He requested to have a meeting with mum in school so he could talk to her with the Advocate's support.*

*The meeting with mum was a success. The Advocate helped the young person express themselves and listen as well and changes to behaviour were agreed on both sides. At an agreed review meeting, the young person said he was much happier and reported that he and mum were making time for each other, they were getting on much better and the hitting (by mum) had stopped. His class teacher also reported that the young person was much more settled in class.*

***The Advocate helped  
the young person  
express themselves***

### Paul's Story.....

*Paul attends mainstream school but has specific learning difficulties and has an SEN statement. His issues for advocacy initially were that he wanted to receive extra support during his English lessons at school, as he felt that he was falling behind. Paul sought the help of an Advocate because he wanted extra teaching support, even though the school had said they were providing all the support they could. The Advocate arranged a meeting with LACES and the additional support needed was arranged through negotiating a change to his other lessons, as well as Paul agreeing to take additional English work home with him. Another issue for Paul was that he wanted more contact with his parents, especially over the festive period, where he wanted to stay over an extra night; Paul's Social Worker had expressed concerns over this due to a sibling's behaviour in the past, however with the help of the Advocate the importance of contact and the young person's wishes were emphasized and Paul was granted an extra overnight stay at Christmas. The Advocate continues to work with Paul to support his wish for permanent increased contact with his parents.*

***Paul sought the help of an Advocate because he wanted extra teaching support***

**2.3 Independent Visitors Service** - An Independent Visitor (IV), is an adult friend to a looked after child or young person, who has had little or no contact with his or her parents in the last 12 months. The Children Act 1989 places a duty on every Local Authority to provide an IV to children and young people who meet the criteria. All looked after children, including those placed out of borough, should be offered the opportunity to have an IV, unless it can be proved that it would be in their best interest not to have one. The child must agree to having an IV.

- \* As of the 1st April 2009 the Independent Visitor service transferred to Wired. All service users continued to access the service with consent obtained for transfer of files. All involved worked to ensure a smooth transition for all stakeholders, Wired were satisfied from feedback that the change did not impact negatively on any service users.
- \* 15 young people have been supported during the year. Of these 15, 11 were matched prior to 1st April 2009, and 4 have been matched since. 3 young people have left the service, 2 due to increased contact with parents, and 1 due to settlement in long term foster placement. We have received 6 referrals, 3 from Care Management, 2 from Leaving Care, and 1 internal. Of the 6 referrals received, all have been appropriate, and all have taken up the offer of service.
- \* The types of issues identified for the young people were SEN (ADHD/Aspergers/ Attachment Disorder), moderate learning difficulties, sexually inappropriate behaviour and being located out of borough.
- \* In June 2009, one of the Independent Visitors, Andrew Moyes, received Greater Merseyside Befriender of the Year award from the Mentoring and Befriending Foundation in conjunction with Sefton CVS to recognise his work with Wired. The application was judged by an independent panel of Social Care students from a high number of applicants.
- \* Over 190 requests for information and advice about Independent Visiting were received in 2009-10.
- \* There have been 7 separate blocks of training provided for volunteers
- \* There have been 138 visits to young people and 505 hours spent with them.

**2.4 Direct Payments Advisor** - Direct Payments are paid by the Local Authority to enable people to buy the care they need directly. This gives people more control over who provides their care and when. Many people who receive Direct Payments choose to employ their own personal assistants, others purchase care from agencies. A need to support Parents find personal assistants for their children's care arose as often the payments allocated to children and young people are small and only for a few hours care, there are significant barriers to recruiting personal assistants in these circumstances as well the perceived difficulty involved with HMRC processes.

- \* The new post of Direct Payments Advisor for children and young people commenced in November 2009, by the end of March 2010 a bank of 26 personal assistants had been established, exceeding the annual target for families matched with personal assistants within 6 months. Links with partner organisations such as Merseytravel were established early on to support the removal of barriers such as transport.
- \* Parental involvement in the recruitment of personal assistants has been substantial from advertisement to selection and subsequent CRB checks.
- \* Support has been provided in PAYE
- \* The majority of referrals have come from word of mouth and self referrals following recommendations of those who had already started to use the service.

#### What the Professionals Say.....

*'This pupil in question has really appreciated his support from Wired. It has given him a 'voice', someone who can take his concerns or discuss anything that his bothering him. As this pupil is residential, it has been a really important part of his residential life that he has had an independent person acting on his behalf' (Teacher about Pupil Advocacy)*

*'The Advocate has an excellent ability to connect with young people, very quickly, to put them at ease and start building a trusting relationship. They are extremely good at being able to communicate precisely the information/needs/desire of the young person to adults and those perceived to be in authority. I personally have found the Advocate to be very supportive in my role as Learning Mentor' (Learning Mentor about Pupil Advocacy)*

## 3. Support for Parents



Wired was successful in winning a contract to add two new services to their existing Parent Consultation and Participation Project in July 2009 – The Parent Partnership and Choice Advisor; both have proved to be very successful, well subscribed services, applauded by parents and professionals alike.

**3.1 Parent Consultation and Participation** - empowers parents and carers to participate in forums and consultations about local policy and practice concerning entitlement and provision for children with additional needs and/or disabilities. This is achieved by facilitating carer consultation groups, forums and events to raise the profile of the service and reach out to any carers who may not be aware of it, or who may find it difficult to access information and support due to caring responsibilities. The service is heavily involved with Aiming

- \* Approximately 125 parents were engaged with this service in 2009/10 with participants living in all areas of Wirral; 15% were male, 85% female parents.
- \* Approximately 17% of those engaged were in receipt of regular and ongoing support
- \* Membership of the Wirral Family Consultation Forum has increased and has supported the recruitment of parents to other groups.
- \* We have significantly increased representation by parents of children with disabilities, to a range of social care, health and education decision making, consultation and planning groups.
- \* We facilitated a better understanding of 'Aiming High for Disabled Children' through the delivery of 6 workshops. Many parents were confused about all aspects of Aiming High and the workshops gave them information to make a more effective contribution to future consultations.

### What Our Service Users Say.....

*'The advisors were extremely helpful and supportive during this time. This was a very anxious time for us as parents and their help was appreciated' (Parent)*

*'I could not believe how prompt and efficient this service was. Within a week my son had moved schools. I am so happy and so is he. Definitely the best choice I made. Great service!!' (Parent)*

**3.2 Wirral Parent Partnership Service (WPPS)** is a statutory service commissioned by the local authority to support parents and carers of children with special educational needs and/or disabilities. This includes a range of flexible services providing information, impartial advice and support, including access to an Independent Parental Supporter for all parents who want one. Practical support can include help with form filling and letter writing, support at meetings and understanding the statutory assessment and statementing process. This service aims to empower parents to become fully engaged with their children's education and to work in partnership with school to improve outcomes for the child.

- \* The service has seen increased referrals from schools as trust is built through an empowered parent – a true school-parent partnership approach.
- \* The service responded positively and pro-actively towards the 'Think Family Initiative' launched in February 2010 and is fully integrated with the Area Team's approach to supporting vulnerable children and young people and their families.
- \* Under Wired's management, the service moved to being an exemplar service within national quality standards and the service is now recognised as best practice.
- \* The use of Independent Parental Supporters in Wirral for the first time has enabled a significant growth in the number of clients that can be supported

**3.3 The Choice Advisor** provides impartial support to all parents who may find it hard to understand and navigate the school admissions system. This service is used by parents and carers whose children are making the transition from pre-school to Foundation 2 (reception) and those moving from primary to secondary school, as well as any parents changing school mid-year for any reasons. This service is especially valuable for families new to the area, who do not have knowledge about local schools and services, as well as people with English as their second language, or who may have literacy difficulties or disabilities.

- \* Approximately 170 clients were seen from when the service commenced under Wired's management in July 2009; the majority of whom received regular and ongoing support until their case was resolved.
- \* Approximately 85% of clients giving feedback, strongly agreed or agreed that the service was easily accessed, informative, unbiased and facilitated better understanding of the admissions system for schools.

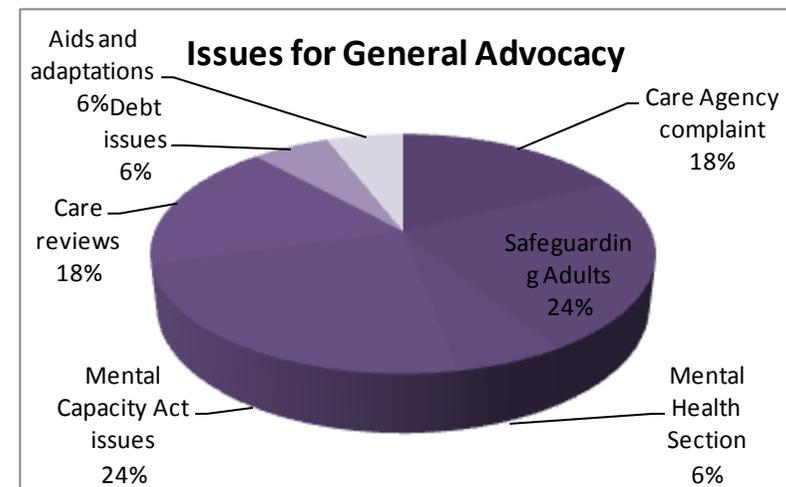
## 4. Adult Services



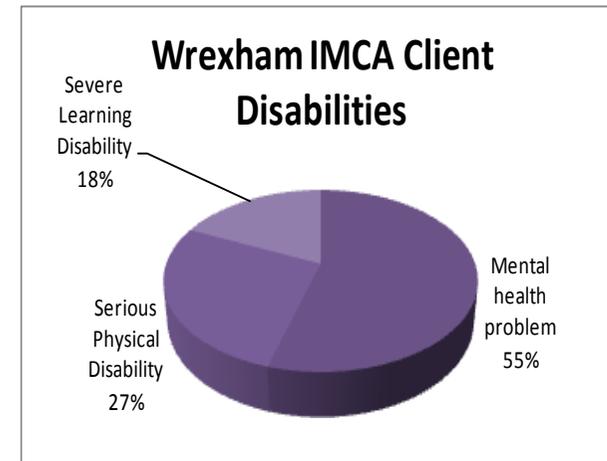
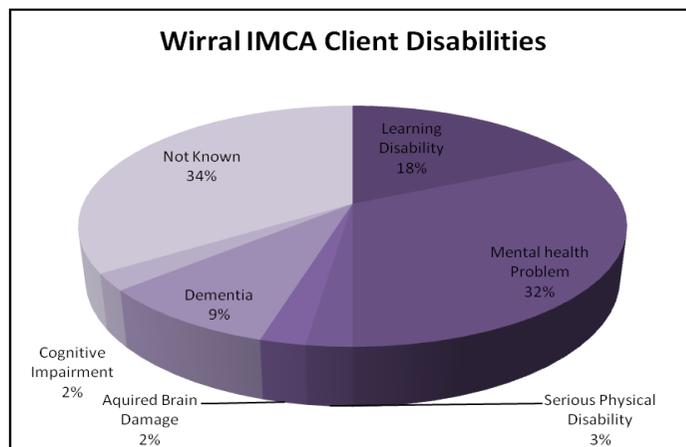
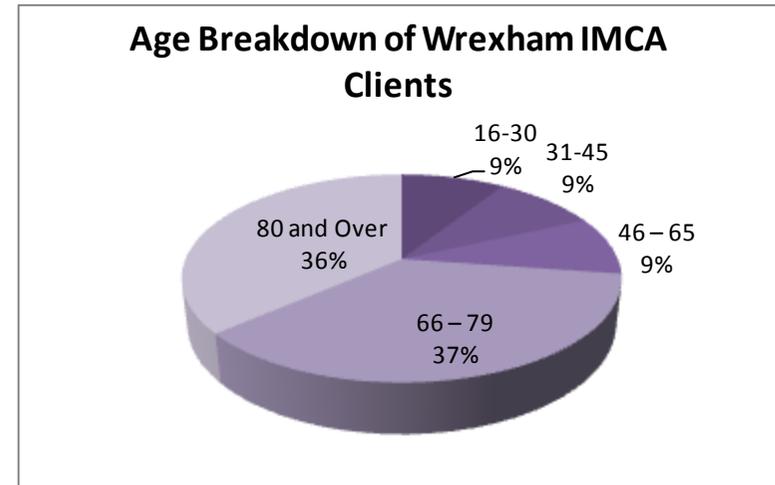
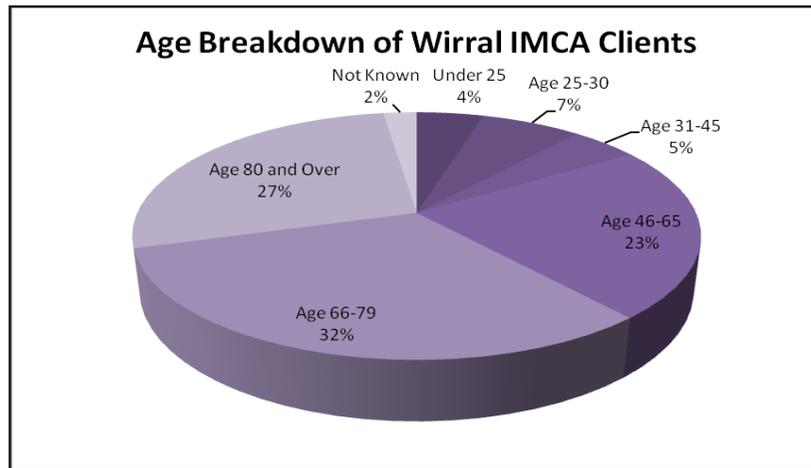
New posts of Team Co-ordinator and Generic Advocate were created for the team, Adults Services team members were heavily involved in Wirral's Options for Change Consultation and the service passed its Community Legal Services Audit with commendations.

**4.1 General Advocacy** is available for adults with a physical or sensory impairment between the ages of 16 and 65 who live in Wirral. This can range from getting the right care package in place, help to access benefits and services, making complaints, as well as practical issues such as travel and parking.

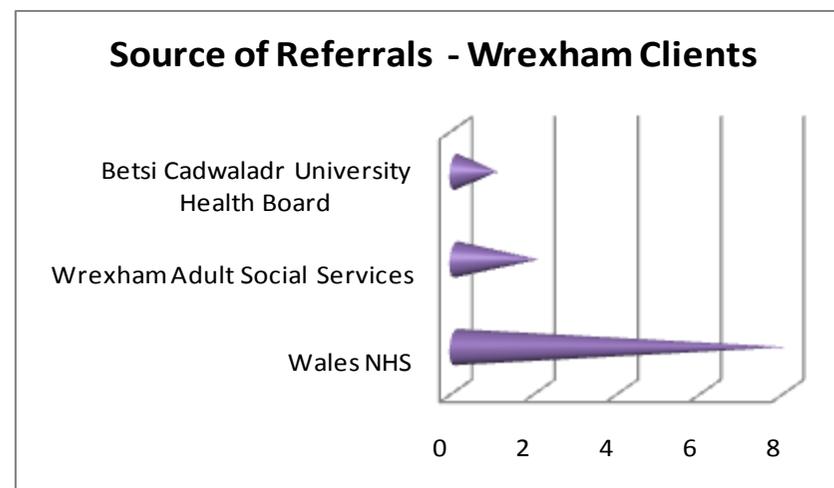
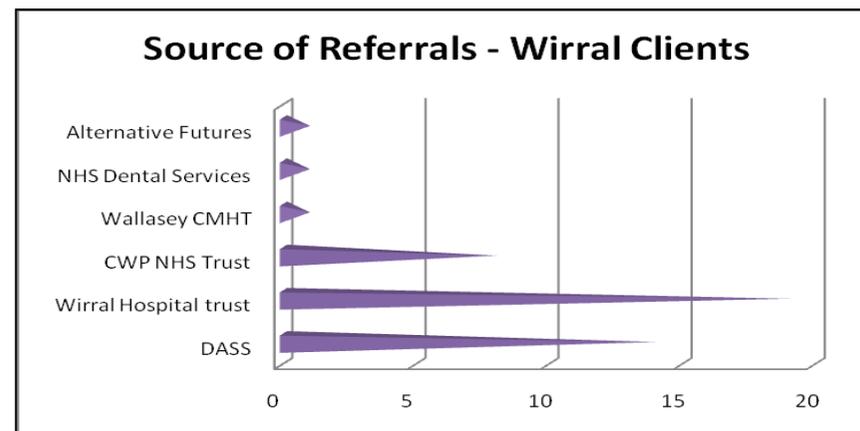
- \* There were 52 new clients, through the year, with an ongoing caseload of approximately 40 clients.
- \* The team received over 5000 requests for information via the telephone and email
- \* The team made a significant contribution to the planning of Wirral Advocacy partnership's first Conference— 'Advocacy—Let's get a Shared Understanding' which was held in April 2010.



**4.2 Independent Mental Capacity Advocacy** - The Mental Capacity Act (MCA) 2005 came into force in 2007 and introduced the new statutory role of the Independent Mental Capacity Advocate (IMCA) to support people who lack capacity to make certain decisions. Wirral hold contracts to provide IMCAs in Wirral and Wrexham. Deprivation of Liberty Safeguards (DOLs) give additional rights and responsibilities to an IMCA, other than those assigned to them by the Mental Capacity Act 2005. These came in to force on 1<sup>st</sup> April 2009. Within DOLs, IMCAs can be instructed on three occasions - as soon as a request is made by the managing authority, if the relevant person has no appropriate family member or a friend, once the authorisation has been granted, if the relevant person does not have a paid representative, they or their representative can request an IMCA or if there is a gap between one paid representative leaving and the appointment of another one.

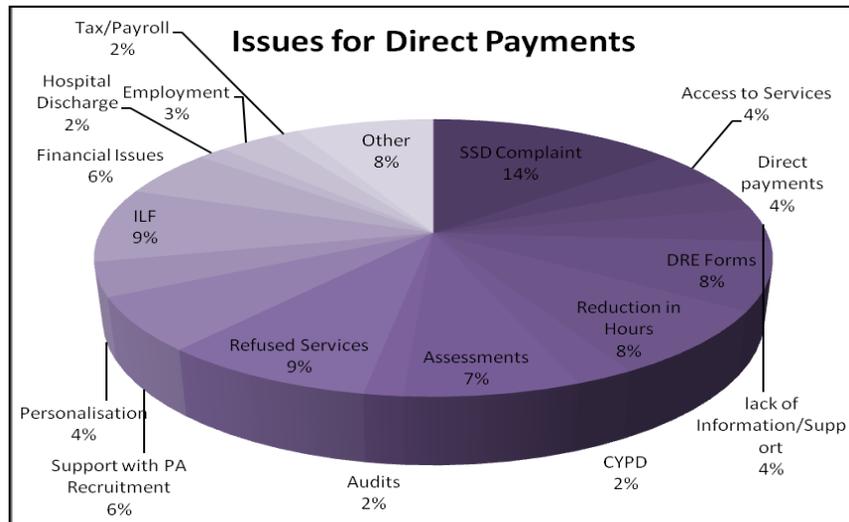


- \* Wired took over the contract for Wrexham IMCA referrals from 1<sup>st</sup> June 2009
- \* The total number of referrals received for Wirral were 44 in 2009-10; 33 of these were completed, 3 are ongoing and 8 are awaiting paperwork for completion.
- \* The total number of referrals received for Wrexham in the first 6 months were 11, 4 of these referrals were inappropriate. 4 were completed and the remaining 3 are awaiting paperwork
- \* The gender split of clients female to male was 30:14 in Wirral and 6:5 in Wrexham
- \* IMCA Advocates provided a range of training sessions and presentations to public sector staff



**4.3 Direct Payments Advocacy** – Direct Payments are paid by the Local Authority to enable people to buy the care they need directly. This gives people more control over who provides their care and when. Many people who receive Direct Payments choose to employ their own personal assistants, others purchase care from agencies. Our advocates offer support with any issues or concerns about Direct Payments and will also help people who have been refused Direct Payments. Our advocates can offer support in receiving an assessment from social services for Direct Payments.

- \* There were 2336 requests for information and advice during 2009-10; 506 by phone and 1830 by email.
- \* The number of complex cases dealt with over the year was 37
- \* Referrals came predominantly from self referral (68%), with other received from Wirral Council, other advocates, internally and family
- \* A range of issues were dealt with by the Advocates (see graph)



What Service Users Say.....

‘Helped us to employ a suitable carer for our son. Helped to enable us to understand the direct payments system and provided payroll services. All personnel have been very helpful, kind and shared a sense of empathy for our situation whilst being very professional’

‘Enabled me to gather information and feel supported in approaching social services for an assessment of needs. Helped me to feel more in control of my situation and less stressed, made me realise that I am doing my best and gave me confidence to move forward. I found the counselling you provided me with invaluable, professional, flexible and a tonic during a difficult period’

**4.4 Carer's Advocacy** is available for people who have caring responsibilities for others and who live in Wirral.

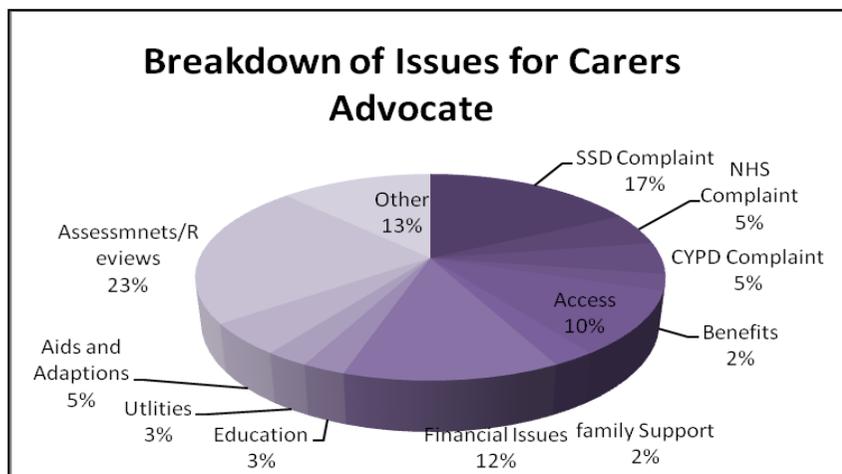
- \* There were 922 requests for information and advice during 2009-10; 379 by phone and 543 by email.
- \* There were on average just over 11 complex cases being dealt with at any one time.
- \* Referrals came predominantly from self referral (66%), with others received from family members, internally from other Wired services, a health worker and as a result of the Wirral Carers newsletter.
- \* A range of issue were dealt with by the Advocate (see breakdown), however complaints and assessments/ reviews were the most significant issues.

*What Service Users Say.....*

*'I feel more confident that I have been listened to and wired made me feel at ease' (Carer's Advocacy SU)*

*'Wired helped me get the services for my son after many years battling Social Services' (Carer's Advocacy SU)*

*'I would not of got as far as I am now only for my Advocate, thank God for people like Wired – Thank You' (Carer's Advocacy SU)*



## 5. Support for Carers



Wirral Carers have had another hugely successful year with those registered exceeding 900 members by the end of 2009-10; this network of carers developed in to a formally constituted Association in October 2009. The Carers Counselling Service provided valuable learning for the organisation and identified a demand for this type of service if a source of funding could be identified.

**5.1 Wirral Carers** - Wired holds a register of carers in Wirral and supports these carers with quarterly newsletters, a website, a helpline and facilitates Association meetings. The Association is where the Carers 'Voice' can be heard, using plain language. Carers can help to influence developments and shape future services in the Borough. It offers opportunities to ask about decisions that have been made. It also gives service development managers an opportunity to listen to experiences and views.

- \* 10 week courses in art, yoga, tai chi, basic counselling and distress to de-stress were fundraised for and delivered. In addition workshops for health and safety and first aid, as well as a specific ongoing reading group and therapies day were also provided for Carers through 2009-10.
- \* The carers involved in the arts course found the course so beneficial and enjoyable that they have themselves found means to sustain their art group. They held a successful exhibition of their work at Birkenhead Park and developed a calendar celebrating the artwork of the group which was launched during carers week.
- \* The Carers Helpline received 1331 calls in 2009-10
- \* In April 2009 there 845 carers on the register, by March 2010 this was 1025

**5.2 The Carers Counselling Service** was a service delivered to carers in 2009-10 reliant on funding via the NHS third sector innovation fund which was no longer available after March 2010. In it's year of operation it benefitted both the carers receiving the service and those counselling students looking to complete 100 hours practical experience.

- \* 19 volunteers were recruited in total all of whom were counselling students
- \* 52 carers received counselling

**What Our Service Users Say.....**

*'I found the content of the course very helpful. The opportunity to be listened to and to learn some relaxation techniques was great. I appreciated that my opinions were valued and that this was delivered by people who really understand the health issues of carers and the impact that can have on carers – Thank You!' (Carer)*

*'I would like to thank you all for the lovely day, it was so relaxing and a lovely group of people. I always look forward to any of Wired's groups no matter what you organise, you do seem to think of everything' (carer)*

*'Warm welcome, talking to other carers, practical exercises, to have lunch prepared for me. I felt so much better for it and I also had practical tips to take away that I thought would be useful' (carer)*

## 6. Our Other Services



**6.1 The Payroll Service** aims to provide a confidential, reliable, personal and friendly service dedicated to making payroll easier for employers providing help and guidance on all payroll issues. It provides a payroll service specifically designed to meet the needs of clients who employ a personal assistant or care assistant to work for them in their home. For a quarterly charge calculate employees' pay, supply pay slips, timesheets and calculate Income Tax and National Insurance Contributions compliant with HMRC requirements.

- \* Liverpool City Council commission Wired to provide a payroll service for their Direct Payments clients. In 2009/10, 578 individual employers were supported.
- \* In Wirral, a nominal, non profit making charge is made for the service to Direct Payments clients. In 2009/10, 204 clients were supported.
- \* An independent review of the payroll service showed an overwhelming majority of clients indicating that the service did what they wanted it to and that staff were polite and considerate; a whole host of very positive comments were received and 98% of clients rated the service as excellent or good.
- \* Over the next year, Wired hope to extend this service to other areas.

What People Say.....

*'The Payroll team are extremely professional, efficient and kind. To begin with, as someone who had never ran a direct payment system, I was very unsure that I could do it correctly, it didn't matter how often I contacted the team, they took the fear out of it for me.'*

*'Wired provides a very necessary service for carers and the people they care for. It's a secure and comforting feeling to know that Wired is just a phone call away' (payroll customer)*

**6.2 Shopmobility** is a scheme that hires manual and powered wheelchairs and powered scooters to members of the public who have limited mobility. These can be used to shop or visit leisure, commercial and hospital facilities in the surrounding area. Staff and volunteers will help people to decide what equipment to hire and give training to use it safely. Anyone with limited mobility can use the service either because of an impairment or injury; whether it's a permanent impairment, a broken your ankle or pregnancy these services are available. Shopmobility centres are in Liscard and Birkenhead Town centres.

- \* Despite a downturn in the economy and the opening of Liverpool 1 shopping area in 2009-10, there were 4977 items of equipment hired from our Birkenhead and Liscard Shopmobility Centres
- \* 78 new members signed up to hire equipment and a further 172 renewed their membership during the period
- \* Over £16,000 was generated in income from the centres during the period



# 7. Investing in People, Partnerships and Quality Assurance



**7.1 Volunteering**—Wired supports 50 volunteers across all of its services and employs a Volunteer Co-ordinator. Here are some of the success stories:

- \* Two volunteers completed 'An Introduction to Advocacy' Certificate, Administrative Procedures and Computer Training
- \* Two volunteers completed an induction and training to enable full involvement in shopmobility.
- \* One person volunteered then worked as a paid mentor for inclusive access (keep on moving scheme). This helped in work experience evidence. They were able to gain full time employment some 3 months later.
- \* A volunteer with a disability was able to work face to face with clients through the s/mob scheme; this gave valuable opportunity for inclusion and an outlet for their undoubted talent. From this experience the volunteer was interviewed by the Chief Executive and has since become a Trustee/Director of the Organisation.
- \* One volunteer who suffered a catastrophic accident has been helped to work their way back into mainstream involvement, this by careful liaison with their psychologist, planning how, when and where to involve them as a volunteer. The obvious benefit to the volunteer shows in the levels of skills now shown in the type of work they are able to complete unaided, and more importantly by the confidence shown in dealing with employees needing admin support. The admin team has been involved at all stages and their help has been invaluable.
- \* Volunteering has helped a former health service professional, who after suffering a major stroke felt isolated from the workplace. The careful induction and placement for them within the organization has in their words "Given them a new lease of life" and according to the employees at shopmobility, they have become an extremely valued and flexible member of the team.
- \* We have been able to make use of a young graduate within the children's service. This has had a reciprocal benefit in that we can make use of a volunteer with the skills that enable them to advocate on behalf of clients and subsequent help with the case load of the department. The volunteer is getting the experience that is required by them to enable them to make their future career choice. As with all volunteers the specific training received by the volunteer is evidenced in their experience file for their future review and use.

**7.2 Staffing**—Wired employ 38 members of staff and a further 5 are employed through Inclusive Access. A significant amount of investment has been made in training and development of these staff members and an ongoing re-structuring process has created opportunities for staff to develop and progress their careers within the organisation. A senior management team has been created to accelerate the strategic development of the organisation to allow it to position itself for an ever changing operating environment, this has allowed a consistent person centred culture and management style to be embedded across the organisation and greater integration and skills sharing between services. There has been significant progress made in HR and Health and Safety policy development and infra-structure improvements. Wired has signed up to VOLA’s Skills pledge and training opportunities provided for staff have ranged from the National Advocacy Qualification, to Internal Assessor/Verifier, business administration, PTLLS, CTLLS and keeping up to date with statutory and legislative requirements. Wired is committed to employing a diverse staff team that is representative of it’s values and aims; a Modern Apprenticeship position has been supported and a Future Jobs Fund post created.

**7.3 Partnerships**—Wired commits a significant amount of staff time and resources to common goals and partnerships; during 2009-10 they were members of the following partnerships:

- \* Voluntary Community Action Wirral (VCAW) – Chief Executive appointed as Chair
- \* Wirral Advocacy Partnership - Chief Executive appointed as Chair
- \* Carers Development Committee
- \* Third Sector Assembly (3SA)
- \* Community and Voluntary Sector Chief Officers Group
- \* Community Engagement Strategy Group
- \* COMPACT Working Group
- \* The Link Forum
- \* LINKS
- \* Wirral Advice Network
- \* Safeguarding Adults Partnership Board and Sub Groups
- \* Mental Capacity Act (MCA)
- \* Merseyside Disability Federation
- \* VOLA
- \* ACEVO
- \* NCVO

**7.4 Quality Assurance**—Wired take the quality of the services they provide very seriously and have been recognised or are progressing towards the following quality standards:

- \* Investors in People
- \* Community Legal Services Standards
- \* The Parent Partnership Exemplar
- \* The National Advocacy Standards and Code of Practice
- \* Positive About Disabled People
- \* Mindful Employer
- \* City and Guilds Quality Assurance Standards
- \* National Open College Network Quality Assurance Standards (Inclusive Access Only)
- \* Ofsted Inspections (Inclusive Access Only)

## 8. Inclusive Access



**Inclusive Access** is a wholly owned trading subsidiary of the charity. They are a leading provider of high quality disability access services, training and consultancy across Northern England. The main services we provide are Access Audits, Access Consultancy and Specialist Training. **Inclusive Access** is a social enterprise – a business that trades primarily for social purposes and reinvests its surpluses in the business or community rather than distributing them to shareholders.

Our profits are gifted to **Wired** which provides services for disabled people, ensuring disabled people benefit in the long term from our business services. There is also a sharing of expertise and staff resources between the two organisations. **Inclusive Access** works with a wide range of public, private and voluntary sector organisations helping them to achieve their objectives with quality advice training and support from our knowledgeable and professional team of experts and associate organisations.

- \* Six training courses were delivered by Inclusive Access during 2009-10 with 182 participants.
- \* A 40 week training course commissioned by Active8Success for people with mental health problems with 29 attendees.
- \* Wirral DAAT commissioned a course for substance misuse users to train them to become involved with committees as service users, 20 participants attended the induction day, 10 enrolled on the course and 4 received the OCN qualification
- \* A Community Development Course was funded by the Neighbourhood Renewal Fund; Cohort 1 – 25 people enquired and 7 completed to receiving the qualification, Cohort 2 – 37 people enquired and 11 completed to receiving the qualification, Cohort 3 – 18 people enquired and 14 completed to receiving the qualification
- \* Two Seminars in the Park, funded by Your Wirral were delivered to the Voluntary and Community Sector on Wirral. How to make your building accessible for disabled people and How to make your services accessible for disabled people; these were attended by 10 and 12 people respectively and 19 different organisations were represented.
- \* An Inclusive Access open forum for architects and designers was held to discuss BS8300 2009 – The Changes to the Building Regulations; 16 people attended from 10 architects firms.
- \* Ross Care provided Fire Risk Assessment Training for 15 people
- \* A total of 18 Access Audits were undertaken



# 9. Financial Information



## Statement of Financial Activities including Income and Expenditure Account for the Year Ended 31 March 2010

	Unrestricted Funds	Restricted Funds	Total Funds 2010	Total Funds 2009
	£	£	£	£
<b>Incoming resources</b>				
Incoming resources from generated funds				
Voluntary income	16,369	-	16,369	46,991
Activities for generating funds	5,425	-	5,425	7,050
Investment income	28	-	28	1,659
Incoming resources from charitable activities	802,291	89,095	891,386	662,798
Total incoming resources	<u>824,113</u>	<u>89,095</u>	<u>913,208</u>	<u>718,498</u>
<b>Resources expended</b>				
Charitable activities	804,125	103,499	907,624	717,076
Governance costs	13,412	884	14,296	7,060
Total resources expended	<u>817,537</u>	<u>104,383</u>	<u>921,920</u>	<u>724,136</u>
Net expenditure before transfers	6,576	(15,288)	(8,712)	(5,638)
<b>Transfers</b>				
Gross transfers between funds	<u>18,120</u>	<u>(18,120)</u>	<u>-</u>	<u>-</u>
Net movements in funds	24,696	(33,408)	(8,712)	(5,638)
<b>Reconciliation of funds</b>				
Total funds brought forward	142,979	43,998	186,977	192,614
Total funds carried forward	<u>167,675</u>	<u>10,590</u>	<u>178,265</u>	<u>186,976</u>

## Balance Sheet as at 31 March 2010

	2010		2009	
	£	£	£	£
<b>Fixed assets</b>				
Tangible assets		44,670		48,261
Investments		2		2
		<u>44,672</u>		<u>48,263</u>
<b>Current assets</b>				
Debtors	54,101		85,644	
Cash at bank and in hand	100,664		80,568	
	154,765		166,212	
<b>Creditors: Amounts falling due within one year</b>	<u>(21,172)</u>		<u>(27,499)</u>	
<b>Net current assets</b>		133,593		138,713
<b>Net assets</b>		<u>178,265</u>		<u>186,976</u>
<b>The funds of the charity:</b>				
<b>Restricted funds in surplus</b>		10,656		44,283
<b>Restricted funds in deficit</b>				
Pupils Advocacy		(2)		(281)
We r able 2		-		-
Art & Culture Fund		-		-
Wirral culture for all		-		-
IMCA		-		-
Hidden carers		-		-
Keep on moving		-		(4)
Wired carers website development		-		(1)
Radio carers id		-		-
Volunteer engagement office		(64)		-
Carers Counselling		-		-
<b>Total Restricted Funds</b>		<u>10,590</u>		<u>43,997</u>
<b>Unrestricted Funds</b>				
Unrestricted income funds		167,675		142,979
<b>Total Charity Funds</b>		<u>178,265</u>		<u>186,976</u>

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

Approved by the Board on 7 October 2010 and signed on its behalf by:

Dr. P. Dufton  
Trustee

## 10. Looking Forward



- \* During 2010/11 Wired will be reviewing it's Memorandum and Articles
- \* There will be further implementation of our Income Generation Strategy to broaden our income streams
- \* We will be undertaking a thorough review of all our costs in anticipation of public spending cuts
- \* We will be moving premises. During previous years, Wired's head office was located within an old school being used as a small business centre. The building was in a poor state of repair and was located in a Housing Market Renewal Initiative and as a result will be closed in May 2010. Wired has identified new premises in Upton and will re-locates during 2010/11

This report was written on behalf of Wired by an independent consultant – Jenny Naylor. Jenny has over 15 years of working in the field of regeneration; she has consistently worked with data and performance management information over this time including roles involving labour market information analysis, economic assessments, health impact assessment and social auditing at Wakefield TEC, Wirral Council and Leasowe Trust. As Neighbourhood Renewal Manager for Wirral Council she supported Wirral's Strategic Partnership's Thematic Groups to develop their Performance Management Frameworks and continued to manage this process for Woodchurch's Neighbourhood Management Pilot. Jenny has been working on a free-lance basis for just over 12 months and is undertaking a similar project on Impact for the Wirral Advocacy Partnership.

### Consultant's Comments.....

Wired are meeting all their contractual requirements for monitoring data; inevitably these requirements vary between contracts. I would therefore recommend identification of a small number of key performance indicators to measure the organisation's own objectives and collect these across their services for consistency and comparison. Taking control of the monitoring process for their own impact measurement will allow for comparisons over time and over different areas of the business. I would also recommend a centralised collection and storage of this data for ease of access and for data verification.

*Wired* and *Inclusive Access* would like to thank all of its funders, commissioners and wider stakeholders for all their support in making these achievements possible during 2009-10 and we look forward to another successful year of high quality service delivery.

# 11. Contact Us



If you wish to Contact Wired, please write, call us or email:

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