



ADKC
ANNUAL
REPORT
2021



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Executive Committee

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	

Members of Staff

Jamie Renton	Chief Executive
Jenny Hurst	Independent Lives Project Coordinator
Marian O'Donoghue	Information and Advice Officer
Carla Camilleri	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 Group Coordinator
Mary Ann Mallet	Volunteer Project Coordinator
Catherine Dohou	Lifelong Learning Project Coordinator
Theresa McGrady	Voice of Experience Coordinator
Michele Johnson	Cleaner



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

Age UK Kensington & Chelsea

Access to Work

Kensington & Chelsea Social Council

Kensington & Chelsea Foundation

DPO COVID 19 Emergency Fund

Chair's Report

Margaret Donnelly

At the time of writing, we continue to deliver our services remotely, as many of our members and staff team are still shielding. This remains a difficult time for disabled people, as the continued isolation and uncertainty can often take their toll on our mental health and wellbeing. I'm very pleased to report that ADKC is working hard in order to deliver the support that you, our members, need now more than ever.

Even though we are working remotely, attendance at our groups and meetings remains consistently high. Our most recent AGM was busier than I can ever remember and initiatives such as our Disabled People's Question Time event have proved to be popular beyond our expectations.

I believe it is a tribute to our members, volunteers and staff team that ADKC continues

to be a vibrant, self-supporting community of local disabled people in spite of the fact that we have not been able to physically meet.

Hopefully, we will be able to physically meet soon.

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.



"This remains a difficult time for disabled people, as the continued isolation and uncertainty can often take their toll on our mental health and wellbeing. I'm very pleased to report than ever."

Chief Executive's Report

Jamie Renton

With this year's Annual Report, as with last year's, we've put the focus where it should be, on the stories and quotes from you, our members.

I think we are really playing to our strengths here.

Putting the spotlight on the community of local disabled people who are at the very heart of our organisation. Thank you to everyone who contributed.

I'm sure you don't need me to tell you what a strange year it has been. Strange for everyone of course but perhaps most of all for us disabled people, who have faced unprecedented levels of isolation, fear and uncertainty.

ADKC has continued to respond to these increased demands, offering all of our support and services remotely, establishing a Volunteer Project

to deliver essentials and as restrictions ease, supporting disabled people to get back out into the local community. As well as piloting a Counselling service providing one-to-one therapy to those local disabled people who need it most.

I strongly believe that the current health crisis will have a long-term effect on the mental health and wellbeing of disabled people and am committed to developing and delivering the support required to meet that need. Mainly remotely at first, but once we have reopened our centre (at the time of writing we are taking the steps required to do so safely) we will be able to return to meeting up in person. I very much hope this happens sooner rather than later!

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



"With this year's Annual Report, as with last year's, we've put the focus where it should be, on the stories and quotes from you, our members."

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. It is her last time she will prepare the accounts, after many years of exemplary service and sound advice.

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 a slight decrease in expenses. We have a small surplus of £2,045.12.

We are applying for funding from many diverse sources, extending the existing funding

and seem to be having considerable success in our efforts.

We ran a very successful Pilot Counselling Service and will continue, funding permitted, to offer this support to our members 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 ongoing pandemic and the prospects of returning to the office still being on hold.

We congratulate all for their efforts in the past year.



"I am confident that staff will continue to do their best to improve the fortunes of Action Disability Kensington and Chelsea, regardless of the ongoing pandemic and the prospects of returning to the office still being on hold."

Disability Connect and Connections (new listening ear)

Simone Galloway

Speaking with clients and members, who are feeling isolated, giving support and providing a listening ear during the pandemic; encouraging participation of online/outside activities and being a conduit to other internal or external projects and resources.

Yamina Sari's story:

I have been having weekly telephone meetings with Simone, more or less since the beginning of the pandemic last year, for a chat and meditation sessions.

I would like to give one example of how these weekly sessions has really helped and benefitted me.

In a recent session, Simone called in the morning, I said to her that I was feeling anxious due to a medical appointment that I was having later on that day and had butterflies in my stomach.

You see, since the pandemic, I very rarely leave my home and feel anxious when I have to. I asked Simone for a YouTube meditation to help deal with anxiety, she had one lined up and we did it together over the phone. By the end of the meditation, I had a real mind shift and felt more positive, and mentally started planning the day ahead.



After the meditation, when Simone asked how I was feeling, I responded that instead of jumping into a cab and going straight home after my medical appointment, that I was to going to do some walking, which I've haven't done in a long time, to the small green near the medical centre, with my PA, have a coffee, and then take a cab home.

I'm proud to say, that I actually did achieve my goal, using my walking frame, I managed to walk slowly to the nearest bench in the green and sat down with my PA, who then went and got me a coffee and I sat out in the sun. It was a lovely, sunny day and I just sat and looked around, breathing in the oxygen, detaching from the outside and concentrating on myself. I then finished my coffee, called a cab, walked to the cab with my PA and even chatted and had a laugh with the driver, I felt happy. When I got home, my daughter

asked me how my day went, I responded, it was an amazing day. It was what I really needed, it uplifted my spirit.

I felt good all day and to top it off, had a good night's sleep. I always keep my appointments with Simone and I'm someone who sometimes finds it hard to stick at things, however with this, I have kept with it for a year and a half now. I find it really amazing; it helps a lot with my depression, which is severe at times.

I look forward to our Thursday sessions. Plus, Simone handles it really well, because of her, it works for me. She is a good instructor, very professional. I find working one-to-one benefits me better, as my mind tends to wander within a mindfulness meditation group setting.

Yamina Sari
ADKC Member

NEW Pilot Counselling Project

As a result of the new Disability Connections extension to my project, it became apparent that counselling would not only benefit some of my clients but other staff members' clients too, to deal with additional emotional issues that arose from the pandemic or just from life; Jamie then set out to find and secure funding for a pilot Counselling service. The pilot ran for three months, starting in March 2021. We had two counsellors and took on five clients from staff referrals. My role was to set up the project and deal with all the administration. The pilot was very successful. It was therefore concluded that it would be a very much needed and additional service to have at ADKC and that funding would be again sought to continue it in the nearby future.

Here is some of the feedback:

"It makes you feel there is light at the end of the tunnel. Before ... everything was really dark ..."

"I found his style practical and efficient, and he was able to help me categorise and identify what I'm actually being overwhelmed with."

"It made me think about a lot of things, which I've buried; it was upsetting, but it made me actually feel I need to look after myself"

"I was shocked at how quickly I was on this pilot, from completing the form to seeing the counsellor. I thank God because I

really, really needed it."

"I really looked forward to his call, especially feeling isolated during this pandemic and really looked forward the day before, knowing he was going to call. It was really beneficial and I did feel better at the last session."

"I didn't want to confess to myself that I had covid anxiety ... but he helped me to start again and I actually went out for coffee ... he gave me the incentive to do it. I was proud of myself."

"Thank you Simone and ADKC for putting me up for this, I really appreciate your support and can see and feel the effectiveness of ADKC."



Independent Lives Project

Jenny Hurst



This project is for disabled people who need additional support to live an independent life. Information, one-to-one and group support including help with assessments monitoring and discussing options such as care agencies, personal assistants or other services.

The Independent Lives project supports 30-35 people a month, providing tailored one-off or ongoing support on a wide range of issues relating to Independent Living, Personal Budgets, Personal Health Budgets and Direct Payments. Approximately 160 different individuals made use of the service this year.

The project also allows people to share their experiences through peer support, surveys, and questionnaires etc. to make improvements to local, regional and national policies and procedures that affect independent living.

Christina Anoyatis' Story...

I've known ADKC and Jenny for many years. The support I received is phenomenal. The Independent Living Project is a good idea well-structured and delivered. For me personally the Project and its success is Jenny. It is not only about her experience and knowledge, it's about her passion and enthusiasm, the way she relates to people, her professionalism and her positive "can do" attitude. The information I receive is accurate, reliable, clear, realistic and to the point. I got to know about resources I could never imagine available and where relevant how other service users feel about certain services. That, of course, is something any good information officer could achieve. What I found

extraordinarily exceptional about Jenny is that she would support you without personal judgements or criticism and without stressing your ability to cope with a particular situation. I never felt bad talking to her about my disability or its implications into my everyday life. She will let you know your options about multiple issues, including health, equipment, rights, facilities etc. and help you make an informed decision. She navigated with me through misleading and confusing information I received from Social Services, wrote letters seeking clarification, and supported me when I was fighting for my right to be able to live independently and in decency. What I particularly appreciate and admire most

about Jenny is that if she is not 100% sure about something, she will communicate that she needs to check it out and come back to you, instead of the usual "fluff talk" many other "professionals" opt for.

For all the above Jenny has earned my trust. Moreover, she has gone out of her way to support me in very important meetings and assessments even on her days off or when she wasn't particularly well health wise or extremely busy and for that she has earned my respect and my gratitude. That is why I said, Jenny is the Project and please believe the Project would have never been what it is for us (the service users) if not for Jenny.

Christina Anoyatis
ADKC Member

Information and Advice Service

Marian O'Donoghue



The Information and Advice Project provides a disability-related advice service to disabled people with a physical, sensory or hidden impairment, who live or work in Kensington and Chelsea. This ranges from basic one-off enquiries (Information) to a casework service for more complex or multiple enquiries.

The project also produces ADKC's newsletter, Newsflash, in collaboration with a dedicated editorial board of ADKC members, which has played a vital role in helping people to remain connected to the ADKC community during the pandemic.

In the past year casework was delivered to 145 people, covering a range of issues, some of which involved sourcing appropriate referrals to other specialist advice services. Areas of need were:

- Welfare Benefits (21%)
- COVID related isolation/mental health support (17%)
- Other health/access to health issues (12%)
- Accessible transport (including personal parking bays) (9%)
- Employment/education/training (7%)
- Independent living (6%)
- Housing (inaccessibility/disrepair-referrals) (6%)
- Legal advice (disability specific/referrals) (5%)
- Charity grants/funding (disability related) (5%)
- Discrimination/hate crime (5%)
- Food poverty/supply issues (5%)
- Other money/debt/referrals to Income Maximisation advice (2%)

Sheila's story

"My experience of using the Information and Advice service was very positive. I have problems filling forms in and, with Marian's help, phrasing and writing things down was very easy."

Sheila Taylor
ADKC Member



Legal Advice Project

Carla Camilleri

Last year the Legal Advice Project expanded, running 5 days a week rather than the previous 4 days, due to the continued high demand for the service. Areas of support have included welfare benefit appeals, housing adaptations and accessibility, discrimination and accessible transport.

Some successes over the past year have included securing increased benefit awards at tribunal, often resulting in other positives, such as automatic entitlement to a blue badge. Some users of the project have moved from inaccessible or unsuitable properties into accessible homes. Some have had their homes adapted to improve independence.

Feedback from Users of the Project...

"Thanks very much for the great support you've been offering me. I couldn't do it without your advice and your support."

"Thank you so very much and for the thousand times for your marvellous help and prompt and enormous support... I truly so very much appreciate it."

"I am very grateful for the support you provided for me. You deserve a medal for all the hard work."

"I am very grateful for all your help and support. I can't believe this has happened... thank you so much for everything."

"I would like to take this opportunity to thank you very much for all your kind help and support throughout the year."



Lifelong Learning Project

Catherine Dohou

With the pandemic and resulting lockdowns, 2020-21 has been a challenging academic year for everyone. However, it has also been an opportunity to discover new ways of learning and interacting with each other through new technology. Online delivery has not only allowed us to continue to offer classes to our members from the safety of their home, but it has also given us the opportunity to reach out to new members, and engage with those members who had never benefited from the Lifelong Learning service before. As we are preparing to reopen our doors, we want to seize the opportunity to broaden our horizon by offering classes both face to face and online, simultaneously, in our commitment to be more inclusive to our members. We hope to see you next year, either online or face to face.



What learners say



I am very thankful to the Lifelong Learning project. I really enjoyed the opportunity to do something different from home, as I could not commit to anything outside, because I had to take care of my daughter who had long covid. The Wellness course is really a nice course. I have learnt so much from other members and have received great encouragement myself.

With the Social Media course, I learnt how to use Zoom properly, how to do shopping online, improve my use of Facebook, etc. I now feel more confident with technology. I enjoyed sharing and learning from others. I have built the confidence to speak up. I wish more people would take advantage of these courses. Senait Abraham

Catherine (Lifelong Learning coordinator and tutor) and Mina (ESOL teacher) are the best teachers I met in England. Even though I used to be a teacher back home, I felt like a real student in the class, and what I have learnt has helped me a lot supporting others, like the Peer Support class. I have been practising what I've learnt with my friends, that I support whenever I can, and with their children. This makes me feel more useful. My friends have testified that my English has immensely improved. I have learnt how to better manage my stress and thanks to the Social Media class, I am much more confident to use technology.

I used to depend on others to help me to do my shopping online, but now I do it by myself and I can use Zoom better than before. I can see the improvements I have made; this encourages me to do more courses. Naima Mouhda



Volunteer Project

Mary Ann Mallet

This year the Volunteer Project had over 75 referrals. Most requests were for collection and delivery of PPE equipment, essential food shopping and medication. Volunteers also delivered tablets to members who signed up to our iPad loan scheme, enabling them to access ADKC's online Lifelong Learning classes.



What a user of the Project has to say..

“Throughout the pandemic and beyond Mary Ann organised volunteers to collect PPE from the Town Hall and to bring it to my home. The PPE has kept my PA safe whilst at work. It has been a tough time

for everyone, but it's been challenging for me because I was diagnosed with Breast Cancer a week before we went into Lockdown. I was receiving active cancer treatment, so I had to stay inside. What also complicated the situation was that my partner and my PA couldn't leave me alone for extended periods. We were all incredibly grateful to be supported by the Volunteer Project.

When I felt well enough, I enjoyed a catch up with the volunteers because they were the few people who could come to the house.

COVID-19 has taught us how humans need each other to get by, but the ADKC volunteers were a lifeline during what was a horrible time in my life. I wouldn't have had any PPE without them.”

**Suzanne Bull MBE
ADKC Member.**



ADKC Groups

Access Group

ADKC Access Group is made up of local disabled people who have a wide range of experience in access-related issues. Our group supports disabled people to live independently and campaigns for an inclusive society.

In May 2020 we successfully launched the weekly Access Group online meetings, which are as always well attended (9-16 members); we also recruited new members and welcomed relevant guest speakers from TfL, RBKC Council, Police, Shelter, London Fire Brigade; etc.

“Mariya Stoeva has made the Access Group so exciting, being very proactive in inviting three guests each meeting whose statements are heard, strong recommendations made.

We follow up on each guest we meet, to try and ensure our suggestions have been positively heard and acted upon, with (on occasion) one of our Group making a “spot check” or a guest making a return visit.

The Access Group go out and about in anything thought to be a problem for of disabled people is brought back to Mariya to check as part of the work she does in preparation for meetings”.

Nick Wimborne
Access Group Member



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.

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. 97% of members report that it has a hugely positive impact on their mental health and wellbeing

Personal Budget User Group

Monthly 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.

80% of members were motivated to share their stories/article in our ADKC members newsletter, Newsflash.

PRAG Group

The Positive Rights Action Group (or PRAG) is 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.

This year's guest speakers have included representatives from the local health service, RBKC's Adult Social Care and Community Engagement Teams.

“ADKC and the many groups we hold have always been important but during the last year they have been more important than ever. The PRAG and Access groups have provided information, support and so much more especially as we came out of lockdown. I don't know what I would do without the wonderful staff and members”



Steph Vaz
ADKC member

Westminster W9 PEG (Peoples Empowerment Group)

This group welcomes all isolated disabled residents of Westminster. Prior to the pandemic, the group met every other Thursday at the Leonora House Centre, Maida Vale, to discuss the barriers and issues that they experience. With the onset of the pandemic, we moved to virtual meetings. The group also meet regularly with ADKC's PEG group to socialise and support each other. 98% of members said that being a part of the group has helped with their mental health and wellbeing.

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. With the onset of the pandemic, we moved to virtual meetings, providing much needed social opportunities and a chance to share positive activities.



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.

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 2021

	Notes	Unrestricted £	Restricted £	2021 Total £	2020 Total £
Income					
Income from other trading activities	2b	14,512	-	14,512	8,076
Incoming from charitable activities	2a	158,851	149,455	308,306	298,636
Donations		866	-	866	1,156
Investment income		<u>1,883</u>	<u>-</u>	<u>1,883</u>	<u>1,501</u>
Total incoming resources		<u>176,112</u>	<u>149,455</u>	<u>325,567</u>	<u>309,369</u>
Expenditure					
Cost of raising funds	3	1,780	-	1,780	1,663
On charitable activities	4	<u>152,045</u>	<u>169,696</u>	<u>321,741</u>	<u>325,324</u>
Total resources expended		<u>153,825</u>	<u>169,696</u>	<u>323,521</u>	<u>326,987</u>
Net movement in resources before transfers		22,287	(20,241)	2,046	(17,618)
Transfers between funds		<u>(15,267)</u>	<u>15,267</u>	<u>-</u>	<u>-</u>
Net movement in funds		7,020	(4,974)	2,046	(17,618)
Total funds brought forward		<u>269,079</u>	<u>20,363</u>	<u>289,442</u>	<u>307,060</u>
Total funds carried forward		<u>£276,099</u>	<u>£15,389</u>	<u>£291,488</u>	<u>£289,442</u>

Balance Sheet

Company Number 3040329 As at 31 March 2021

	Notes	2021 £	2020 £
FIXED ASSETS	7		
CURRENT ASSETS			
Debtors and prepayments	8	7,635	21,140
Bank deposit accounts		283,704	264,435
Bank current accounts		67,672	36,697
Petty cash		<u>303</u>	<u>400</u>
		359,314	322,672
CURRENT LIABILITIES (amounts falling due within one year)	9	<u>67,828</u>	<u>33,232</u>
NET CURRENT ASSETS		<u>291,486</u>	<u>289,440</u>
TOTAL ASSETS LESS CURRENT LIABILITIES	14	<u>£291,488</u>	<u>£289,442</u>
FUNDS			
Unrestricted		210,011	217,991
Designated	12	66,088	51,088
Restricted:-			
Building reserve	13	1	1
Projects	13	<u>15,388</u>	<u>20,362</u>
		<u>£291,488</u>	<u>£289,442</u>

The accounts are prepared in accordance with the special provisions within Part 15 of the Companies Act 2006 relating to small companies.

For the financial year ended 31st March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 and no notice has been deposited under section 476. The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 and for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 396 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.



Action Disability
Kensington & Chelsea



Contact Details

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

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Silchester Road,
LONDON W10 6SB.

Call us:

020 8960 8888.

Facebook: www.facebook.com/ADKCCENTRE/

Twitter: www.twitter.com/adkc2

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www.adkc.org.uk

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