

The word "Wired" is written in a large, purple, cursive font. To the right of the text is a graphic of a sphere composed of many thin, curved lines that create a sense of depth and movement, resembling a wireframe or a globe.

Wirral Information Resource for Equality and Diversity

Making the Difference - Impact Report 2011-2012

Registered Charity No. 1060105
Registered Company No. 2997803



What is Wired?

Wirral Information Resource for Equality and Diversity Ltd (Wired) has been providing services to disadvantaged people since 1975. We support people to live their lives as independently and with as much choice and control as possible. Our services started in Wirral but are now in the Northwest of England and in Wales. Year on year more people are seeing the difference we can make and our services are expanding to meet the needs of some of the most vulnerable people in society. As one young person who has used the Independent Visitor service said:

What difference has it made? I'm hardly on my X Box now, I've gone out and met friends, he gave me confidence

During the year the staff and volunteers at Wired have helped 7083 disabled people and carers and provided information to 1000 + disabled people in 10 local authority areas.

Providing these services have been 85 staff supported by 55 volunteers. During the year these volunteers have provided over 8,300 hours to Wired. Their roles have included delivering services in partnership with paid staff, helping out at events, through to answering the phones and the difference they make to Wired is huge.

What services does Wired provide?

Wired provides a wide range of services all of which are tailored to individual needs and circumstances of our clients. This approach of working from the needs of the individual rather than being service driven delivery has ensured positive outcomes for clients. The service clients receive enables them to gain the skills to be better able to deal with issues in future and move on with their lives.

Advocacy Services

Advocacy is providing support to people to make their views known and have their views considered in decisions that are made about them.

Advocacy enables people to take control in their lives and make choices about how they want to live. Being independent does not mean doing everything for yourself but being in charge of who does what and when.

At Wired all advocates are trained to provide generic advocacy but they are also able to provide independent mental health capacity advocacy and DoLS (deprivation of liberty safeguards). This is for people who have been assessed as not having capacity to make decisions but can still make their views known about choices.



You're awesome and you always try your best to what's in my best interest,
so thank you

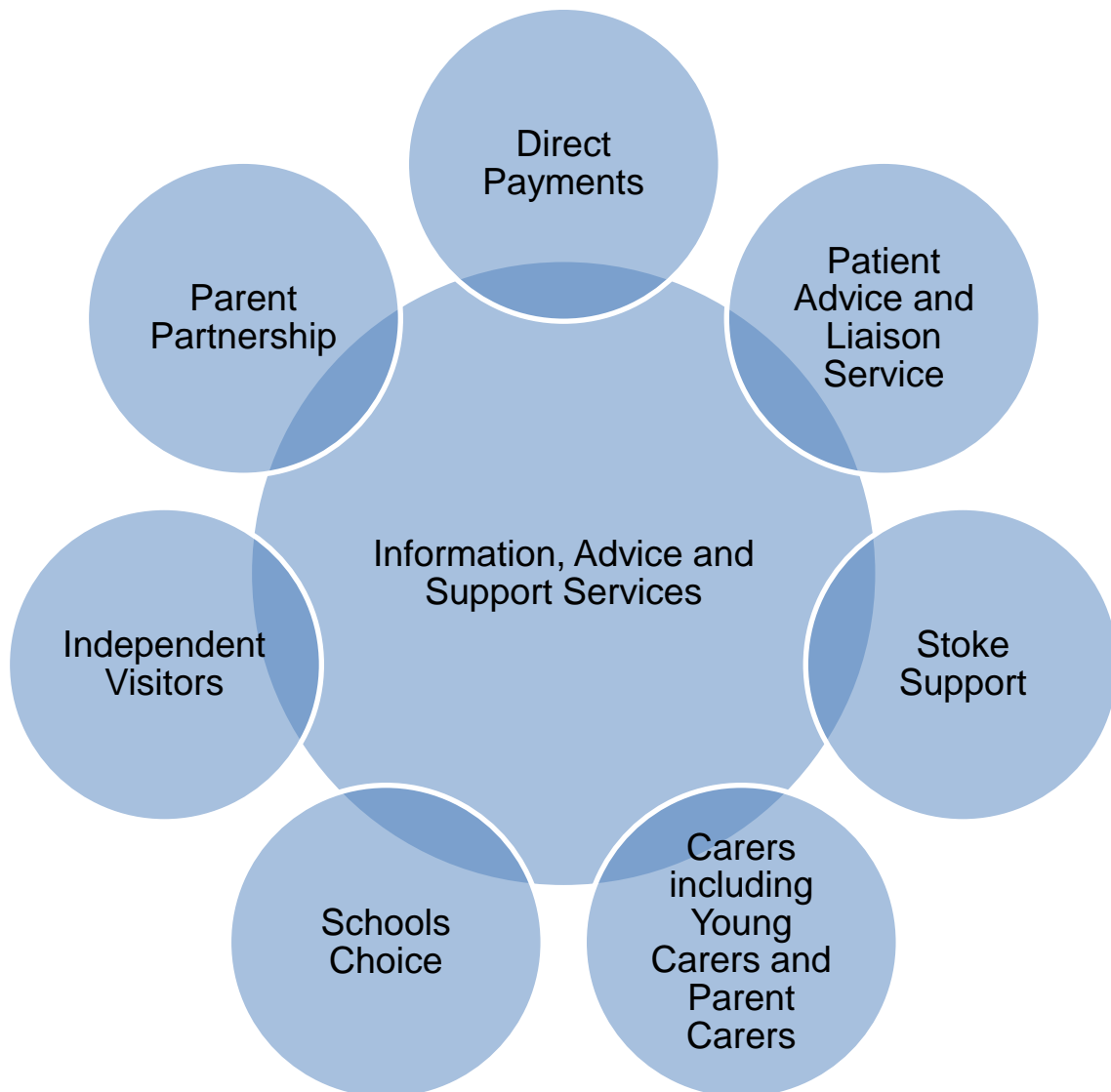
The following advocacy services are provided by Wired:

- For adults who are physically disabled in Wirral
- For any disabled person in Conwy
- For users of Personal Budgets including Direct Payments or people who would like to access Direct Payments in Wirral
- Looked After Children's Advocacy in Wirral
- Pupil Advocacy in Wirral
- Independent Mental Capacity Advocacy in Anglesey, Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham and Wirral
- Carers Advocacy in Wirral and Conwy
- For people who are affected by Stroke in Cumbria

I like having a [pupil] advocate because she helped me with my Tourette's and she helped me with problems and she supported me so thumbs up 😊

Support Services

Everyone at some point in their life needs information, advice or support and for disabled people and carers this is no exception. All support services at Wired are designed to provide the support when it's needed and in a way that suits the individual. Wired holds the community legal advice service quality mark (now known as the AQS or Advice Quality Standard).



Direct Payments for people in Wirral

Direct Payments are paid to people to buy the care they need directly. This gives people more control over who provides their care and when. Our advisors provide guidance regarding the process of getting Direct

Payments, how it can work for different people, responsibilities as an employer, help with the initial paperwork, and answer general queries as they arise.

Parent Partnership for parents in Wirral

Parent Partnership provides impartial information, support and advice for parents/carers of children with special educational needs and/or disabilities and also for professionals working to support those needs.

I will always be grateful that at the lowest point in my child and myself's life you supported us to turn things around for my Son from a near miss permanent exclusion. He will complete his GCSEs and return to school for Sixth Form!

Patient Advice and Liaison Service (PALS) in Wirral

It can be difficult to voice a concern about health services you need and the PALS service at Wirral provides on the spot help whenever possible to negotiate immediate or speedy resolution of problems.

I used the PALS service recently as a parent of a sick son. I was distressed and frustrated at being told an urgent referral was needed but none was forthcoming. I contacted the [PALS] service. Both members of the team were proactive and empathic and always returned calls. I really did feel well supported and I was given information that unknown even by my GP.

Independent Visitors for children looked after by Wirral Council

Children who are in foster or residential care need to know that someone is there to listen and support them if they want them. Independent visitors are adults who offer long term befriending so that children in care have a friend who will remain with them throughout.

It's good he reminds me of home and makes me feel good because I get visits else I wouldn't have any

Stroke Support in Cumbria

Specifically targeted at those who have had a stroke or care for someone who has this service provides information, advice and support (including advocacy) to ensure that the impact of stroke is, where possible, minimised and that people can still have control over their lives.

I was really grateful that someone cared and understood

Schools Choice in Wirral

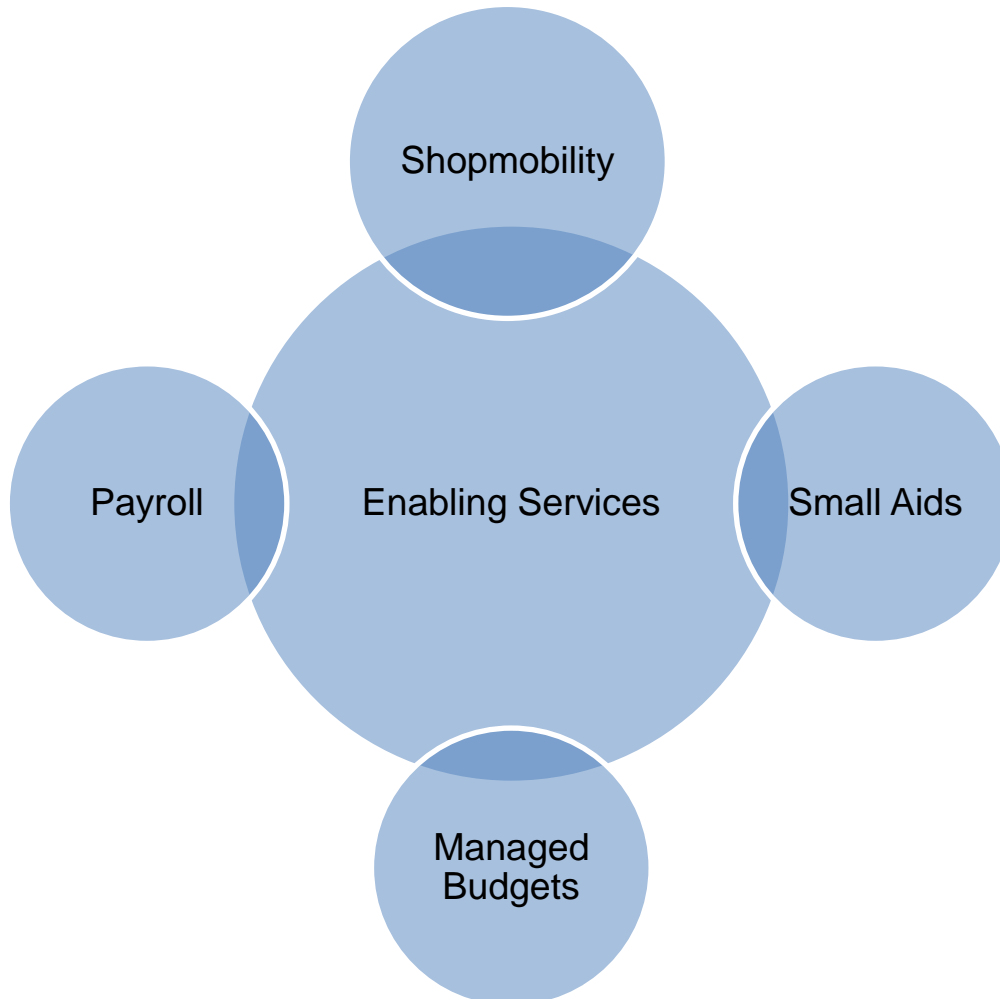
The Schools Choice Advisors supports parents in finding the right school to apply to for their child by providing information about schools and the application process and timeframes.

Carers support

Services providing support for carers including young carers in Warrington and parent carers in Wirral. Every year significant numbers of carers are forced to stop caring because of illness or injury, others manage to continue but at great cost to themselves. Much of this can be prevented with better access to information and guidance about services and support people are entitled to.

Enabling Services

Wired has a range of services that assist people to live their life independently. These empowering services are designed to provide the 'tools' that people need to do this.



Shopmobility in Wirral

Accessing services and shops in town centres can make the difference between someone being fully independent or isolated at home. Shopmobility services provide scooters and wheelchairs to people to enable them to make their own way to shops and services.

It gives me independence and I feel part of the community

Payroll for Direct Payment users in Wirral and Liverpool

Some people want to use Direct Payments so they can control their care but are worried about organising the payment of staff. The payroll service at Wired provides a confidential, reliable, personal and friendly service

making payroll easier by providing help and guidance on all payroll issues.

Managed Budgets in Wirral

Some people on Direct Payments find it difficult to manage a bank account specifically for their care; Wired offer a managed budget service that will do this on their behalf. This means that the money to pay for their support is protected and that people don't overspend their personal budget.

Small Aids

Small things can make a big difference to gaining independence for disabled people. Wired sells small aids through the Resource Centre in Birkenhead and Shopmobility Centre in Liscard to people who need them.

Inclusive Access

Inclusive Access is a wholly owned trading subsidiary of Wired The company provides a range of training courses, both accredited and non-accredited to suit people's needs. Inclusive Access is the fourth largest provider of the City & Guild accredited National Advocacy Qualification. The company is also an accredited provider for Institute of Leadership & Management and National Open College Network courses. For further details see their website: www.inclusiveaccess.co.uk

Underpinning all of these services is a team of infrastructure staff including the administrators and receptionists that support all of the work of Wired.

If they promise to call back they will keep that promise which inspires confidence

Finance overview

The year to March 2012 was a period of significant growth and accordingly gross income grew by £1,216,024, to £2,176,559 which equates to a 126% increase on the previous year. This was achieved through gaining new contracts as commissioners saw the benefit of the 'Wired approach' to providing services.

Statement of Financial Activities Year Ended 31st March 2012				
	Unrestricted Funds		Restricted Funds	Total Funds 2012
Total Incoming Resources	1,307,300		869,259	2,176,559
Total Resources Expended	1,208,893		190,182	1,399,075
Reconciliation of Funds				
Total Funds Brought Forward	123,816		8,382	132,198
Total Funds Carried Forward	229,613		680,069	909,682

The organisation receives funding from a range of sources but principally from public sector bodies including 10 Local Authorities and 8 Primary Care Trusts. Resources are limited, not just within the organisation but also in relation to potential commissioners of services. This makes the future challenging and Wired is ready for this challenge in looking to increase the range of funding sources both to increase the number of people supported by existing services and to develop new ones in line with people's needs. This work will include further emphasis on developing services in line with the personalisation agenda.

The following page shows the balance sheet for the year. For more detailed information please ask for our full accounts.

Balance Sheet as at 31st March 2012			
	£		£
Fixed Assets			
Tangible Assets			79,047
Investments			2
			<u>79,049</u>
Current Assets			
Debtors	85,488		
Cash in Bank/Hand	829,823		
	<u>915,311</u>		
Creditors: Amounts Falling Due Within One Year			
	(84,678)		
Net Current Assets			830,633
Net Assets			<u>909,682</u>
The Funds Of The Charity:			
Restricted Funds in Surplus			680,069
Unrestricted Funds			
Unrestricted Income Funds			229,613
Total Charity Funds			<u>909,682</u>

Internal Development

During the year Wired acquired the IMCA and DOLS services for North Wales, Carer's Services in Warrington, PALS (Patient Advice and Liaison Service) in Wirral and Stroke Services in Cumbria. The Stroke Service was a new development for Wired in both the service area and it was the first service that has been provided by staff working from home. This has provided the organisation with new insights into how services could be delivered in other areas in future as it provides a greater level of flexibility than some office based services.

Also during the year Wired designed and implemented a new advocacy pilot scheme for looked after children in the Wirral. Wired suggested the scheme after realising that many young people were not being told about advocacy when they came into care and didn't know if they could benefit

from having an advocate. Wirral now passes the contact details of every newly looked after young person to Wired advocates for them to go out to visit them in the first few months of them being in care to explain the service and offer support.

In addition to this the managed budgets service has just started and is anticipated to grow hugely during the coming year as there have been a number of requests for the service. The provision of managed budgets is just one example that shows that Wired will identify a need and respond to that need to ensure that people can live their lives as independently as possible.

In addition to the services listed Wired has recently been awarded contracts for the provision of carers' Short Breaks provision in Wirral and Carers' services in Oldham. These services are due to come into Wired in April and June respectively.

This striking level of growth has put added pressure onto the infrastructure of the organisation and a finance and senior management review are due in the coming year to ensure that Wired has the capacity to expand whilst continuing to provide an extremely high quality of service.

Supporting Wired

Wired could provide a greater range of services to a greater range of people if it had more finance and volunteers. The services listed above are boosted by Wired attracting funding from a range of sources. For instance in the past year the Resource Centre in Birkenhead has been extended and refurbished to enable more services to be based in a busy town centre where access is easier for a range of clients. This would not have been possible without additional funding from SIEF (Social Enterprise Investment Fund). Wired would like to thank all individuals and organisations that have supported its work in the past year. This support has enabled Wired to provide better and more services than ever before and the feedback from clients clearly demonstrates that it makes a huge difference to their lives.

Volunteers enable Wired to reach more people in need. Most volunteers give just a few hours per week but this added up to over 8300 hours of volunteer support last year. This is equivalent to Wired having an additional 5 full time people providing services. In the coming year Wired

is looking to expand the range and number of volunteering opportunities in the organisation starting with a revised volunteering strategy.

If you could support Wired in any way please get in touch. What different could your help make to people in the coming year?

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