

Annual Report

Our Impact in 2024/25

We want a world that is Disability Positive.



disability
positive

Charity No: 1091744
Company No: 4050994

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Executive Summary

We are Disability Positive. We provide services, opportunities and a voice to people living with disability and long-term health conditions and their families and carers.

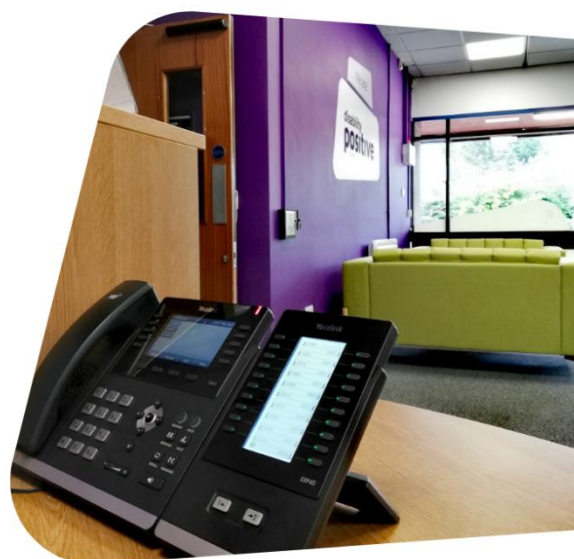
We know it matters because we live with disability and long-term health conditions too.

During the year 2024–2025, we have been continuing to embed our strategic themes, set by our members, to work towards a vision of a world that is Disability Positive. Our key objectives are: positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions, positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life and positive about giving a voice to people with lived experience of disability or long-term health conditions.

Headlines from our impact report

Below is just a snapshot of our activity over the last 12 months:

- We have provided 56,357 hours of support to 10,463 people with lived experience of disability, and long-term health conditions, and their families.
- 98.4% of respondents rated that they were extremely happy or very happy with our service(s) in our customer satisfaction survey.
- 98.1% of people accessing our service(s) reported an overall improvement in one or more areas (self-confidence, choice and control, independence, dignity, reduced isolation and upholding of rights) with an average overall improvement in score of 18% over the year.
- Our volunteers have provided 2,152 hours of their time.
- 100% of our staff said we are an awesome, great or good place to work, with 98% of staff also agreeing that we live our values (75% response rate).
- We have supported 22 organisations to remove societal barriers for people with lived experience of disability and long-term health conditions.
- We have worked with other local, regional, and national representative organisations to ensure the voice of our members and people with lived experience of disability and long-term conditions are heard. This year we have been involved in addressing 5 key social challenges and responded to 6 consultations.
- We remained committed to generating 10% Social Value across all our services in social, economic and environmental impact. This year we have generated 40% Social Value across all our services, with a financial proxy value of £1,676,470; and we have reduced our carbon footprint by a further 18% above target during the year (54% since our baseline data in 2020).



Trustees Report

The Board of Trustees is pleased to present our collective impact review for 2024/25. We are proud to see our company values of being representative, collaborative, ambitious, trustworthy, and positive continue to be embedded throughout the workforce.

We've had another brilliant year's results from our staff survey: 100% of staff said Disability Positive was an awesome, very good, or good place to work; 96% said they understood how their role contributes to the overall company strategy; 88% rated their overall work life balance a 7 or above; 96% said communication about what's going on across the organisation was effective, and 98% of staff agreed we live our values.

During the year, the board have reviewed and approved: our assisted dying statement, a cost-of-living rise for all staff, various strategic policies, and we were delighted to complete the modernisation of our headquarters: enhancing our boardroom and toilet facilities for our staff and visitors. The board also monitored workplan progress and risk management to make sure we are on track to achieve our ambitious growth plans as outlined in our strategy 2020-2030.



As we approached the end of year, we received the very sad news of the death of our Chairperson, Randal Smith; Randal was a true champion of Disability Positive, and his larger-than-life personality, humour, and support will be greatly missed.

A dedicated trustee and chairperson for 6 years, Randal had a strong vision for change and incredible commitment to our staff and volunteers. He was passionate about our work, and his guidance and wisdom will continue to shape the organisation as we move forward.

We also said goodbye to two valued trustees, Alan Scott and Sue Tebb, who had planned to retire after two terms.

Their dedication, expertise, and commitment as chairs of subcommittees—Finance and Audit, and Governance—have left a lasting impact over the past six years. As they step down, we want to thank them for their invaluable contributions.

At the same time, we warmly welcome three new trustees recruited to our board: Clare Martin, Jackson Mills, and Sally Gretton. Their fresh perspectives and expertise are already strengthening our Board.

Looking ahead to 2025/26, we hope to further extend our reach across our workstreams: services, opportunities and voice, and continue to expand our support for businesses. We will also be looking at an internal governance review to see if our current interim approach of sharing the chairing responsibilities, will be the right model for Disability Positive moving forward.

Finally, a heartfelt thankyou to our members, staff, and volunteers. Your hard work, dedication, and passion remain the driving force behind everything we achieve. Thank you for your incredible commitment to our mission.

Mike, Judy, Anne, Amie, Andy, Chris, Miro, Sally, Jackson and Clare
The Board of Trustees

Chief Executive Officer Report

As we reflect on another year of progress, challenges, and achievements, I'm delighted to share some of the key highlights from 2024/25. While this report offers only a glimpse into our work, I hope it provides valuable insight into everything we've accomplished—despite navigating the untimely, sad death of our chairperson.

Our commitment to the people we support has made sure that we continue to make a real difference in people's lives. I hope you take the time to explore the full report, which provides a deeper insight into all we have achieved this year.

Over the past year, our dedicated teams have delivered 56,357 hours of support to 10,463 individuals with lived experience of disability, long-term health conditions, and their families; with an impressive 98.1% reporting an improvement in one or more of their personal outcomes, and an outstanding 98.4% of respondents to our customer satisfaction surveys rated our services as excellent, very good, or good.

We've again been able to demonstrate our massive social value and environmental impact across the organisation, delivered by our happy workforce.

In addition, our wholly owned trading subsidiary, North West Care Cooperative, team of 74 personal assistant members provided 6,464 hours of support to 50 Principal Members of the Care Cooperative, during the period.

We are also proud to have continued work we led in 2024/25 with Cheshire Disabled Panel to successfully facilitate a coproduced review of accommodation, in equal partnership with people with lived experience, accommodation providers and the local authority. Additionally, we have helped 22 organisations identify and remove disabling barriers, fostering more inclusive environments, with 94% of our disability equality training attendees reporting an increased understanding of disability.

Our work amplifying the voices of those with lived experience remains at the forefront of what we do. Through collaborative efforts with other Disabled People's Organisations, we have contributed to the development of key policy recommendations and continued vital conversations with policymakers, ensuring that the perspectives of disabled people are heard.

None of this would have been possible without the unrelenting positivity, dedication and drive of our trustees, members, employees, and volunteers who remain committed to delivering our activities that really do have a positive impact on people's lives. A huge thank you to you all- we really couldn't do it without you.

As we look ahead, I am excited to see what new developments 2025/26 will bring to continue moving us closer to our vision of a world that is Disability Positive.

Lynne Turnbull
Chief Executive Officer



Visions and Aims

Vision

We want a world that is Disability Positive.

Values

- **Positive:** It's not just our name, it's how we approach every challenge and opportunity.
- **Collaborative:** We don't believe we can do everything ourselves; we love working with others who think like us.
- **Representative:** We are here to be the voice of people living with disability and long-term health conditions.
- **Ambitious:** We are not going to change the world without thinking big.
- **Trustworthy:** We need to be a place where people feel safe and can come freely for honest and impartial advice and support.

Strategic Themes

Our strategic themes are the things that guide our work. We are:

- Positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions.
- Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.
- Positive about giving a voice to people with lived experience of disability or long-term health conditions.

Our Social Value



Services that matter

98.1% of people who used our services reported improvement in outcomes.

Our total social value is worth
£1,676,470



Recruitment

We recruited 12 new staff with lived experience of disability or a long term health condition.



Staff

75% of our workforce have lived experience of disability or a long term health condition.



Mental Health at Work

We've trained 22% of our staff in Mental Health First Aid and provided 62 staff with access to wellbeing programmes.



Community

We've invested £46,750 to support people to build stronger community networks and improve their wellbeing.



Social Challenges

We've addressed 5 social challenges.



Real Living Wage

100% of our staff are paid at least the Real Living Wage.



Supply Chain

We spent £628,979 locally and a further £414,460 with Community Sector organisations within our supply chain.



Climate Change

We've reduced our carbon emissions by 1.4 tonnes.

Snapshot of our Environmental Impact

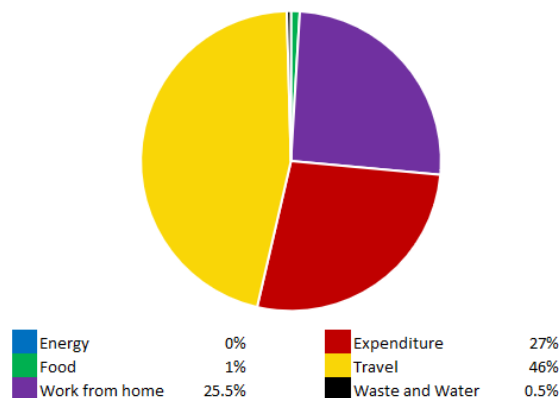
Our carbon footprint has reduced by a further **18% against target**, which is a **54%** total reduction compared to our baseline data from 2020, and we remain on track to be carbon neutral by 2030.

Our 2023/24 performance:

Annual Emissions (Market): 66.35 tCO₂

💡	Energy (Market): 0 kgCO ₂
🏠	Work From Home: 16.93 tCO ₂
🚗	Travel: 30.48 tCO ₂
🍴	Food: 638 kgCO ₂
💰	Expenditure: 18.02 tCO ₂
🗑️	Waste & Water: 291 kgCO ₂

Disability Positive Carbon Emissions
2023-2024

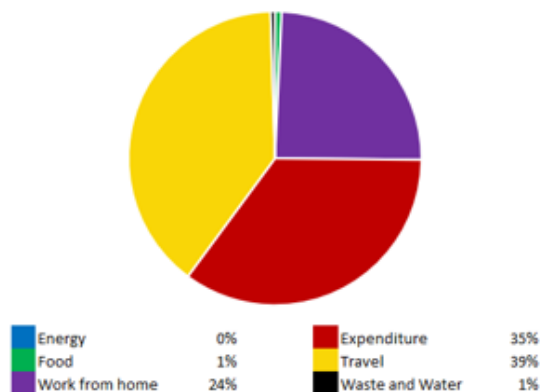


Our 2024/25 performance:

Annual Emissions (Market): 80.36 tCO₂

💡	Energy (Market): 0 kgCO ₂
🏠	Work From Home: 19.62 tCO ₂
🚗	Travel: 31.64 tCO ₂
🍴	Food: 595 kgCO ₂
💰	Expenditure: 28.11 tCO ₂
🗑️	Waste & Water: 395 kgCO ₂

Disability Positive Carbon Emissions
2024-2025



Whilst we have exceeded our targets for 2024/25 in all areas, if we compare this year’s performance to 2023/24, our carbon footprint for expenditure emissions have increased by 56% from last year due to an increase in supplier costs and investment in our IT equipment, and our work from home emissions have increased by 16% as a consequence of more staff working from home; however, this in turn has reduced our food emissions and commuting emissions by an average of 13% on the previous year.

Our Staff

We are incredibly proud of our staff team and we work hard to make sure that we are an inclusive, proactive and supportive employer.



Positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions.

- **9,548** people accessed our services including Direct Payment and Personal Health Budget Support, Learning Service, Payroll and Supported Banking.
- **50,525** hours of support were provided during the period.
- **95%** of people reported an improvement in their Choice and Control, Independence, and Health & Wellbeing, with an average improvement of 29% in score over the year. However, the average score for independence increased by a more significant 83%.
- **97%** of people were extremely happy or very happy with our service(s) in our customer satisfaction survey.
- Northwest Care Cooperative our wholly owned trading subsidiary supported **74** Personal Assistant Members to provide **6,464** support hours per month to **50** Principal Members of the Care Cooperative, during the period.

Case Study – Learning Service

The challenge

Amy* cares for her daughter who is disabled and has long term health conditions. She receives direct payments to fund 22 hours of care covering 3 sleep-in nights per week and Amy provides all the other care for the daughter.

Amy has a learning disability herself and experiences severe anxiety.

She found the idea of accessing both face to face training on-line learning very overwhelming and was worried whether she would be able to access and understand the content.

The solution

Amy contacted the Learning Service, and we discussed together and created a plan for her training that took her needs into account and was not overwhelming for her.

The outcome

Amy has engaged positively in the learning we have offered. She says that it has increased her confidence in caring for her daughter and in accessing learning in future.

She has attended First Aid, Manual Handling and is booked on to the Positive Behaviour Support training in January 2025.

Amy said that staff were very supportive and adapted the training style to meet her needs.

***Not real name**

"Staff were very supportive and adapted the training style to meet my needs." **Amy**

Case Study – Direct Payment and Personal Health Budget (PHB) Support Service:

The Challenge

Susie*, an Individual Commissioning Nurse referred Bobby* to us for joint support between the local council and Integrated Care Board (ICB) soon after her discharge from hospital 6-week re-enablement programme.

The plan was for support to be in place for when this 6-week period was over.

However, as soon as we received the referral, the team were concerned that this was not enough time to set up a care package like this and that there was a lot of confusion from Bobby and her family about what sort of support they might receive, and how quickly.

The family also said that Bobby could not be contacted by phone and that all communication should be via text message, something that would be impossible when trying to arrange a complex package of care.

The solution

We made sure to offer and attend meetings with both the family, the social worker and Susie, to make sure that they all understood how a Personal Health Budget works and what would be required.

Susie and the social worker were very concerned that Bobby's health was getting worse and that she was not managing well with the re-enablement programme that was in place and was at risk of having no support in place.

It became clear that Bobby's PHB would need to pay for support from someone with as significant therapeutic experience, due to her declining mental health.

The outcome

With our support, Susie had a much clearer understanding of how a PHB works, the time needed to set up care packages, and why a Direct Payment may not be as suitable for Bobby.

Bobby was able to access an appropriate form of care and support.

***Not real name**

**"Thank you so much for taking the time... I didn't know what went into receiving a Personal Health Budget and now it is much clearer."
Healthcare Professional**

Positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions.

Case Study – North West Care Cooperative (NWCC)

The Challenge

Members of NWCC wanted to join in with activities that allow them to contribute to the wider community and do things for others. These activities offer a sense of purpose and contribute to their self-esteem and sense of wellbeing, as well as offering an opportunity to develop life skills and widen experiences.

The Solution

In 2024 Faye (our Quality Manager) applied to Disability Positive for the place that they had secured at the London Marathon 2025.

Faye used this an opportunity to support not just Disability Positive, but to support the community of NWCC, and their interest in working together.

Members contributed products to sell at Craft Fayres, Coffee mornings, cake sales and Barbecues, took part in a 27 mile bike ride, and organised and ran a Gala Night with dinner and entertainment.

The Outcome

A total of £4,035.00 was raised, but much more than that NWCC members had been inspired to engage in a cause that was purposeful, made then feel valued and able to contribute to the world in which they live.

Faye is looking forward to running the marathon early in 2025/26.



Case Study – Payroll

The Challenge

Chris* is the employer for personal assistants for both of his children. He had a separate payroll account for each of them and was finding this difficult to manage.

The Solution

We spoke to Chris and decided that to make things easier we would make sure that one payroll clerk would process both payroll accounts, providing more consistency and a better link between the two accounts.

The Outcomes

Chris feels much less stressed and is now able to contact his named payroll clerk for hours and general queries.

"The service I receive is excellent, all paperwork is always done on time, and any questions or problems are answered and solved very efficiently, I always feel very supported." **Payroll Client**

Case Study – Supported Banking Service

The challenge

Rajesh* gets a Direct Payment and contacted us very worried about support hours, as his local Council had told him he had not been paying his PAs the correct hours.

Rajesh felt very worried and upset by this situation and wasn't sure how to manage the situation.

The solution

We contacted Rajesh's Direct Payment advisor to explain his problem and we also spoke to the Council's Direct Payments Finance team.

His advisor contacted him to make sure they had the right information and provided details Rajesh's social worker to find out what his funding was and what hours he could use.

The Outcome

Rajesh was delighted with the support he received from the service. He said he felt that he is always listened to and gets the highest possible standard of support from the team. The service is now able to pay his PAs the correct hours, as required by Rajesh.

"The team should be recognised for their extremely hard work, always to the highest standard. Much appreciated always." **Supported Banking Service Client**

Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.

- **570** people accessed our opportunities including Buzz Life Skills, Sensory Hive, Community Connections, Good Company and Befriending service(s).
- **482** people who were digitally excluded, accessed our telephone helpline to find information about services available for them in their local area.
- We provided **603** people, **3,079** hours of support across our opportunities.
- **99.5%** of people reported an improvement in one or more areas from self-confidence, reduced social isolation, opportunity to socialise, opportunity to learn new skills and opportunity for a short break, with an average improvement of 14% in score over the year.
- **100%** of people were extremely happy or very happy with the opportunities they received in our customer satisfaction survey.
- We offered **2** volunteer placements to a disabled person to improve their self-confidence and support their return to paid employment.
- We maintained our Disability Confident leadership status and **75%** of our workforce reported that they have lived experience of disability and long-term conditions.
- We actively supported **12** employers to remove disabling barriers in the workplace.
- We worked with **10** community providers to increase their inclusive practices to champion greater lived experience involvement.
- **19** volunteers supported us across our range of services. Through them, **2,152** invaluable volunteer hours have been given in support during this time - a generous 'in kind' contribution worth £36,433.



Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.

Case Study – Good Company Adult Social Group

The challenge

Carla* lives with her parents and spends most of her time at home.

She joined our Good Company Social group because she wanted an opportunity to take part in more community activities in her local area and meet new people.

The solution

We met Carla and her family at home to talk about what happens at group sessions and to do a risk assessment.

Carla's family wanted her PA to attend with her, and we let them know that this wasn't needed.

At the first meeting Carla attend, we spoke to her PA and explained the group is fully inclusive and all personal care needs can be met.

Carla also made it clear that she did not want her PA to be at group sessions and was visibly upset that they stayed.

We were able to give both Carla and her PA the confidence that she could attend on her own. Her PA began to stay in another area of the venue so that Carla had independence and could build relationships with other members.

The Outcomes

Carla now attends all activity sessions independently. She is happy and enthusiastic to take part in new experiences and has been able to make new friends and develop new skills.

***Not real name**

"It gives me more independence. I've made new friends in the group, and I love all the social activities."

Social Group Member

Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.

Case Study – Buzz Group

The challenge

Jamie* is a young person who joined Buzz after wanting to make more friends locally, having been feeling quite isolated and depressed.



Jamie was given one to one support at first, to help him to settle into the group. He was very quiet at first and needed lots of support from the staff team to start to build confidence and join in with the group.

Jamie built a strong relationship with one member of staff (Elliot*) and began to feel secure and comfortable enough to begin to share his emotions.

However, when Jamie found out that Elliot was leaving Disability Positive in 2024, he became visibly upset and anxious.

The solution

With our experienced staff team, we were able to provide additional support for Jamie whilst he got used to the change in staff.

Jamie has received consistent support when attending group sessions based on the original assessment of his needs.

The Outcomes

Jamie continues to attend the group regularly and loves the sessions.

He has had the opportunity to attend creative, fun and positive activities that promote wellbeing and independence, and has been given the chance to share his views about the group and decisions that are made about it.

Jamie's parents are so pleased with his progress and have also been able to benefit from the regular short break from their caring roles.

"This is the only group my child is able to attend without me...all the staff are lovely, and nothing is ever too much trouble."

Parent

Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.

Case Study – Work and Volunteering

The challenge

Samera* joined Disability Positive to volunteer for one day per week as way to get back into work.

The solution

Following interview, we supported Samera to complete all mandatory training and an induction period.

She then joined us for one day a week.

We allocated Samera a buddy who worked alongside her in the office for the first few months.

Samera told us that the induction period and ongoing support was excellent and that she was enjoying her role so much she wanted to do more hours.

The outcomes

Samera has now worked with us two days a week, for a year. She says that volunteering is rewarding, has helped with her confidence and self-esteem and given her a purpose.



"Volunteering helps with confidence and self-esteem and gives me a purpose. It's been an enjoyable, stress free and very rewarding experience".

Samera

Positive about giving a voice to people with lived experience of disability or long-term health conditions.

- **312** people accessed our advocacy service.
- We provided **2,753** hours of advocacy support.
- **100%** of people who were supported by our Advocacy Service had their rights upheld.
- **100%** of people who were supported to have their voice heard were extremely happy or very happy with our service.
- We sent out **6** newsletters to our members to keep them informed of our work during the year.
- We responded to **6** consultations on local and national policy issues including Cheshire West and Chester Future of Social Care Consultation, both Cheshire Council Budgets, Police and Crime Commissioner Plan, Homes England Strategy consultation and Equality and Human Rights Commission future strategy.
- We **represented the voice of people with lived experience** through our collective work with Our Voices (national Disabled People's Organisation group), Disabled People's Organisation (DPO) Forum, and Cheshire Disabled People's Panel (CDPP), including:
 - Writing to all local MPs about the issue of assisting dying and the private member's bill introduced in November 2024
 - Working with the Disabled People's Organisation Forum (England) (DPO Forum) to form a new relationship with the government's minister for disabled people following the general election
 - Working with the DPO Forum to respond to the government's Green Paper: Pathways to work which proposes changes to Personal Independence Payment.
 - Continuing our work facilitating a coproduced review of accommodation with Cheshire West & Chester Council.
- 330 members have been kept up to date through newsletters and social media.

Case Study – Policy Influencing

The Challenge

In June 2024 the government unexpectedly called a general election with just six weeks' notice. This left very little time to consider the implications for disabled people or to understand what each party was proposing in their manifestos.

The Solution

We worked quickly to put in place a range of activities to make sure that our members were well informed about the election and the impact on them. We produced a comparison of all the majority political parties' proposals on disability issues and worked with the Disabled People's Organisation Forum (England) to put together a hustings event on disability ahead of the election. We also used social media and our members newsletter to communicate with our members about what they need to do to vote, and how a postal vote works, and shared information in Easy Read.

The Outcome

We had excellent feedback about the information we shared on social media. The hustings event was very informative and allowed us to generate more profile about the issues for disabled people and the priorities of each of the main parties.

Positive about giving a voice to people with lived experience of disability or long-term health conditions.

Case Study – Working in Coproduction

The Challenge

Disability Positive is a founding member of Cheshire Disabled People's Panel (CDPP) along with, Deaf & Sensory Network, Dial West Cheshire, and People's Choice Group. The panel brings together disabled people's organisations across Cheshire working collectively to act as the voice of people with lived experience of disability and long-term conditions.

After supporting a coproduced redesign of day services in 2023/24, the Council invited the panel to coproduce a review of accommodation to ensure people have housing options that are what they want, in a location they want, and living with people they want to live with.

The Solution

CDPP collated experiences from 77 disabled people through accessible focus groups and surveys about the information people need to make informed choices about where and how they can choose to live and what choices they would want in a redesigned service.

We then established a Coproduction Group which was an equal partnership of people with lived experience, representatives from the Council and accommodation providers, to ensure that together we could look at potential solutions for a redesigned service.

The Outcome

We provided the Council with a coproduced report of all of the key findings and 10 recommendations.

The Council asked us to further coproduce the implementation of the report recommendations, so the Coproduction group met a further 3 times to create accessible information about all the housing choices and developed and tested an accessible housing plan with detailed supporting guidance. We sent these with another report to the Council for implementation.

"CDPP has worked with the Council to help facilitate and lead on co-production and co-design of how we deliver accommodation for adults aged 16-64...

The flexibility and response have steered not only the Councils vision for what future services look like but helped to support residents of this borough to achieve and enhance lives based on their wishes and feelings".

**Quote from Senior Manager, Strategic Commissioning
(Adult Social Care)**

Positive about giving a voice to people with lived experience of disability or long-term health conditions.

Case Study – Advocacy

The Challenge

In 2024, concerns were raised about Kate* and Deni's* parenting following a routine visit from a Council's Social Services Team. They were concerned about untidiness at home and problems with attending appointments for Sophia and decided to begin care proceedings.

Kate and Deni have learning difficulties but have always shown a strong commitment to Sophia's wellbeing and are very willing to learn and work with support services.

Our team felt the Council's decision was disproportionate and showed a lack of understanding of Kate and Deni's needs and what they could do with support.

We were very concerned that the situation was moving towards Sophia being removed from the family based entirely on assumptions about Kate and Deni's capacity to parent, with no actual evidence of any harm or neglect.

It became clear that Kate and Deni did not fully understand the process involved in care proceedings, their rights, or the expectations the Council had of them.

The solution

After establishing trust with Kate and Deni, we began to support them through the process.

We provided them with information by translating complex legal language into an accessible format.

We acted as their Advocate to support Kate and Deni to understand each stage of the process.

We also made sure they were prepared for meetings and court hearings to make sure their voices were heard.

We worked with a range of independent experts to carry out a parenting assessment for Kate and Deni.

The Outcomes

The assessment concluded that, with appropriate support, the couple was fully capable of safely caring for their child.

With our intervention, the court was persuaded to reconsider the Council's views.

The judge decided that the threshold for removal had not been met and reminded the Council of their duty to put reasonable adjustments in place for Kate and Deni.

Sophia stayed with Kate and Deni, and a support plan tailored to their specific needs was put in place.

"Having an advocate and someone that can help other disabled people use their voice is an essential service."

"I can't thank my advocate enough for the incredible work she has done for me, and I will be forever grateful to her."

Advocacy Client

Financial Summary

Income & Expenditure 2024 – 2025

Income	£	%
Commissioned Services	1,865,761	44
Charged for Services	567,881	14
Grants, Fundraising and Investments	331,471	8
Commercial Trading Operations	1,433,854	34
Total	4,198,967	100
Expenditure	£	%
Charitable Activities	1,869,530	46
Support Costs	852,214	20
Governance	12,056	1
Commercial Trading Operations	1,346,865	33
Total	4,080,665	100
Surplus (deficit)	118,302	

What Our Clients Say

Advocacy

"I was apprehensive about having to meet someone new and to open up to another professional that I needed help from...I didn't need to be! You made me feel comfortable from the second we met. I felt heard, seen and valid in what I was going through."

Direct Payments and Personal Health Budget Support Service

"Very professional and friendly. I was surprised how quickly everything happened. [My Advisor] was very good. Talked me through the process. I did not have any questions to ask at the end."

Community Engagement

"This is the only group my child is able to attend without me, all the staff are lovely and nothing is ever too much trouble"

Learning Service

"I truly appreciate the opportunity to participate in this type of training, and I hope you continue to offer it."

Payroll

"Prompt and excellent employer support from payroll clerks, in terms of a helpful and knowledgeable attitude and getting things done immediately. I could not be happier with the support that I receive"

Supported Banking Service

"They have been brilliant. Sending information required promptly."

Who's Who

Board of Trustees up to 31st March 2025

Randal Smith	Chairperson (until 12/2024)
Sue Tebb	Company Secretary/Trustee (until 12/2024)
Alan Scott	Treasurer/Trustee (until 12/2024)
Miro Griffiths	Trustee
Amie Bridson	Trustee
Anne Toone	Trustee
Paula Gilbert	Trustee
Mike Morrison	Trustee
Judy Ford	Trustee
Chris Warren	Trustee
Andy Galbraith	Trustee
Clare Martin	Trustee
Jackson Mills	Trustee
Sally Gretton	Trustee

Senior Management Team as up to 31st March 2025

Lynne Turnbull	Chief Executive Officer
Lindsey Walton-Hardy	Head of Services
Matthew Lord	Head of Finance and HR
Kate Foster	Head of Business Development and Operations

Operational Managers as up to 31st March 2025

Vicky Randles	Advocacy Service Manager
Sam Lomas	Arrangement of Care and Support Service Manager
Melanie Hinde	Community Engagement Service Manager
Alex Daly	Operations Manager
Alicia Graham	Supported Banking Service Team Manager
Jess Tait	Policy and Communications Manager
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