



Breakthrough UK

including disabled people

Impact Review

April 2010 – March 2011

Changing Lives, Changing Organisations,
Changing Society



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Chair's Comments



The last 12 months has been a year that began with confidence and has ended with some uncertainty. After coming back from the Icelandic bank crisis by strengthening our processes, our governance, and expanding our portfolio of projects, we began 2010/11 with a strong foundation to further develop Breakthrough UK.

Our programme for Board development is bearing fruit, with two new Board members bringing fresh approaches and ideas, and a review of how we work and how we want to shape governance in the future. Our performance against contracts has again been excellent, as detailed in this review and our third National Independent Living Awards were tremendously successful, providing the first public speaking engagement for the Coalition government's new Minister for Disabled People, Maria Miller.

Our efforts last year gave us a strong foundation to enter into a future that has proved, and is proving to be, uncertain. The election of the Coalition government has brought wide ranging and swift change, with more change forecast. We see it as unfortunate that the government 'archived' the 'Improving the Life Chances of Disabled People' report and that the Coalition Manifesto was not clearer about taking forward independent living and further progressing work on equalities relating to disabled people. We also regret that our Chief Executive's seven years membership of the Disability Employment Advisory Committee at the Department for Work and Pensions came to an end as this committee – along with many others – was wound up unceremoniously and without acknowledgement. The full impact of government measures on our strategic work is still unfolding.

The impact of government measures on local authority budgets is also providing a high level of uncertainty. Manchester City Council is to consult on social care provision and no decisions about our employment project will be made until the results of that consultation are known: at the end of this financial year therefore we reluctantly set a deficit budget based on a 'worst case scenario' and will spend much time and effort next year on once again securing our future.

We are proud however that Breakthrough UK's reputation continues to grow and that we continue to deliver services that are meaningful to disabled people, as detailed elsewhere in this report, thanks to our talented staff and a committed and supportive Board of Directors.

Jackie Driver

Chair of the Board of Trustees

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Chief Executive's Report



This last year has continued our 'roller coaster' experience of previous years. In essence we have had a successful year but we approach the next financial year with some foreboding.

Our venture into independent living continues, with success in securing the contract to run the Right to Control Centre for Independent Living (CIL), and continuing to be a strategic partner in the Manchester Area Trailblazer, as well as continuing involvement on the national Right to Control Advisory Group. We are establishing the Trafford CIL, with staff and services now in place, and a developing management Board due to become a legal entity by the end of 2011.

The two employment support programmes in Liverpool and Manchester continue to run successfully; however our Independent Employment Advocacy project closed in October 2010 as funding came to an end. Efforts to continue the project did not bear fruit and we could not find support for this innovative and well-regarded project. We were heartened, however, that all staff secured alternative jobs within Breakthrough UK and we avoided redundancy.

Our third National Independent Living Awards (ILA) were a huge success, highlighting groups and individuals working to support disabled people towards independence: our planning for the fourth ILA has uncovered difficulties in achieving sponsorship and a suitable venue whilst the Manchester Town Hall is being refurbished. This has led us to conceive of the 'Virtual ILA': watch this space!

A major challenge this year has included incomplete actions from our core review, for a variety of reasons, leading to a very 'lean' senior management team at a time of expansion. In the short term we have supplemented the team with commissioned input into both the policy function and the set-up of the Right to Control CIL. Medium and long term

decisions are on hold pending the outcome of funding decisions following the local authority consultations.

As I am out and about on Breakthrough UK business I am generally heartened and encouraged by the compliments and positive feedback that I get about our work. I owe this opportunity to bask in reflected glory to the enduring ability of Breakthrough UK staff to deliver in a professional and friendly way and as ever thank staff and Board members for their work and their support.

Lorraine Gradwell MBE

Chief Executive

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Mission & Aims

Our **Mission Statement** 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, and international levels.
- Aim 6:** To explore, develop, and promote the concept of independent living in a diverse cultural context.

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Changing Lives

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

Support for Disabled People

In the period April 2010 to March 2011:

- 553** people were supported through our employment, training, and advocacy services.
- 43** people were supported into paid employment.
- 75** people were supported into voluntary work or further education.
- 69** people were supported into work focussed training.
- 47** people received support from employment officers in their place of work.
- 15** people were supported into work placements.
- 94** people attended training sites to develop skills in IT, Retail, Administration, Horticulture, and Travel Training.
- 49%** of Breakthrough UK employees in 2010-2011 identified as disabled people.
- 100%** of Breakthrough UK disabled employees agreed, in our Staff Satisfaction Survey that their access requirements were met by the organisation.

In addition

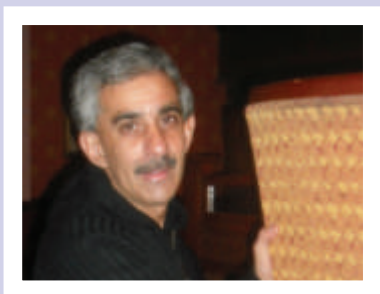
- *39** people participated in self-advocacy workshops, learning about employment rights, and sharing strategies for dealing with employment barriers.
 - *31** people benefited from one-to-one intensive advocacy support to remove employment related barriers.
 - *140** people received tailored responses to their enquiries from our Advocacy Centre's Information Service.
- * Figures reflect activity for the period April 2010 to October 2010 only as the Independent Employment Advocacy project ceased in October.

What our Clients Say

Susan has been receiving support and guidance from Breakthrough UK for over a year. She has been assisted to access training opportunities and benefit support and attends our offices regularly to job search. Susan is hoping to apply for a voluntary position as an administrator and is delighted with the support she has received.

“Your organisation is wonderful. I have been to various employment support agencies through the Job Centre but no one has supported me as much as Breakthrough UK”

“I'm proud to say I'm going to work”



Hussain found work as a caretaker in Liverpool, with our support. He was pleased to see his Employment Officer when she visited him there and he reported that he was enjoying his job. When setting out in the mornings he takes great pleasure in having a job to go to and is proud to be able to tell people who ask where he is going.

Geoff decided to look for a different role having spent four years looking after foster children full time. His previous work experience had been in agriculture and the food industry. With our support he applied for many jobs but was not successful. We encouraged Geoff to update his skills, widen the area of his job search, be more flexible in his work pattern, and supported him with interview practice. We were able to assist Geoff to get a post as a Quality Assurance Officer at a local food processing factory and to offer guidance on overcoming the barrier he faced due to the early start time by assisting him to secure Access to Work funding. Geoff has settled in now at Eatwell Foods and is enjoying his work.



‘ Quick action by my Employment Officer in sending off my CV to the employer really helped me secure this job ’

Markco had to give up football coaching in the USA because of his impairment. He trained for teaching work by taking a City and Guilds course as well as qualifications in English and Maths and followed this with an accelerated learning programme in coaching. When Markco came to Breakthrough UK to find a job, he had not attended any interviews for a long time. With our support he undertook interview practice and applied for a job as a Cover Supervisor at St David’s High School in Liverpool, standing in for teachers and taking classes. Markco was successful at interview and is thoroughly enjoying his work in the school.

‘ I could not have done it without Breakthrough UK’s help ’

Shamila wanted to improve her chances of getting employment so she completed vocational training with Breakthrough UK and gained a voluntary placement with Inspired Sisters. Through this she acquired confidence and skills and with our support fulfilled her ambition of working for a large supermarket by finding paid employment with Morrisons. We worked with Shamila and Morrisons to remove some of the barriers she faced and to identify the reasonable adjustments that were needed. Shamila has been working for Morrisons since October 2010, and both Shamila and Morrisons' management know that should they need further support, we are there to provide this.



Hoong Lu was supported by Breakthrough UK after we were asked to work with Northridge, a local high school that offers education to disabled children. Hoong thought he might like to work as a cleaner so we supported him to find a work placement at the Trafford Centre where he could experience this type of work.



“The best thing about the placement is being responsible for my own cleaning trolley. The support I received from you was very helpful. I liked having someone collecting me and staying with me during my work experience.”

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Changing Organisations

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

Support for Organisations

In the period April 2010 to March 2011:

- 1,047** people from different organisations received our monthly e-bulletin containing policy updates and good practice information. Of these 108 were new sign ups during the year.
- 743** people participated in our training on disability equality, best practice in employment, and accessible events.
- 86%** of training participants rated our courses as either good or excellent in terms of content, delivery, and overall usefulness.
- 14** organisations commissioned work from our Training and Consultancy Services and a further **22** developed links with the service.
- *1,552** organisational users accessed online information resources provided by our Independent Employment Advocacy Centre.
- *39** enquiries from organisations received detailed, tailored responses.
- *** Figures reflect activity for the period April 2010 to October 2010 only as the Independent Employment Advocacy project ceased in October.

Employment Service

The impact of the global recession on the UK economy made it a very challenging year for our Employment Support Teams in Manchester, Liverpool, and Knowsley. Increased competition from greater numbers of people seeking work in a diminishing jobs market made finding work opportunities for our clients more difficult than in recent years. Despite these unfavourable market conditions our employment teams continued to guide and support people into paid and voluntary employment as well as work placement schemes and work related training schemes. Working closely alongside disabled people they supported them to achieve their aims by identifying and overcoming the barriers that prevent them from obtaining and retaining employment or appropriate training. The teams worked proactively, liaising with a diverse group of organisations, employers, and agencies to identify opportunities for partnership working. They were able to draw from our considerable resources to provide up to date information, support, and signposting where it is necessary.

Changing circumstances in adult services provision in each Local Authority area also led to an increase in the number of clients with higher level or complex needs. As a result our employments teams adapted their working methods to include more pre-vocational support.

What our Partners Say

Jez Green, Mustard Tree, said:

Breakthrough UK has referred a number of people to the Freedom Project (our volunteering and training programme) over the last two years. All of the volunteers have engaged well with the project and most have made some progress in their lives as a result. My experience of your organisation is that it is staffed by very friendly and approachable people, who take their line of work very seriously. Your staff with whom I have had contact all have a genuine regard for the men and women they are helping to support, and this warmth comes through in the way that they relate both to their clients and other professionals. Staff have communicated with us well and have always been there to help if we have had questions or concerns about the clients placed with us.

Craig Howarth, Office Manager, First Step Trust, said:

“ I was really happy with the work that your client provided – it was good to have another organisation provide support which I felt really built up his confidence. ”

Janet Tysoe, Tree of Life, said:

“ We are very happy to support placements through Breakthrough UK, it has been beneficial to both parties. We had a very pleasant woman answering our telephones and she gained a lot of confidence and still pops in from time to time – everyone benefitted from this partnership. ”

Training, Research, and Consultancy

The Training, Research, and Consultancy team has faced a challenging year with an economic and political climate that has impacted on the traditional delivery output of the department. We continue to deliver our successful rolling programme of Disability Equality Action Training as well as many bespoke training packages to a large and diverse range of organisations. As part of our ongoing commitment to build a bank of disabled associates and to develop individuals’ skills and capacity to work with Training, Research, and Consultancy, the first of a series of development events was delivered. This covered the legislative changes and impact of the new Equality Act 2010 and how this could be incorporated in to disability focused training.



Charlotte Bowen, one of our Associate Trainers

Vicki Hornby, Breakthrough Training and Consultancy Associate, said:

As an associate trainer and consultant it is great to work with you because, being controlled by disabled people, your work has a real impact on disabled people's lives. You have a reputation for innovation and quality that I am pleased to be a part of. I am grateful to you for giving me the opportunity to undertake a City and Guilds qualification in Preparing to Teach in the Lifelong Learning Sector. This has been a fantastic experience sharing practice with other trainers and means that Breakthrough UK continues to demonstrate its commitment to delivering training of the highest quality.

Kay Hadfield, Joint Commissioning Support Officer, Trafford Aiming High Programme, Trafford Children's and Young People's Services, said:

We commissioned Breakthrough UK to develop a project for parents of disabled children and young people to support them to gain a better understanding of services and decision making processes which are relevant to their own lives and those of their children. Your approach to use disabled associates is one of the significant factors that contributed to the success of this project. Parents were quickly engaged and encouraged to work collaboratively and make a full contribution. They reported increased confidence and self esteem. This was a successful initiative which has long reaching positive impact for parents of disabled children and the children themselves. Several recommendations resulted from the work which will, when implemented, lead to the creation of sound support systems for parents in the Trafford area.

Information and Advocacy

The Independent Employment Advocacy Centre was closed at the end of October 2010 as funding to continue the project could not be found. The Centre had a tremendous impact over its seven year lifetime on promoting sustainable employment and better life chances for local disabled people. It provided a range of support to disabled employees, service users, and residents through outreach surgeries, workshops, one-to-one advocacy, an enquiry service, and information resources. We devoted some time towards the end of the project to interviewing past clients and enquirers to draw together a legacy for the Centre. The words of the people who contributed testify to the fantastic impact that this project had in their lives and the real difference that our intervention made.



Our IEAC team receiving floral tributes at the closure of the IEAC

Breakthrough UK's IEAC is very helpful... without them I would be unemployed.

The IEAC model should be replicated across the country. You have proved that this flexible, person-centred, social model approach works very well. IEAC is the answer to the complex employment barriers disabled people find themselves facing. It is significant that many of the team have personal experience of disabling barriers, and this informs their work. I have only praise for the service I received and real sadness that if I have problems in the future, I may not be able to get this excellent support again.

You do an important job. You look after people's physical and mental well-being. You get them back into contributing to society and not being a drain; being back in the world.

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Changing Society

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

Influencing and Informing Policy

For many years we have influenced and shaped policy at all levels of government, and other sectors, as it relates to disabled people. Again, this year our Chief Executive, Lorraine Gradwell MBE has taken the lead on this crucial work and our staff continue to build this ambassadorial element into their day to day work. Our organisation has been active in many areas, including:

The Manchester Board which oversees the strategic direction of the City Council and its strategic partners. Further information can be obtained on Manchester City Council's website – www.manchester.gov.uk.

We continue to act as a specialist disability advisor to the NW Strategic Health Authority on key policies, projects, and strategies.

We hosted our third National Independent Living Awards to recognise and highlight organisations and individuals which have shown excellent practice in making areas of everyday life such as transport, information, and employment more accessible to disabled people.

Following on from our policy work in previous years a number of projects became operational this year:

Trafford Centre for Independent Living

As a result of our work with Trafford Metropolitan Borough Council to produce a fully transferable model for the development of a Centre for Independent Living (CIL), the CIL was opened in October 2010.

Breakthrough UK is acting as the parent organisation for the CIL until it is transferred to the new Board. An interim governing body was set up and staff put in place to drive the initiative forward.



Trafford CIL

The enterprise will develop and build on the capacity of local disabled people to contribute to the work being done through being Board members. Personalisation is at the heart of the development of the CIL, which will empower disabled people to live independently and access the services they want. Other services provided by the CIL include advocacy, brokerage, and information.

The aim is to make Trafford CIL independent of Breakthrough UK in autumn 2011.

Jonathan Fletcher, Chair of the Interim Governing Board, said:



Jonathan Fletcher, Chair; Caroline Savage, Strategic Development Manager; Gary Timperley, Administration and Finance Manager

“ This is a very exciting opportunity for all disabled and deaf people in Trafford to become involved in managing their own future. ”

Caroline Savage, Strategic Development Manager, said:

‘Trafford Council have been very supportive and proactive in wanting to push this forward for the benefit of Trafford deaf and disabled residents. They have donated the use of the building to us as well as commissioning some services to be run from the Centre.’

Manchester Area Partnership Right to Control Trailblazer Centre for Independent Living

We were successful in a collaboration bid with five Local Authorities, Jobcentre Plus, Independent Living Fund, and Access to Work to become a Right to Control Trailblazer site. The project was launched on 01 April 2011. The CIL aims to ensure that disabled people who are eligible for the Right to Control are provided with appropriate information and guidance, advocacy and self-advocacy, peer support and mentoring, and help with assessments and support plans.

User-led and disabled people’s organisations from each of the five partnership areas, i.e. Bury, Oldham, Manchester, Stockport, and Trafford are an important part of delivering the Right to Control Trailblazer and will play a key role in supporting disabled people who are eligible for the Right.

Our aim is to develop a ‘Hub and Spokes’ model that brings individual organisations together in each of their geographical areas to form a network connected by a set of common aims. The Manchester Area Partnership Right to Control CIL will act as a central ‘Hub’ to support and develop the user-led and disabled people’s networks.

Working It Through Together

The Working It Through Together project was established in Spring 2010 and is currently funded until January 2012 to support victims and witnesses of disability hate crime in Greater Manchester. Funded by the Equality and Human Rights Commission and supported by a Steering Group of eight partner agencies, the project has provided advocacy support to individuals who have been victims of disability hate crime and established a peer advocacy group. Members of the peer group have supported the work of the

project by attending outreach events and introducing new organisations to our network. In return they have received training from us and our partners on:



Manchester Domiciliary Care Support Services who took part in making a police training DVD.

- The Criminal Justice System, including a visit to Bury Police Station and Bury Magistrates Court, provided by the Crown Prosecution Service.
- Learning Disability Hate Crime, provided by Voice UK.
- Victim Impact Training, provided by Victim Support.
- Disability Equality Action Training, provided by Breakthrough UK.
- Advocacy Skills, provided by Breakthrough UK.

Maria Miller MP, Minister for Disabled People, speaking about Hate Crime in a recent debate in the House of Commons, said:

“The police face a number of challenges to show that they are making the issue a priority, and to ensure that the right training is provided. I pay tribute to organisations such as Breakthrough UK in Manchester and BSafe Blackpool, with whose representatives I have discussed the issue at length.”

Disability Design Reference Group

Breakthrough UK has continued to co-ordinate and facilitate regular Disability Design Reference Group (DDRG) meetings for Transport for Greater Manchester (TfGM). The DDRG was established in 2008 to discuss designs and attend site visits to inform decisions. In this last year, the group have been able to see the impact of their work as new more accessible Metrolink Tram Stops continue to be introduced.

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Achievements and Performance

We work in partnership with a range of public, private, and third sector organisations to carry out research in order to contribute to the development of policy and practice within the fields of disability equality and independent living. We augment our in-house expertise by drawing on the skills of associates, all of whom identify as disabled people and have extensive professional and academic experience in designing and delivering social and management research projects.

Manchester City Council commissioned us to undertake a piece of research into the experience of disabled staff and their managers to enable them to identify what was being done well and what barriers, real or perceived, may have existed in the recruitment, retention, and development of disabled staff.

Work was commissioned by Trafford Children's and Young People's Services (CYPS) as part of their Aiming High Project to deliver a series of workshops for parents of disabled children to support their understanding of services and decision making processes and to develop a peer-led support network to inform service planning and implementation. Following the successful submission of the final report an event was run to support parents in action planning for a way forward beyond Aiming High.

In addition, we have undertaken a number of projects during the year including the following:

Get Connected

In January 2011 we started the Get Connected project which is funded by the Social Care Institute for Excellence. The aim of the project is to promote the use of computers to disabled people by providing up to date equipment and access to the internet and to promote peer support, social inclusion, and independence.

It also provides opportunities for the volunteers running the service to gain project management skills. Usage can be for searching and applying for jobs on-line and to study for qualifications as well as sourcing services to purchase in line with the personalisation programme. It can also be used for such interests as social networking, shopping, and recreation.



Innovation Centre renovation

Our Innovation Centre, Northenden which houses our IT and Retail training sites was visited by students from the Manchester Leadership Programme of The University of Manchester. In partnership with staff and trainees, their mission was to renovate the centre to attract more customers, to provide a more innovative use of space, increase shop profits, and provide a better working environment for trainees. The renovation was a great success and our shop now matches our competitors in terms of style and image.

Kevin Taylor, Innovation Centre Manager, said:

“ We want the shop to be truly welcoming and innovative. We are striving to encourage the community of Northenden to understand the shop and to embrace it into their community. ”



Staff and trainees working at the Centre



A view of the Centre on completion

User-led Job Club

Also this year, the Innovation Centre has run a user-led job club for disabled people who wish to improve their confidence and work towards gaining employment. The club provides support with writing CVs, job searches, filling in application forms, preparing for interviews, building confidence and communication skills.



Progress on the site

Horticultural Training

This year we have been very busy developing our new allotment site at Crumpsall and Cheetham in association with volunteers from the local branch of the Bank of New York Mellon and with capital funding from the Bailey Thomas Foundation. The aim was to increase opportunities for horticultural training for disabled people living in Greater Manchester. The physical foundations of the site have been laid by installing facilities such as vegetable beds and plans are in place for a pond, picnic area, and sensory plots for people to relax and enjoy. We are looking for means to develop this project and to promote the use of the allotment to other groups within Greater Manchester.

Literacy and Numeracy Training

Basic literacy and numeracy classes were introduced by our Liverpool team to prepare clients for entry to Basic Skills and other pre-vocational training opportunities. This project was delivered in partnership with Liverpool City Council's Adult Learning Service and was very popular, receiving favourable feedback from the participants and tutors.

We completed a pilot Employment Support scheme in Knowsley, following which the employment officers were absorbed into our Liverpool team to boost capacity. We are using the lessons learned from working with the other partner providers in the pilot to develop a more holistic model as a basis for further negotiations with service commissioners in Knowsley.



Our Liverpool team



Management and Governance

Following a review of the organisation, our priorities, approach, and structure; the early part of 2010 was spent on implementing the findings and recruiting a new senior management team (SMT).

Having carried out the internal restructure, on the 01 July 2010 we welcomed Peter Jackson as Head of Operations and Performance to further strengthen the SMT. Peter has proved himself to be an invaluable member of the team and has made a significant contribution to the development of Breakthrough UK. Two further senior management posts identified in the review have yet to be filled leaving the SMT very stretched. The current economic climate has required us to look at commissioning support as we need it rather than recruit at this time.

Since July 2010 the SMT have concentrated on developing new business, mobilising the Manchester Area Partnership Right to Control Trailblazer CIL, and improving our internal policies and systems.

An opportunity to attend a development programme for North Western User Led organisations, gave us time out of the office to think about the development of the organisation and how we must diversify our funding base and develop new products and services that respond to the personalisation agenda and the transformation of social care.

There have been some excellent and innovative developments within our business during the year, demonstrating the dedication and skill of staff to recognise opportunities and deliver services that provide a lot from very little. These developments have added value to what we offer and have made a difference to the lives of disabled people.

We ended the financial year 2010/11 with a healthy trading surplus but given the extraordinary climate in the public sector and the ending of some of our contracts we enter the 2011/12 financial year with uncertainty. Therefore SMT energy will be focussed on ensuring that our sources of future revenue become more secure and diverse.

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Recognition

Breakthrough UK continues with our commitment to spreading the word about our work to ensure policy and operational activities are recognised as leading edge at local, national, and international levels.

Spreading the Word

We do this in a variety of ways:

Website: Over the year we have had 18,320 visitors to our website.

Information Breakthrough (e-bulletin): This is sent out each month to over 1,700 subscribers, a significant number of whom distribute it throughout their organisations and forward it to other contacts. It contains information and updates on policy, disability, employment, and independent living. This bulletin is also available on our website at: <http://www.breakthrough-uk.co.uk/Resources/e-bulletins>

Newsletter: Over 1,000 individuals and organisations received postal copies of our quarterly newsletter, 'Breaking Thru', while a further 1,000 received e-mail copies. The newsletter gives information and updates on new and current projects that we are involved in. It also alerts people to upcoming events, workshops, and training courses.

Free Wire Magazine: Free Wire magazine was produced as part of the Independent Employment Advocacy project which ceased in October 2010. The last issue of the magazine was devoted to setting out disabled people's views on the legacy of the IEAC and a copy of this can be found on our website.

Media Coverage: Articles about Breakthrough UK have appeared in various publications, including the following:

South Manchester Reporter
Manchester Evening News
Able Magazine
Liverpool Echo

Articles also appeared online:

Funding Central
<http://www.fundingcentral.org.uk>

Sale and Altrincham Messenger
<http://www.messengernewspapers.co.uk>

We also issued 7 press releases which can be found on our website at **www.breakthrough-uk.co.uk**

Open Days and Events:

National Independent Living Awards

Our third National Independent Living Awards took place at Manchester Town Hall on 16 June 2010. The Awards are an event that showcase those initiatives that have led the way in supporting disabled people to be independent.

We were pleased to welcome **Maria Miller MP**, Minister for Disabled People, in what was her first public engagement, to be the key note speaker at the event. In her speech, she praised the organisations involved in the Awards and emphasised that their work had “a critical role to play in helping us build stronger communities, a fairer society, and a better Britain”. She went on to stress the national importance of supporting disabled people to be independent:

“If a society doesn’t properly support its disabled people, it doesn’t just hurt those individuals. It hurts their families. It hurts their communities. And it hurts the society itself”.



Maria Miller, presenting the Peer Support Award to Dene Donalds of winners Pathways Associates



Councillor Mark Hackett, Lord Mayor of Manchester, presenting the Accessible Transport Award to Mark Dyer of the Olympic Delivery Authority

Our thanks go to the sponsors: BT Plc, Harvest Housing Group, Manchester City Council, NHS North West, and Northwest Regional Development Agency.

Manchester Open Day

Our Head Office in Ardwick, Manchester opened its doors on 29 October 2010 to visitors who toured the exhibition stalls and benefited from free resources by chatting with staff from different departments within the company. The Open Day was attended by the Deputy Lord Mayor of Manchester, Councillor Harry Lyons who is pictured with Tony Lloyd, Member of Parliament for Manchester Central and Lorraine Gradwell MBE, Chief Executive of Breakthrough UK.



Financial Summary

This report covers the period from April 2010 to March 2011

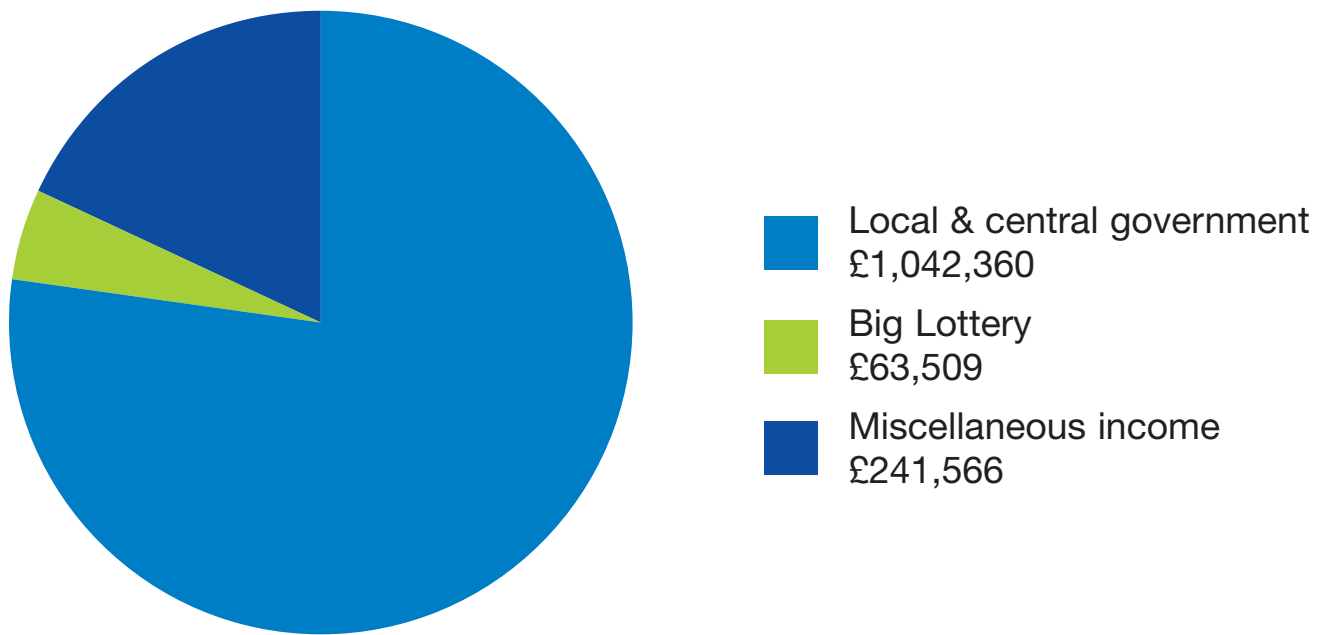
Income and Expenditure 2010 – 2011

Income	£000	%
Local and central government	1,042,360	77
Big Lottery	63,509	5
Miscellaneous income	241,566	18
Total	1,347,435	100
Expenditure		%
Personnel	872,832	68
Premises	179,165	14
Administration	105,317	8
Events	34,830	3
Training	31,917	2.5
Consultancy	40,102	3.5
Depreciation	19,997	1
Total	1,284,160	100
Surplus	63,275	

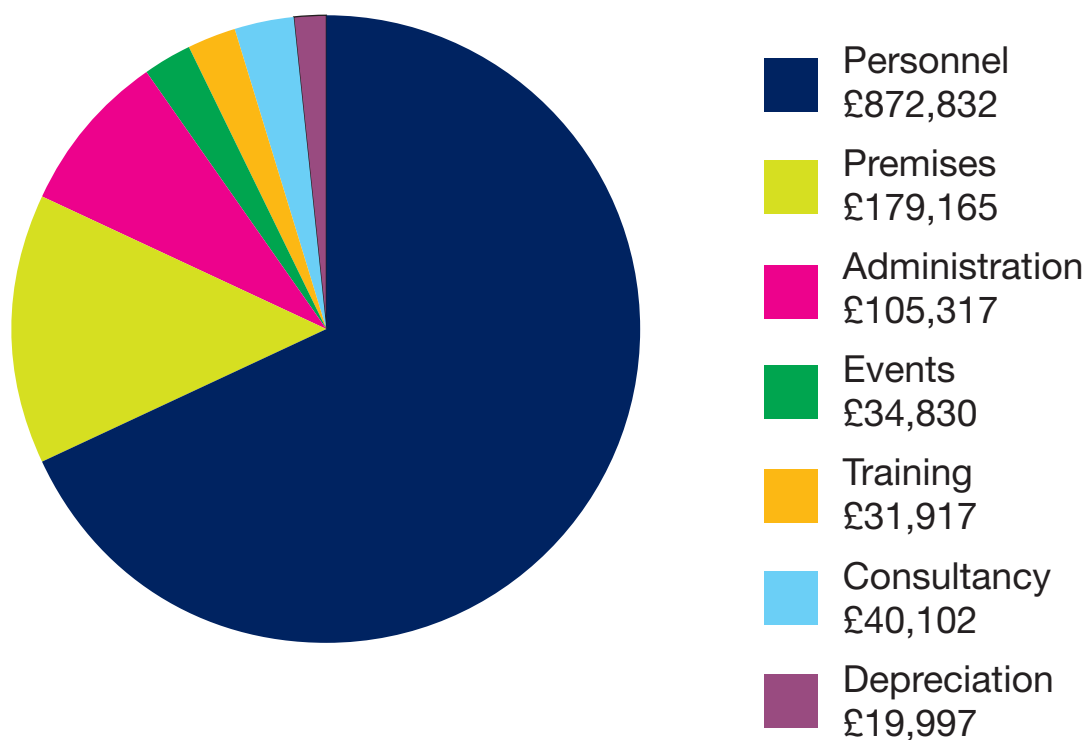
The above summarised financial information is extracted from the full Trustees' Annual Report and statutory financial statements, which were approved by the Trustees. The statutory financial statements, on which the auditors, Whitehead and Co gave an unqualified audit report, will be submitted to the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

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

Income 2010/11



Expenditure 2010/11



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 50% of our staff identify as 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, Retail, and Horticulture

Training, Research, and Consultancy Service

Our Training, Research, 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 UK works to shape the future by:

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

Independent Living

Manchester Area Partnership Right to Control Trailblazer Centre for Independent Living

Trafford Centre for Independent Living

- developing and building on the capacity of local disabled people to live independently
- providing advocacy, brokerage and information services

Room Hire

- accessible spaces for meetings and events providing a full range of supporting facilities and services

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Who's Who at Breakthrough UK

Directors/Trustees as at 31 March 2011

Jackie Driver	Chair
Dean Cavanagh	Deputy Chair, Treasurer and Company Secretary
Lilian Barton	Director
Basil Curley	Director (Manchester City Council representative)
Jackie Daniel	Director
Angela Madeley	Director
Martin Pagel	Director (Manchester City Council representative)
Kirit Patel	Director
Joan Rutherford	Director
Anne Tober	Director
Clair Wilson	Director

Directors'/Trustees' Profiles

Jackie Driver



Jackie is Chair of Breakthrough UK. She was previously the secretary to the Board of Trustees of Manchester Deaf Centre. Jackie has been involved in developing local, regional, and national work to ensure D/deaf people get greater access to services and employment opportunities. She has recently joined DEAF, Deaf Education Advocacy Fellowship as a board member, an exciting emerging organisation whose vision is to help build self confidence in Deaf and disabled people's lives towards achieving their personal goals.

Jackie is Head of Good Relations at the Equality and Human Rights Commission. Her programme of work focusses on good relations and community cohesion. Current programmes include leading on the disability related harassment formal inquiry, 'Beyond Tolerance' – making sexual orientation a public matter and adaptive conversations – balancing interests between equality strands. She also takes a practice lead in the Commission on sexual orientation, driving the agenda for delivering a comprehensive strategy around key priorities in LGB equality. She previously worked at the Disability Rights Commission heading up the Employment and Equalities strategy. Prior to this, Jackie worked within the Local Government sector heading up and delivering strategic equality policy work, housing, and homelessness strategies.

She is also a member of the Homes and Communities Agency (HCA) Equality Advisory Board where she advises on specific issues relating to black and minority ethnic communities, disability, gender, religion and belief, sexuality, and age. Jackie also works with the HCA to support the delivery of its vision for diversity and respond to current and emerging equality and diversity challenges.



Lilian Barton

Lilian is a recognised strategic and creative chartered marketer with over twenty years experience in all sectors.

In the past she worked for local and central government. She was the innovator and developer of the nationally recognised accessible information Factsonline project. She served as a board member for the UK Government's E-citizen project and was a member of a Department of Health reference group. Her projects have gained recognition as finalists at the national E-government Awards and Good Communication Awards. She is also an Associate Lecturer in Marketing at Manchester Metropolitan University Business School, a guest lecturer at Manchester University Business School, and a frequent speaker at conferences.

She started working life at Wimpey Construction as a material buyer working in London and Edinburgh before moving to Hong Kong where she worked for the government. She returned to work in the construction industry witnessing and contributing to major regeneration schemes within Greater Manchester. She has also worked for the Open University.



Dean Cavanagh

Dean has worked in local government since leaving school. For a number of years Dean has been involved in disabled people's rights at work and has been heavily involved in developing a disabled people's network for his employer. More recently, Dean has moved into the area of access and inclusive design and is relishing the challenges that lie ahead.

Dean says "I am excited about the prospect of working with such an established and ground breaking organisation as Breakthrough UK as the work they undertake is very important in promoting disabled people's rights and independence within the workplace".



Basil Curley

Basil is a Councillor for Charlestown ward in North Manchester as well as working as an employee of Manchester College. Basil is currently presiding as Chair of the Communities and Neighbourhoods Overview and Scrutiny Committee and is closely involved with Work Solutions, the Airport “Fencing” Committee, Arms Length Management Organisation and Northwards Housing (ALMO).

He is a champion of dignity and care and his main focus is on people who have mental health issues, giving help where it is needed and at the same time allowing personal respect in all the different circumstances individuals find themselves in. He strongly supports independence for all who want to exercise their rights to live their lives in a way that is compatible with how they see their futures going forward.

Previously, Basil has held the positions of Executive Member for Adult Social Care and Health and Housing. During his time as Executive Member for Housing he was involved in negotiations, many stock transfers to existing Housing associations as well as setting up and chairing Eastlands Housing association, securing the agreement on setting up the Arms Length Management organisation for North and East Manchester, Ardwick Private Finance Initiative, and the Market Renewal Fund. During his stewardship of Adult Social Care and Health, Basil organised a partnership of all the NHS Trusts in Manchester and the Primary Care Trust to investigate employment opportunities for local people.

Jackie Daniel



Jackie was appointed as Chief Executive at Manchester Mental Health and Social Care Trust in November 2008. A qualified nurse, with 30 years experience in the NHS, Jackie has been a National Health Service Chief Executive for the last ten years leading some of the most complex and challenging healthcare organisations. She has driven a

number of significant change programmes including service reconfigurations, organisational merger, financial turnaround, and improving service performance and organisational reputation.

A Registered General Nurse who holds a BSc (Hons) in Nursing Studies and a MA in Quality Assurance in Health and Social Care, she is also a business and executive coach who believes in the improved performance that effective coaching and motivational techniques can bring.

Jackie regularly speaks at national conferences on subjects including leadership and change management, developing effective partnership working, and engaging patients and the public in developing health services.

Angela Madeley



Angela is the Board lead for Independent Living. She was an Executive Council Member with Greater Manchester Coalition of Disabled People until March 2009 and has been involved in disabled people's organisations for many years. She has also worked as a Disability Action Trainer.

Councillor Martin Pagel



Martin is a councillor for the Cheetham Ward of Manchester City Council, which he has represented since 1990. He has held many positions of responsibility and currently sits on the Health and Well Being Overview and Scrutiny Committee. Martin is an active campaigner supporting the self-organisation of disabled people and is a committed community champion. He is an unpaid carer, supporting older neighbours to live independently.

In his spare time Martin is a writer, avid reader, and dedicated supporter of Manchester City FC.



Kirit Patel

Kirit is the Race Equality Programme Co-ordinator for Oxfam. He is responsible for a programme of work tackling race inequality and poverty in partnership with a range of ethnic minority community organisations, mainly in the north of England.



Joan Rutherford

Joan is a chartered town planner and has worked in the West Indies, Sheffield, Salford, and Manchester. Joan recently retired from Manchester City Council where she managed the Council's Access Team and, among other things, co-authored Design for Access 2, the Council's manual of inclusive design standards.

Joan is a member of the Town Planning Institute and of the Urban Design Group. She is a Board Member of Manchester Disabled People's Access Group and the Vice-Chair of Manchester Women's Design Group. MWDG recently won the 'Women and Environment' award from Manchester City Council.

Joan says:

“It was when working for Manchester City Council that I first heard about Breakthrough UK and the vital work it does to promote disabled people's right to employment and to support disabled people into employment. This work has never been more important than in the present economic climate and I look forward to working with Breakthrough UK to support disabled people to play a full, economically active role in society”.



Anne Tober

Anne has worked for twenty years for Trafford Council of which the last ten years were spent working on Disability Equality and Diversity issues. Anne steered the initial involvement of disabled residents within the Council, understanding the importance of meaningful and ongoing

involvement of disabled people which resulted in the setting up of the Council's first disability focus groups. Another area of work that Anne recognised was of great importance was building up trusted working relationships with colleagues from local disabled people's user-led organisations which has resulted in excellent working relationships with Trafford Council for Breakthrough UK and Greater Manchester Coalition for Disabled People with the ongoing development of the Manchester Area Partnership Right to Control Trailblazer and Trafford's CIL. Her role within the Council also involved advocacy and mediating work with disabled colleagues within the Council. Sorry to have now left the local authority as a result of cutbacks, she decided that if she could no longer work on disability 'within' the local authority then she would work 'without'... so Anne is delighted to be on Breakthrough UK's Board at the heart of the disability agenda.

Clair Wilson



Clair is a resourcing/recruitment specialist and has recruited across 13 European countries and Australia from volume operations staff in private sector contact centres up to Chief Executive level in the public and third sectors. She has worked in recruitment consultancy since 1995 for a number of the top global recruitment brands and in HR in Australia for a well known business services firm.

She is now self-employed and is director of a resourcing improvement consultancy, BRL (Better Resourcing Ltd), advising private, public, and third sector organisations on how to attract and recruit the right talent to ensure sustainable organisational success. Clair helps clients enhance their own recruitment capabilities and reduce spend and reliance on third parties. She is presently working in Singapore.

Clair holds a BA (Hons) in Business Management and a PGDip in HR Management and is a Graduate Member of the CIPD.

Senior Management Team during 2010/11



Lorraine Gradwell, MBE
Chief Executive



Michèle Scattergood
Deputy Chief Executive



Peter Jackson
Head of Operations
and Performance

Operational Managers during 2010/11

Theresa Cartmill, Business Support Manager

Tom Lowton, Project Manager, Liverpool Employment Services

Liz North, Training, Research, and Consultancy Manager

Caroline Savage, Strategic Development Manager, Trafford CIL

Kevin Taylor, Innovation Centre Manager

Gary Timperley, Administration and Finance Manager, Trafford CIL

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e-mail: info@traffordcil.co.uk

Textphone via mobile: 07944 049092 (8am to 4pm)

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The Equality and Human Rights Commission

The North West Development Agency

The North West Joint Improvement Partnership (formerly CSIP)

The North West Strategic Health Authority

The Office for Disability Issues

The Working Neighbourhood Fund

Trafford MBC

Transport for Greater Manchester (formerly GMPTE)

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Greater Manchester Police
Greater Manchester Probation Trust
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Independent Living Fund
Infrastruct
Jobcentre Plus, locally, regionally, and nationally
Joseph Rowntree Foundation
Lesbian and Gay Foundation
Manchester City Council
Manchester Deaf Centre
Manchester Disabled People's Access Group
Manchester Learning Disability Partnership Board
Manchester Mental Health and Social Care Trust
Manchester Parent/Carers Group
Manchester People First
Manchester University Leadership Programme
Merseyside Disability Federation
North West Disability Infrastructure Partnership
North West Development Agency
North West Training and Development Team
Oldham MBC
Open College Network
RADAR
Salford Foundation
Stockport MBC
The International Learning Centre
Trafford MBC
Trans Resource and Empowerment Centre
Victim Support
Voice UK

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