

Impact Review

January 2007 – March 2008



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Acknowledgements

We would like to thank all our funders, without whose support Breakthrough UK would not be able to carry out the work referred to in this report:

Equality and Human Rights Commission
European Social Fund
Liverpool City Council
Manchester City Council
Office for Disability Issues
The Big Lottery Fund
The Department of Health
The Neighbourhood Renewal Fund

Partnerships

We work in partnership in many ways and at many levels. We would like to acknowledge:

Body Positive
Department for Work and Pensions
Equality and Human Rights Commission
Greater Manchester Chamberlink
Greater Manchester Passenger Transport Executive
Harvest Housing Group
Jobcentre Plus, locally, regionally and nationally
Manchester Deaf Centre
Manchester Disabled People's Access Group
Manchester Learning Disability Partnership Board
Manchester Parent / Carers Group
Manchester People First
Merseyside Disability Federation
North West Disability Arts Forum
North West Regional Assembly
North West Regional Development Agency
North West Training and Development Team
Open College Network
The Greater Manchester Coalition of Disabled People
Trafford MBC
Trafford Disability Partnership Board
University of Salford

...and all the other organisations we would mention if we had space.

1 Mission and Aims

We revised our **Mission Statement** in 2006. Our mission is:

To promote the **rights, responsibilities** and **respect** of disabled people.

Aims:

We have translated our Mission into a number of Strategic Aims, all of which are intended to support disabled people to play a full, economically active role in society:

- Aim 1:** To work with individual disabled people to support them to be independent, to seek employment and develop their careers.
- Aim 2:** To work with employers, providers and other agencies involved in the labour market to promote best practice in all aspects of recruitment, retention and progression.
- Aim 3:** To tackle the barriers and discriminatory policies and practices which disadvantage disabled people in the economy, society and the labour market.
- Aim 4:** To ensure our organisation demonstrates excellent practice through good governance, strong management and continuous improvement.
- Aim 5:** To ensure Breakthrough UK policy and operational activities are recognised as leading edge at local, national & international levels.
- Aim 6:** To explore develop & promote the concept of Independent Living in a diverse cultural context.

2 Chair's Comments



Breakthrough is a social enterprise committed to ensuring the barriers disabled people face are recognised, reduced and removed.

We have had a strong reputation in the field of employment and training and delivered innovative inclusive services for many years now and are in a good position to start to fully develop our strategic thinking on the bigger picture policy issues of independent living. One of the key partnerships we have developed to this end has been with Harvest Housing social housing provider to help to influence this sector in their role in independent living and we have already made excellent progress on how we might work together to achieve ambitious goals.

Framing the employment and training work within this wider context has been beneficial in helping focus our limited resources to their best effect. Influencing employers for example in the public sector, has shown how win-win objectives are truly achievable, building up understanding of public sector disability equality duties through our training provision, and developing a robust evidence base for the business case for employing disabled people across sectors through our think tank and policy work, particularly relevant to these times of economic downturn.

Over the last year, Breakthrough has also been successful in developing its understanding of the complexities of intersectional discrimination. More recent appointments to our Board have reflected our aim to build partnerships across equality strands, and successful bids to develop national understanding on disability and homophobic hate crime have helped us as an organisation make crucial inroads into the broader goals of a more inclusive society.

Opportunities and challenges for the future include the growing consensus about the need for a personalisation of public services and the current debate about what form this should take. Disabled people and others have long argued that it does not make sense to spend money on services which limit people's choices and their opportunities to live ordinary lives. Breakthrough needs to position itself well on how choice and control can become a reality for disabled people and much of our policy work in the coming year will focus on this agenda. This is a crucial area of social justice, fundamental to the kind of society in Breakthrough's vision, and whilst it is currently fashionable for politicians, policy makers and providers we will strike while the iron is hot using our highly regarded reputation to influence for real empowerment of disabled people at the highest level.

Once again, we look forward to the challenges ahead, and are confident our staff teams at Breakthrough will rise to these challenges as they have before and continue to deliver meaningful outcomes for our clients.

Jackie Driver

Chair of the Board of Trustees

3 Chief Executive's Report



Several times recently staff have remarked to me that perhaps it is time we had a little less change at Breakthrough. I usually reply that when the world outside stops changing then we can stop too. But I'm not sure even that is true. We are committed to develop, demonstrate and deliver 'leading edge' services to support disabled people to work and to live independently. As long as this remains true then as an organisation we do need to seek and deliver change.

Externally the environment is as changeable as ever. The Department for Work and Pensions are developing their "Flexible New Deal" and are moving ahead with their "Prime Contracting" Commissioning Strategy, despite concerns expressed by practically all small providers. The increases in the national Access to Work budget are, however, a welcome proposal. The Department of Health is recruiting a second wave of "User Led Organisations Action Learning Sites" and the Office for Disability Issues is pushing ahead with developing the Independent Living Strategy Implementation Plan. Working with and through local authorities the government is poised to roll out Personalised Budgets, whilst the "Fair Access to Care Services" scheme is seeing many disabled people losing the support they have had – in some cases for 25 years or more – as the local criteria are changed. The DWP Secretary of State is openly committed to introducing choice into employment support via personalised budgets, although how these will fit with prime contracting remains yet to be seen. The "joining up" of the skills / employment / independent living agenda is still on the margins of political attention.

Organisations such as Breakthrough cannot afford to not take such developments into account: if we fail to do this then we fail disabled people.

This means that our internal change management processes have to be robust and responsive, to enable us to be innovative. I do hope that our efforts to be innovative are clear from the content of these pages, both in terms of the activities and services we have delivered and the evolving internal structures we design to facilitate that delivery.

As ever, I have my staff to thank for striving to give their best, and for flexing with the pace of change. I am indebted to Board members who, despite their own busy jobs and activities, provide unstinting service to Breakthrough.

Lorraine Gradwell MBE
Chief Executive

4 Changing Lives

How has Breakthrough supported disabled people to be independent, to seek employment and to develop their careers?

Support for Disabled People

In the period January 2007 to March 2008:

- 474 people were supported through face-to-face employment and advocacy services.
- 338 people received one-to-one support to identify and work towards their employment goals.
- 61 people were supported into paid employment.
- 80 people were supported into voluntary work.
- 66 people received in-work support from employment officers to learn/retain a job.
- 64 people benefited from one-to-one intensive advocacy support to remove employment related barriers.
- 73 people developed skills in IT, Retail, Administration or Horticulture at Breakthrough training sites.
- 70 people were supported onto external training programmes.
- 72 people participated in self-advocacy workshops, learning about employment rights and sharing strategies for removing employment barriers.
- 106 people received tailored responses to their enquiries from our Advocacy Centre's Information Service.
- 2 people were supported through Employment Tribunals

- Breakthrough teams met or exceeded all targets in service delivery contracts. The Liverpool Employment Service out-performed all other providers supported by the Neighbourhood Renewal Fund, single-handedly achieving 80% of the programme's targets.
- The Advocacy Service assisted clients to claim £47,870 in benefits they were entitled to.
- We invested heavily in developing our work-related training provision, opening a brand new training facility in South Manchester in April 2007. The Innovation Centre offers people the chance to develop skills in Retail, IT and Administration in a real working environment.
- For the fifth year running, Breakthrough sponsored the Emerging Artist award at the annual Deaf and Disability Arts Festival (DaDa Fest) awards. This award gives recognition and a financial boost to deaf and disabled artists starting out on their careers.
- 67% of Breakthrough employees in 2007-8 identified as disabled people. In the staff satisfaction survey, 100% of our disabled employees agreed that their access requirements were met by the organisation.

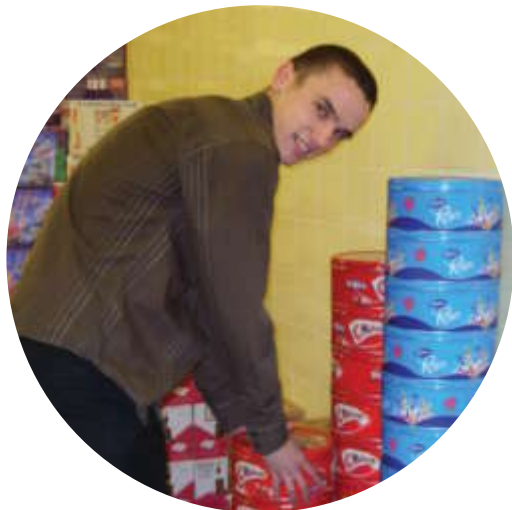
The picture below shows Councillor Martin Pagel and trainee, Robert Dixon, opening the Innovation Centre on 25th April 2007.



What our Stakeholders Say

Alan is doing voluntary work at Greenbank Sports Academy:

I like Breakthrough as they have helped me a lot. They have helped improve my confidence as I have not worked for a number of years. This has helped me to mix better with people. They keep in contact and visit me at the placement. I have found Breakthrough a good experience and feel that I could recommend it to others.



Donnovan got a job at Sainsbury's:

Breakthrough is more organised and offers a more personalised service with greater support. It is the best support I have received since leaving school.

Ruth developed her IT skills in the Innovation Centre IT Training Site before moving on to voluntary work:

I was not doing anything before coming to Breakthrough, I was unemployed and I classed myself as a housewife. The staff have helped me to learn the European Computer Driving Licence. They have been patient, encouraging and supportive, which is leading me to be more confident. At the moment I am still on IT training and I will start a voluntary placement at After Adoption when my CRB returns. I am also actively looking for paid work and hope to get paid work in the future.

Mary became an Employment Service client in 2007 and is now working at Age Concern:

My Employment Officer has given me the strength and confidence to stay in work and complete my NVQ level 2 in customer service.



Support from one of our advocacy workers empowered a client to represent himself at an Employment Tribunal:

I especially welcomed your own valuable input into my case and cannot understate the importance of the organisation that you work for...My wife and I especially welcomed your attendance at the actual hearing...having someone in your corner makes all the difference.

Charlotte became a freelance trainer for Breakthrough's Training and Consultancy Services in 2007:

Breakthrough has really helped me to make the scary leap into self employment. I was really worried about how I would survive and pay my bills. Breakthrough has given me the confidence to believe in myself as a trainer.



It's great to have the support there, not only the security of having some regular work but also a person to bounce ideas off. Breakthrough is such a progressive organisation and leader of best practice in disability equality. There's such a wealth of knowledge and expertise in the organisation. It's been great to meet and work with such interesting people, but most importantly, learn from all the collective experience on how to remove barriers for disabled people.

5 Changing Organisations

How has Breakthrough worked with employers, providers and other agencies involved in the labour market?

Support for Organisations

In the period January 2007 to March 2008:

- 1,907 organisational users accessed online information resources produced by our Independent Employment Advocacy Centre.
- 596 people from different organisations signed up to receive our monthly e-bulletin containing policy updates and good practice information.
- 92 employer and service provider representatives received face to face support at information events and workshops.
- 54 enquiries from organisations received detailed, tailored responses. A further 38 were signposted to appropriate information.
- 860 people participated in our training on disability equality, best practice in employment and accessible events.
- 96% of course participants rated our training as either good or excellent in terms of content, delivery and overall usefulness.
- 26 organisations commissioned work from our Training and Consultancy Services and a further 40 developed links with the service.

- Our Employment Services worked with over 50 employers and agencies, providing support, information and signposting as necessary.
- Our Independent Employment Advocacy Centre (IEAC) secured £500,000 of additional funding from the Big Lottery to continue and further develop their exceptionally successful work. The new centre was launched in July 2007.
- The IEAC developed service level agreements with Greater Manchester Passenger Transport Executive (GMPTA) and Trafford Council.
- In September 2007 Training and Consultancy Services launched open Disability Equality Action Training courses for front line staff and managers. The two-day front line staff course is accredited at Level 2 by the Open College Network. Open courses provide opportunities for smaller organisations to access our expertise at minimal cost.

The picture below shows Breakthrough Chief Executive, Lorraine Gradwell, and Professor Dan Goodley of Manchester Metropolitan University, launch the new Independent Employment Advocacy Centre in July 2007.



What our Stakeholders Say

This is the first time that we have used the work trial in conjunction with partner organisations. It has proved very successful and we are very delighted with the result.

Robert Chan,
Cleaning Contractor, Tesco, Liverpool

When we commissioned Breakthrough UK to provide Disability Equality Training with our staff, I was hopeful it would have a strong impact but I wasn't ready for what happened. Members of staff started coming up to me in corridors or emailing me to say it was the most worthwhile and best training we'd ever done (and someone of them could go back 30 years when they said that!). I joined a session myself and found it hugely rewarding. The sheer quality of this training has inspired our staff to think seriously and creatively about how they as individuals and teams can contribute to our Equalities duties.

David McNulty, Chief Executive of Trafford Council

The service provided is very good.

RNID Typetalk

Great organisation, caring and helpful.

Terry Blain, Eldonians Sports and Leisure

The training received excellent feedback from all our Members and staff who attended. The comments included "useful and illuminating", "a good mix of activities and discussion" and "first class". It wasn't just the session that was excellent, but both the service before and after the training was prompt, professional and extremely helpful.

Norma Kielty-Crummey, Principal Officer, Merseyside Police Authority



6 Changing Society

How has Breakthrough tackled the barriers and discriminatory policies and practices which disadvantage disabled people in the economy, society and the labour market?

Influencing and Informing Policy

Breakthrough seeks to influence and shape policy at all levels of government, and other sectors, as it relates to disabled people. Lorraine Gradwell, our Chief Executive, leads on this crucial work though all staff know that they have a policy and ambassadorial role.

Disability Employment Advisory Committee (DEAC)

Lorraine attends DEAC, an internal committee of the Department for Work and Pensions (DWP) which provides confidential strategic advice to Ministers and senior departmental officials on proposed and current policies, Lorraine has been involved in a working group around Residential Training Colleges, which contributed to significant changes in operation. She has also worked on the DWP Commissioning Strategy and an internal DWP research committee on the Disability Living Allowance. Lorraine has briefed senior politicians, and the 'small business/provider' viewpoint that she brings has been particularly welcomed.

Breakthrough Policy Think Tank

Set up in 2005, the Policy Think Tank (PTT) seeks to influence government and other strategic bodies. The PTT's recommendations in relation to Census questions have been taken on board and consequently the Census will gather useful information on disability and impairment. In 2008 Breakthrough responded formally to the Department for Work and Pensions' consultation paper: 'Helping people achieve their full potential: Improving Specialist Disability Employment Services.' The PTT response to the Office for Disability Issues (ODI) Independent Living Strategy consultation was reported to have been "very useful". In late 2007 the Board of Directors approved plans to make the PTT more formal and to develop its structure and activities. The first research work on Hate Crime and Disabled People will report in March 2009.

Local work

Lorraine was successfully interviewed to join the Manchester Board in December 2007 and became a Board member in early 2008. The Board oversees and advises on the delivery of the Manchester Community Strategy through the Public Service Board.

Lorraine chairs the Trafford Disability Partnership Board, which is responsible for advising the Trafford Local Strategic Partnership (LSP) in relation to issues concerning disabled people in the borough. The Board has a rolling programme of scrutiny of the Disability Equality Schemes of public bodies on the LSP, and is leading on discussions on the creation of a Centre for Independent Living (CIL) in Trafford.

Breakthrough also contributes, through the work of other staff, to:

- The North West Equality and Diversity Group
- Manchester Learning Disability Partnership Board
- Liverpool Learning Disability Partnership
- Greater Manchester Fire and Rescue Service Equality Overview Group
- Wythenshawe Employment Group

Research Informing Policy and Practice

In the period January 2007 to March 2008 Breakthrough Training and Consultancy Services were contracted to:

- conduct research among disabled people in Liverpool to identify their information and communication needs. The report of the findings was well received and the service specification it contained will inform a tendering process to provide an information and advocacy service in the city.
- conduct focus groups and interviews with young disabled people across the North West to gather their views of careers in the construction industry. This contributed to a larger piece of work undertaken by Salford University focused on identifying barriers.
- identify and interview disabled entrepreneurs in the region to contribute to 'Wealth Bringers 2' research undertaken on behalf of the North West Development Agency.

Leading the Way

Breakthrough seeks to lead the way in identifying, implementing and sharing best practice.

Centres for Independent Living (CIL) Conference

In March 2007, 120 delegates from government departments, local authorities and National Health Service organisations joined disabled people at our groundbreaking conference to look at CIL success stories. The conference explored how to put disabled people in control of the services they use by involving user-led organisations of disabled people in developing and providing services through Centres for Independent Living. We were pleased to welcome Anne McGuire MP, Minister for Disabled People, as a key speaker.



Towards a Manchester CIL

Following this event, Lorraine was part of the Department of Health implementation group on User-Led Organisations (ULOs.) This group shaped the strategy for the creation of Action Learning Sites to inform the development of ULOs across the country. From April 2008, Breakthrough became one of these Action Learning Sites, bringing together 5 other local organisations to participate in the project. It is intended that eventually, this work will result in a Manchester CIL. Our thanks go to Manchester City Council for seconding a key member of staff to support us in this important work.

Independent Living Conference

In June 2007 Lorraine chaired a regional event organised by the Office for Disability Issues (ODI) which had the following aims:

- To share ODI thinking and proposals emerging from the Independent Living Review and get feedback
- To gather views on what should be in the Independent Living five year strategy.

Ivan Lewis, the Minister for Care Services was the key speaker at this high profile event.

Independent Living Awards

In December 2007 we held the first ever national Independent Living Awards. The awards showcased organisations across the country which have excelled in making areas of everyday life, such as transport, housing, information and employment more accessible to disabled people. Guests included Anne McGuire MP, Minister for Disabled People, Sir Bert Massie CBE and senior representatives from local, regional and national organisations. Sponsors included Manchester City Council, the ODI and the Equality and Human Rights Commission (EHRC.)



The picture shows Greenwich Association for Disabled People receiving the Kevin Hyett award for 'Best Independent Living Initiative.'

Innovative Partnerships

In December 2007 Breakthrough entered into a formal partnership with Harvest Housing Group. The partnership is focussing on tackling the worklessness agenda as it relates to disabled people, through a variety of joint approaches. The picture below shows, from left to right: Ian Perry (Chief Executive) and Kathy Cowell (Chair) of Harvest Housing Group signing the partnership agreement with Lorraine Gradwell (Chief Executive) and Jackie Driver (Chair) of Breakthrough.

Breakthrough also shared expertise through:

- a joint presentation with GMPTe on best practice in the involvement of disabled people at a Disability Equality Duty conference organised by the Office for Disability Issues in April 2007.
- a presentation on Breakthrough at a Tameside Disability Conference and a similar event in Stockport.
- a workshop for disabled stakeholders at a Department of Health event.
- an Equality and Human Rights Commission consultation on its business plan for the coming year.



What our Stakeholders Say

Some of the comments below are taken from the report of an independent evaluation of Breakthrough undertaken in 2007. Further details of this report can be found under Recognition, section 8 of this document.



There is still a lot to do before we can say that independent living is a reality and disabled people's lives have been transformed. We need to ensure that user led organisations like Breakthrough, continue their invaluable work to support disabled people to live independently in the community by shaping local services and providing employment support.

Anne McGuire, Minister for Disabled People, pictured at the CIL conference with Breakthrough Chief Executive, Lorraine Gradwell

...we certainly turn to Breakthrough as having currency and clues as to how to anticipate the latest ideas coming from Whitehall.

Policy and service commissioning stakeholder (Evaluation report)

The Social Model has been the starting point of their critique of current policy and an analysis of what needs to change. These ideas have certainly been at the heart of their work with us on our Equality and Diversity strategy.

Policy based stakeholder (Evaluation report)

We are so proud to have been recognised by our peers in the Disability Movement as providing services which promote Independent Living.

Dot Johnson, Greenwich Association of Disabled People

7 Management and Governance

As part of our strategic review in early 2008, we decided to explicitly state our commitment to this area by adding the following to our organisation's aims:

Aim 4: To ensure our organisation demonstrates excellent practice through good governance, strong management and continuous improvement.

Much effort has been put into ensuring that Breakthrough is in a strong position structurally and strategically to respond positively to the fast changing policy and service delivery environment. An Interim Operations Director was appointed in 2007 to review structures and planning and to manage a change process throughout the organisation resulting from the reviews. A new five year company strategic plan has been produced and business planning has been introduced into every team in the organisation. Steps have also been taken to identify and meet the development needs of staff and Board members through appraisals which link to the planned direction of the organisation.

Quality

Following two self assessments using the European Foundation for Quality Management (EFQM) Excellence Model, Breakthrough was assessed by a team from the British Quality Foundation. The resulting report highlighted good practice and areas for development. These will be incorporated into the ongoing quality work of the organisation.

Staff Satisfaction

Staff surveys have been carried out for three consecutive years. Results show an overall positive trend in staff satisfaction levels, with an overall satisfaction rate of 82.5% recorded in January 2008. Satisfaction with management and governance has also increased year on year.

What our Stakeholders Say

“ Liverpool City Council has been impressed by Breakthrough's approach – reflected in a detailed understanding of disability equality and independent and inclusive living, a strong person centred approach and robust project management skills. ”

“ **Nathalie Markham**, Project Manager, Liverpool City Council. ”

“ They have a robust business approach which is very focused and effective, and this sits alongside the disability perspective....that is an unusual mix. ”

Service providing stakeholder (evaluation report)

8 Recognition

As part of our strategic review in early 2008, we decided to explicitly state our commitment to spreading the word about our work by adding the following to our organisation's aims:

Aim 5: To ensure BUK policy and operational activities are recognised as leading edge at local, national & international levels.

Spreading the Word

In the period from January 2007 to March 2008 there was significant growth in the numbers of individuals and organisations receiving information from us and accessing our online resources.

Website:	Website visitor numbers doubled, with a monthly total of 1033 unique visitors in March 2008. There was significant expansion in online information and resources available.
IEAC E-bulletin:	The numbers of individuals and organisations receiving our monthly e-bulletin more than doubled, to 930 by March 2008.
Newsletter:	600 people received postal copies of our quarterly newsletter, 'Breaking Thru', while a further 900 received e-mail copies.
Free Wire: Magazine	4 issues of Free Wire were written and produced by disabled people focusing on their employment experiences. These were distributed widely at events and made available online.
Media: Coverage	<ul style="list-style-type: none">• Staff were interviewed on Channel M and News 24 on issues relating to welfare reform and independent living.• Breakthrough events and activities received coverage in local newspapers and the Manchester Evening News.• Features on events and services appeared in Disability Now and Manchester Chamber magazine.• The Journal of Disability Wales published a Breakthrough article on employment barriers.• Breakthrough was quoted in The Times Public Agenda supplement on 'Making the Workplace fit for all Willing Workers.'

Open Days and Events

- We hosted the Manchester launch of the DWP 'Employ ability' campaign. The picture on the right shows Barbara Follett, Parliamentary Secretary for Equality, with Breakthrough Chair, Jackie Driver, at the Employ ability launch on 5th September 2007.
- We hosted delegations from Norway and Germany keen to find out about our innovative approach to service delivery.
- Ian Duncan Smith, who heads up the Centre for Social Justice, visited us to hear of our work in January 2007. The picture below shows IDS with Margaret Williams, a Breakthrough trainee.
- We organised and delivered two high profile events of national significance: The CIL conference and the Independent Living Awards.
- Two highly successful open days in Manchester and Liverpool attracted 200 people. In Manchester we launched our new Independent Employment Advocacy Centre, funded with a grant of £500,000 from the Big Lottery Reaching Communities Fund.



Breakthrough UK 1997 – 2007: 10 years of breaking down barriers.

In October 2007, Alan Roulstone, Professor of Applied Social Sciences at De Montfort University, undertook an independent stakeholder review of Breakthrough UK in which he explored the views of stakeholders about the work of the organisation and its achievements and impact over the 10 year period from 1997 to 2007. A summary of the resulting report was printed and disseminated widely. Some stakeholder comments from the report are included in this review.

What our Stakeholders Say

I got to know Breakthrough UK as an organisation whilst I was researching barriers that disabled people face in getting employment. This is a unique organisation with an equally unique insight into how best to remove the barriers that disabled people face in accessing mainstream day-to-day activities that non-disabled people all too often take for granted.

Anne Tober,
Equality & Diversity Manager, Trafford Council.

On behalf of the Equality and Human Rights Commission I would like to congratulate Breakthrough on all they are doing and say how pleased we are to sponsor this event. Lorraine gave figures about Breakthrough – numbers of thousands of people you have helped. They are just figures until you personalise them. I have a niece who has autism. She has been trying to get a job for ages with no joy at all, and I was talking to her mother this week and she said she has a job. I said great – how did you do that? Some organisation called Breakthrough came the reply. So there it is, right in my own household. Well done Lorraine and Breakthrough.



Sir Bert Massie CBE,
Equality and Human Rights Commission (EHRC) speaking
at the Independent Living Awards.

The picture above shows Sir Bert with Breakthrough Chief Executive, Lorraine Gradwell, at the event.



It must be expressed that your project has exceeded our expectations, not only in terms of the beneficiary numbers achieved, but also in the degree to which these achievements have been evidenced. The satisfaction survey and the many good news stories serve to confirm that Breakthrough UK have provided a highly valuable service to disabled people, helping them to overcome a wide variety of barriers and problems.

Overall this has been an outstanding project, delivered by a group of highly committed people who are obviously passionate about safeguarding the welfare of disabled individuals. It is a pleasure to see our grant money supporting such a pronounced benefit. A big well done to you all.



Taken from a letter from the **Big Lottery Fund**, acknowledging receipt of the Independent Employment Advocacy Project's end of project report.

9 Future Plans

The fast changing environment we are operating in presents us with both challenges and opportunities. The new company strategic plan identifies a clear direction for our organisation which will promote sustainable growth in our policy work, service delivery and our profile. The need to sustain our funding and seek new sources of income is reflected in the creation of the New Business post at management level.

Projects starting in April 2008:

- Hate Crime Project, funded by the Equality and Human Rights Commission.

The Commission has funded a project to research organisational responses to disability hate crime. The project will target the Criminal Justice System, public sector agencies and the voluntary sector and aims to capture a detailed picture of how organisations respond to hate crime issues across a hugely diverse area. Although the primary focus of the research is on disability hate crime, the project will also capture data on how organisations define and respond to hate crime against other equality groups (lesbian, gay, bisexual and transgender people in particular).

- User-Led Organisation Action Learning Site project, funded by the Department of Health.

This project will involve giving our stakeholders (specifically disabled service users) a greater say in the design, delivery and review of our services. We have adopted a partnership approach to deliver this project, working with 5 other user-led organisations. This will allow us to adopt good practice being used by other agencies, for the benefit of our stakeholders. It will also provide an opportunity for our partners to learn from Breakthrough's experience as part of this national programme.

- Bid to the Big Lottery Research Fund.

We will apply for a grant to fund research into disabled people's capacity to respond to the government's involvement agenda. We see this research work as central to our aim to develop and position Breakthrough as a key player in relation to Independent Living.

10 Financial Summary

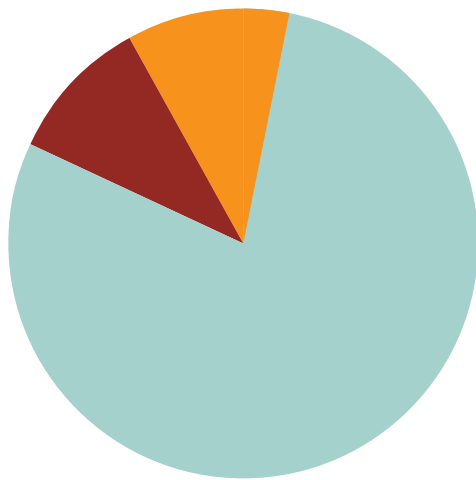
This report covers the period from January 2007 to the end of March 2008, to allow for future reports to be based around the financial rather than the calendar year. For this reason there are two sets of financial information below.

Income & Expenditure 2006/2007

Income	£000	%
Local & central government	847,283	79
Big Lottery	98,529	9.2
Miscellaneous income	126,693	11.8
Total	1,072,505	100
Expenditure		
Personnel	764,435	70.4
Premises	169,557	15.6
Administration	80,704	7.4
Events	26,739	2.5
Training	19,922	1.9
Depreciation	23,927	2.2
Total	1,085,284	100
Surplus	(12,779)	

The above summarised financial information is extracted from the full Trustees' Annual Report and statutory financial statements, which were approved by the Trustees. The statutory financial statements, on which the auditors, Whitehead and Co. gave an unqualified audit report, were submitted to the Registrar of Companies and the Charity Commission on 4th December 2007.

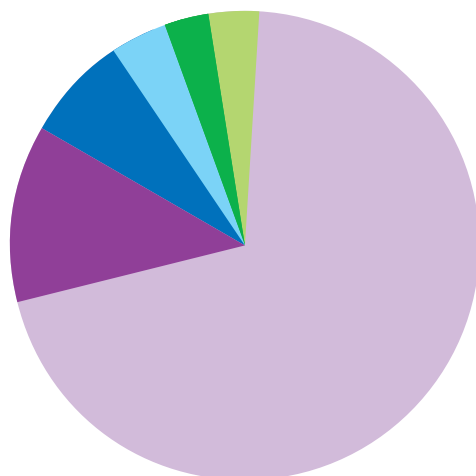
Income 2006/2007



£847,283 Local & central government
£98,529 Big Lottery
£126,693 Miscellaneous income

Total = £1,072,505

Expenditure 2006/2007



£764,435 Personnel
£168,878 Premises
£80,704 Administration
£26,739 Events
£19,922 Training
£23,927 Depreciation

Total = 1,085,284

Income & Expenditure 2007/2008

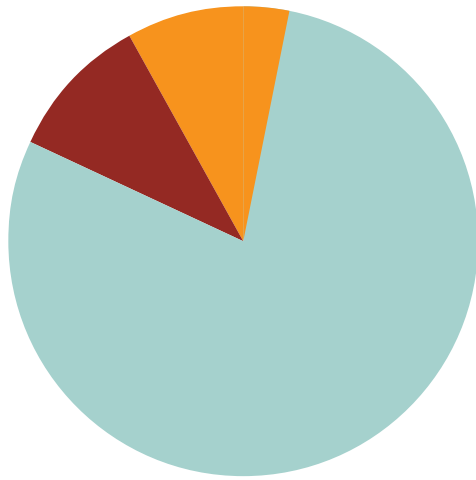
Income	£000	%
Local & central government	816,100	74.4
Big Lottery	133,623	12.2
Miscellaneous income	147,619	13.4
Total	1,097,342	100
Expenditure		
Personnel	808,704	68.7
Premises	168,878	14.3
Administration	85,933	7.3
Events	32,707	2.8
Training	43,164	3.6
Depreciation	21,905	1.9
Irrecoverable VAT	16,325	1.4
Total	1,177,646	100
Surplus	(80,304)	

The above summarised financial information is extracted from the full Trustees' Annual Report and statutory financial statements, which were approved by the Trustees. The statutory financial statements, on which the auditors, Whitehead and Co. gave an unqualified audit report, were submitted to the Registrar of Companies and the Charity Commission on 28th August, 2008.

Breakthrough UK was registered for VAT in 2007. However, VAT on purchases made with grant income cannot be recovered. This information has been added to the summary.

The full Trustees' reports, statutory financial statements and auditors' reports may be obtained from the Company Secretary, or the Finance Manager, at Breakthrough UK Ltd.

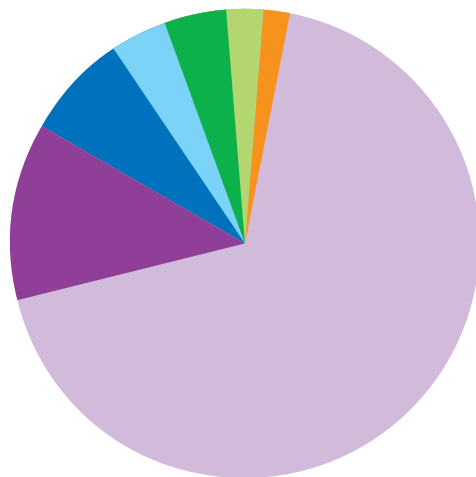
Income 2007/2008



£816,100	Local & central government
£133,623	Big Lottery
£147,619	Miscellaneous income

Total = £1,097,342

Expenditure 2007/2008



£808,704	Personnel
£168,878	Premises
£85,933	Administration
£32,707	Events
£43,164	Training
£21,905	Depreciation
£16,325	Irrecoverable VAT

Total = 1,177,646

11 About Breakthrough UK

Breakthrough UK is a successful and growing social enterprise which since 1997 has led the way in tackling barriers to employment and independence which many disabled people experience. The company is controlled by disabled people and two thirds of our staff are disabled people.

What We Do

Employment and Training Services

Our Employment Services in Manchester and Liverpool:

- support disabled people to access employment, voluntary work or training.
- support employers and placement providers with information and signposting.

Our Training Services in Manchester:

- provide work related training to disabled people in areas such as IT, Administration and Retail.

Employment Advocacy & Information

Our Independent Employment Advocacy Centre provides:

- confidential advocacy support to disabled employees and jobseekers.
- self advocacy workshops and outreach surgeries.
- a drop-in resource centre, online resources and toolkits.
- an enquiry and information service.
- updates and e-bulletins on policy and best practice guidance.

Training and Consultancy Service

Our Training and Consultancy Service offers:

- lively and interesting training promoting disability equality, tailored to customer needs.
- consultancy on strategy, policies and good practice.
- conference speakers, briefings and workshops at all levels.
- skilled researchers.

Policy

Breakthrough works to shape the future by:

- influencing policy through strategic bodies locally, regionally & nationally.
- operating a Policy Think Tank of prominent and well respected disabled people who are expert in their fields.

Breakthrough staff at the Independent Living Awards, December 2007.



12 Who's Who at Breakthrough

Directors/Trustees as at 31.03.08

Jackie Driver	Chair
Dean Cavanagh	Deputy Chair, Operations
Vivienne Stone	Deputy Chair, Strategy
Angela Madeley	Treasurer and Company Secretary
Basil Curley	Director (Manchester CC Representative)
Martin Pagel	Director (Manchester CC Representative)
Kirit Patel	Director (Since 25th June 2007)
Michele Scattergood	Director (Resigned 9th March 2007)
Noel Traynor	Director (Resigned 17th April 2007)
Tom Raines	Director (Resigned 25th June 2007)

Management Team as at 31.03.08

Lorraine Gradwell	Chief Executive
Mike McDermott	Interim Operations Director (Since 1st October 2007)
Gary Timperley	Assistant to the CE
Rob Riley	Resource Manager
Theresa Cartmill	Resource Manager
Jane Touil	Resource Manager
Karen Taberner	Resource Manager (Left post 1st February 2008)

13 Contact Us

Manchester Head Office

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Ardwick
Manchester M12 4AN

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Fax: 0161 274 4053
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Email: admin@breakthrough-uk.co.uk

The Innovation Centre @ Breakthrough

358-362 Palatine Rd.
Northenden
Manchester M22 4HD

Tel: 0161 998 5257 (Training Team)
Tel: 0161 945 8411 (Employment Team)
Minicom: 0161 273 5727

Liverpool Office

Breakthrough UK Ltd
Liverpool Employment Support Project
2nd Floor
Orleans House
Edmund Street
Liverpool L3 9NG

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Web Site: www.breakthrough-uk.com

Company Registration: 3479742 Charity Registration: 1078009 VAT Registration: 913291146
Breakthrough UK is a company limited by guarantee registered in England and Wales.