



Annual Review 2010-2011



Optua (East Anglia), registered company number 03326442, registered charity number 1061241. Optua UK, registered company number 05296389, registered charity number 1112093

Our mission statement

“To enable and empower people to be their best, whatever their disability

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Introduction



This Annual Review covers a period of considerable change. However, for those disabled people who use our services, it is a change that the majority of them will

not have noticed as the effect on front line services has been kept to a minimum.

In common with many charities, Optua has endured a particularly challenging year and its decision to work in collaboration with the Avenues Trust Group is seen as positive and sensible to ensure its sustainability in these difficult financial times. The Board of Trustees has had to make savings in a number of areas across the organisation, which has sadly resulted in the loss of some members of staff. However, the outcome of this major restructure is that Optua is now on an even keel and can look forward to a promising future as a subsidiary company within the Avenues Trust Group.

Optua Support Services has been created by the bringing together of our Supported

Housing, Homecare and Outreach services to ensure that Optua is ready for local authorities to progress their plans for personalisation, enabling people to have choice and control over the services that they need. With our Leisure and Community Transport services already operating in this way, disabled people can continue to use Optua services to make a positive difference to their lives.

Thanks to sterling work by those who raise funds for us, Optua has continued to ensure that disabled people can enjoy some fantastic opportunities through Share Goes East, the Disability Sport Academy Showcase Day in Ipswich, the RHS Optua Games, the Mersea Camp and our new Teaming Up project. Additionally they have been supported to live in their own homes, go out and about in their communities, and be as independent as possible.

Now in its 30th year, Optua is proud of its achievements, its services, its staff and volunteers, members and supporters, without whom nothing would have been achieved. Our beginnings were very small, but from those beginnings, together we have created a very fine organisation, still very much needed in a world where disabled people continue to need support and assistance to be fully included in society.

Linda Hoggarth MBE
Chairman

The Trustees

Patrons

Lady Clare Euston
Helen Dolphin
Rachel Sloane
Dr Kevin Curtis, Hon DCL
Sir Trevor Nunn
Martha Kearney

Chief Executive

Jayne Kilgallen

Optua (East Anglia) Trustee Board as at 31st March 2011

Portfolio Directors

Chairman – Linda Hoggarth MBE
Vice-Chairman – Graham Keeble
Treasurer – John Riches
Deputy Treasurer – John Sargeant

Non Portfolio Directors

Ralph Beckingham
Agnes Hallander
Robbie Johns
Madeleine Piper
Philip Rawe
Ann Thomas
Graham Walker

Company Secretary

Tony Robinson

Optua UK Trustee Board as at 31st March 2011

Chairman
Treasurer
Company Secretary
Director
Director
Director

Linda Hoggarth MBE
John Sargeant
Tony Robinson
Simon John
Pam Nicholson
Dave Taylor



Optua's Leisure service remains one of our best known services as it organises a wide range of popular sport and leisure activities which are enjoyed by many disabled people across Suffolk.

In 2010/11, a total of 11,483 leisure opportunities were taken up by disabled people thanks to Optua Leisure. This is an impressive increase of 3,403 (42%) on the previous year and there are now well over 600 people registered with the service.

Optua Leisure activities are vital for disabled people as they help to improve people's confidence, self

esteem, health and wellbeing. They also provide thousands of hours of respite for family carers every year.

Optua Leisure offers a fantastic choice throughout the year; there are regular swimming, sport and activity sessions; day trips to football matches, zoos, music concerts, theme parks and places of interest; and special events such as our Disability Sport Showcase Days and the Optua RHS Games which hundreds of people come along to every year.

All these activities rely on our dedicated and professional staff to co-ordinate them and the assistance of over 120 regular volunteers.

Fact: In 2010/11 our volunteers gave up 3,852 hours of their time to help ensure that our activities can take place.

Disability Sport Academy

As the 2012 Paralympic Games get closer, our Disability Sport Academy has continued to generate considerable interest in disability sport, providing opportunities for disabled people to take part in a range of disability sports to improve their skills and abilities.

Our eighth Disability Sport Showcase Day was held in Ipswich in 2010, when 123 people enjoyed taking part in 13 different sports and activities. The event was the perfect way of celebrating our Showcase Days gaining the official London 2012 Inspire Mark – the first disability project in our region to be recognised in this way!



Fact: In partnership with Suffolk County Council and Suffolk Sport, 43 people have now been supported by the Disability Sport Coaching Bursary scheme to become new or better trained disability sport coaches.



In 2010/11, new Big Splash swimming sessions were launched in Newmarket, Ipswich and Bungay thanks to funding from Suffolk County Council's Activities Unlimited Project. This helped us increase the number of attendances throughout the year to 6,581 which was a significant increase from 2009/10 and since March 2011 new sessions have also been launched in Felixstowe.



The RHS Optua Games was very successful in 2010 with 170 disabled people taking part. The Royal Hospital School students work very hard to ensure that the teams taking part have a thoroughly good time. In 2010 we were pleased to welcome teams from The Avenues Trust Group who came from Cambridge and Kent to enjoy the day.

In its first full year our **Teaming Up** project for young disabled people provided 1,917 hours of support and we had 656 attendances. Teaming Up provides a programme of fun social and leisure activities for young people with a disability or additional needs and the first year was so successful that Suffolk County Council's Activities Unlimited Project are now funding the project for 2011/2012!



Learning through Leisure

This project continues to offer adults with a learning disability the opportunity to increase their independence and social skills through enjoying new leisure and holiday experiences, supported by very dedicated volunteers. In 2010/11, 737 respite breaks were provided resulting in 6,482 hours of respite care for 119 family carers.

A support team of staff and volunteers again took a group of 15 people to the Mersea Island Festival in Essex. Everyone had a fantastic time, gained new skills, overcame personal challenges and made new friends.

Activity Groups in Needham Market

In 2010/11, there were 701 attendances at our regular Activity Groups which provide an opportunity for disabled people to try new and exciting activities together, and an annual outing. The groups remain popular and provided 813 hours of respite care and 4,167 hours of supported activity.

Les' Story

Les Nightingale is 63 and registered blind. Les took up golf after Optua Leisure introduced him to Stowmarket Golf Centre and supported him to attend regular coaching sessions.

Les needs support with lining up and spotting the ball from a volunteer or friend but has greatly improved in the short time he has been playing. He has become so good that he has taken part in several competitions involving disabled and non-disabled golfers and recently reached the final of competition at Stowmarket Golf Centre.



Les says: "I'm not going to let anything get in my way and stop me doing things that I want to do in my life. Whatever the disability people have, if they feel there is something they want to do I always recommend they put themselves forward and try to have a go. Never let anything hold you back. I want to encourage other people to have a go at something they've never tried before."

Community Transport

It's been a year of change for our community transport service with the rebranding of two of our main services.

At the end of 2010 the Club 88 and Club 88 Taxibus services became Suffolk Links Gipping and Suffolk Links Gipping North in line with other similar demand responsive transport services sponsored by Suffolk County Council.

The plan is to create a network of Suffolk Links services across the county which provide connections to bus and train links in rural areas. The Gipping services cover slightly different areas to Club 88 but have already proved very popular.

Our Dial A Ride, Community Car and Wheels within Wheels services have also been very busy again this year.

Facts: Our community transport services covered 293,792 miles in 2010/11 and made 23,061 passenger journeys!

Although all our services have been busy, the number of miles travelled has dropped slightly. Being mainly demand responsive means we only make journeys when people need us, which is much better for the environment!

Passenger praise – we carried out a customer survey of our community transport passengers this year and had very positive results with 91% of people who replied rating the overall service as Excellent or Good.

Our Community Transport office deals with 1,700 bookings a month which is 20,400 a year!



The Launch of the Suffolk Links Gipping Service

Advice & Advocacy

Our Advice & Advocacy service provides free, impartial and confidential advice and guidance for disabled people, their carers and family members, as well as professionals working in the field of disability.

The service continues to operate on limited staffing resources but still makes a very positive impact on the lives of many people in West and Central Suffolk. The service now operates solely from the Red Gables Resource Centre in Stowmarket but still provides outreach services at the West Suffolk Disability Resource Centre in Bury St Edmunds.

people and their families to claim the benefits they are entitled to. With staff time more limited, the service has also concentrated on enabling people to make their own benefit claims and to provide support and information to help more people stay in work and off benefits.

Optua Advice & Advocacy continued to be the lead organisation for the Independent Mental Capacity Advocacy (IMCA) Suffolk Service in 2010/11, providing advocacy for people who have

been formally assessed as not having the mental capacity to make their own decisions over accommodation, serious medical treatment, care reviews and adult safeguarding.

The Department of Health's performance league table for 2009/2010 for England & Wales placed IMCA Suffolk as the eighth busiest service and the most successful within East Anglia. However, due to the limited resources available for our core Advice & Advocacy work, we did not bid to continue running this service into 2011/12.

In 2010/11 the service dealt with 3,712 cases covering a wide range of disability issues.

The total benefit gain for our customers was an impressive £743,041!

These figures are lower than previous years as our team has not had the resources to deal with as many cases but we have still helped many disabled





Linda Ruffles (right) with the other kitchen volunteers at Optua's Activity Groups.

Volunteering

Volunteer Centre Mid Suffolk

Volunteer Centre Mid Suffolk is run by Optua and recruits and places volunteers where they are needed in the community, sometimes with other Optua services but also with other voluntary organisations.

In 2010/11, 609 new volunteers were registered, either through visiting the office or being referred on line via the www.do-it.org.uk website. This is an increase of 53% on the previous year's figures and in line with the rise in volunteering being seen across the whole county because of increased numbers of people being made redundant and requests from Job Centre Plus for jobseekers to volunteer as part of their return to work. More charities are also looking for volunteers as cuts mean they are less able to afford paid employees.

In conjunction with other volunteer centres in Suffolk, Volunteer Centre Mid Suffolk successfully renewed its Volunteering England Quality Accreditation for the next three years.

Towards the end of 2010/11 the Volunteer Centre was relocated to Red Gables Resource Centre in Stowmarket. This has enabled closer working with other services based there and Mid Suffolk Action in Partnership. Being closer to the town centre and having better parking has resulted in an increase in the number of people calling in to the office.

Optua's volunteers

Optua's local services rely on many volunteers which keep many of our services and activities running. Optua Leisure have 120 volunteers who help out with all our regular activities and our events and day trips. Most of Optua Community Transport's services would simply not run without volunteer drivers and we are always appealing for more. We also have some fantastic volunteers helping out in the Advice & Advocacy and Transport offices and at our annual Share event.

We have one volunteer who has been helping out for 35 years! Linda Ruffles has been volunteering with the Needham Market Activity Group since 1976 when the group was run by the county council. The Activity Groups are now run by Optua's Leisure service and Linda helps to cook the lunches for the disabled people who enjoy the groups.

Linda says: **"Everyone is always very nice – everyone says thank you for their lunch and we feel appreciated. It makes a huge difference to people. Some of the people who come along don't see many people during the week so it gives them social contact and gives their carers a break too. It's a nice group of people here and we also have a good laugh in the kitchen! I would recommend volunteering to other people."**

Optua UK provides specialised services for people with an acquired brain injury.

Optua UK is registered as a separate charity to Optua East Anglia, delivering a range of specialist brain injury services from bases in East Anglia and the West Midlands wherever they are needed.

In 2010/11, as part of the restructure of services, Optua UK's supported housing services in Suffolk became part of the new Optua Support Services (see page 10).

Optua UK now focuses on the community based case management of people with an acquired brain injury, continuing to work closely with Optua Support Services to jointly provide packages of support including case management for all tenants of its supported housing schemes as well as outreach clients with complex cognitive and behavioural needs.

At the end of 2010/11 Optua UK was providing case management for a total of 60 clients

Optua UK's specialist case management helps the people it works with to manage their own affairs and access appropriate services when required. Input is designed to improve their lives and life skills and their confidence in taking an active part in the community. It can also enable them to design their own support, and provide guidance to support teams if required. NHS Trusts are increasingly using this service to help them successfully manage the discharge of people with complex needs from hospital or rehabilitation back home into the community.

In Shropshire we have continued to explore a pilot service called 'Restart', an innovative activity project aimed at assisting clients to find useful roles in their community.

Optua UK can deliver services to people funded by social care but many of our customers are private clients who use compensation payments received as a result of an accident to pay for our service.

Optua UK has continued to support the development of the Suffolk, Essex and Eastern Region Acquired Brain Injury Forums and has been involved in the launch of a new West Midlands Brain Injury Forum. These valuable networks are working with the UK Acquired Brain Injury Forum to assist people with brain injury across the country.

Acquired Brain Injury Pathway

An exciting and innovative project which continues to develop is the Interactive Acquired Brain Injury Pathway which is a joint project between Optua UK, the UK Acquired Brain Injury Forum and Thompsons Solicitors.

This work involves building a national website hosting an interactive map of all services available to people with acquired brain injury, their families and medical professionals in a localised and easy to use format.

The project is working with acquired brain injury forums across the country in order to provide a free to use facility which offers a toolkit for mapping services as well as a website hosting each area's interactive directory.

This project will provide better and more accessible information for people with acquired brain injury and shows how Optua UK is at forefront of national developments to improve the lives of people affected by brain injury. The website is due to be launched nationally in May 2012.



Support

One of the major changes at Optua this year has been the restructure of some of our key services.

We've created the exciting new Optua Support Services, which was launched in April 2011. This brings our Supported Housing schemes and Homecare Service together with the housing and outreach services previously run by Optua UK Community Brain Injury Services.

This change was largely driven by the need to reduce costs and create a more efficient and flexible structure to respond to changes in the way these services will be funded in the future. The introduction of personal budgets is designed to give people more choice and control over the services that they need and Optua needs to make sure its services are attractive and accessible to our customers.

Optua Support is now responsible for managing nine supported houses in Kesgrave, Ipswich, Stowmarket, Bury St Edmunds and Woolpit. These schemes support people with a range of physical, sensory and learning disabilities or with acquired brain injuries. We also provide services to 14 outreach clients.

Our Homecare Service continued to increase in 2010/11. 40,529 hours of homecare and support were delivered, representing an increase of 5,500 hours on those delivered in the previous year. At the end of March 2011 we had 125 homecare clients ranging from young adults to older people in their nineties.

The restructure has also involved the Optua UK Suffolk office moving from Claydon to Woodbridge with Optua Homecare moving in the other direction to form the new Optua Support Office in Claydon.

Optua Support Services is registered with the Care Quality Commission.

Fantastic feedback

One of the main aims of the restructure was that the people Optua supports should not see any change in the quality of support and care they receive. The Homecare Service has continued to receive some fantastic feedback from customers:

“Chris is just marvellous, she even managed to prepare three meals in one go! She is wonderfully cheerful. We could not wish for a better person.”

“We are very pleased with the arrangement and mum enjoys seeing all the girls – everybody is so very nice and helpful.”

From a review with the county council regarding a client we are supporting:

“D seemed happy with the support and appeared to be eating and taking his medication regularly. Optua support is valuable to D and without it he would rapidly deteriorate.”

Comments from district nurses regarding two of our homecarers: “The nurses and doctor were very impressed in the way they both had dealt with a client

and how their moving and handling skills were spot on. They also commented on how they were willing to assist the nurses and that they coped with the situation brilliantly. They said: “It was a pleasure to work alongside Optua” and look forward to doing so in the future.”

“They (your staff) are always so cheerful when they come in which is lovely. I am very fond of them all. What a great bunch!”

“Heidi's first morning care visit on Saturday was very successful. Having only shadowed once, Heidi very quickly picked up my routine and completed all the tasks in a very competent way. Heidi is an extremely efficient carer who, with her friendly and cheerful personality, is an absolute pleasure to have working here with me.”



Bopping at Bridge Street

Aileen McDonald who lives in one of our support housing schemes in Stowmarket is benefiting not only from her new motability car but from her regular dance classes which she enjoys.

This picture shows her with instructor Nikki Betts warming down from her dance session which she has twice a week.

Aileen also enjoys the new improved garden at Bridge Street and helps to water the flowers.



The road to freedom!

One new and very positive development for several of the people who live in our supported housing schemes was acquiring accessible motability cars for five tenants in Woolpit, Stowmarket and Kesgrave, allowing support workers to drive them wherever they want to go.

These new cars have provided greater freedom and independence and are much more cost effective than using buses and accessible taxis. They have been paid for by the mobility component of the tenants' Disability Living Allowance. The tenants choose the colour and make of car so they have a real sense of ownership and are very proud of their own cars.



Representing disabled people

Optua's role in representing disabled people remains a very important part of our work.

This involves considerable commitment on the part of our Directors who carry out the majority of this work using their knowledge and experience of disability.

Working in partnership with organisations such as Suffolk County Council, NHS Suffolk, district and borough councils and Suffolk Constabulary, Optua's employees and directors attend many meetings across the county where issues such as disability access and health are discussed.

Optua has continued to support the Forest Heath and Mid Suffolk Disability Forums which continue to carry out some very useful work in raising and discussing local disability issues.

A new area of work has been our contribution to the Steering Group for Suffolk's Hate Crime Partnership to support the new Suffolk Hate Crime Service and ensure that the issues of disability hate crime are taken into account alongside other forms of hate crime such as race, gender, faith and age.



Local wheelchair user James Dickson talks to Luke Deal of BBC Radio Suffolk to highlight the problem of people parking in disabled parking spaces.

issues such as disability hate crime, access, parking and welfare reform.

Optua has also continued to be involved with organising and attending several key events across Suffolk which aim to give disabled people a voice. (See page 13 for more details).

Access

Optua is committed to the development of a fully inclusive environment for disabled people and works hard to raise awareness of accessibility issues. This means improving the access for wheelchair users, people who are visually or hearing impaired, people who are frail and elderly and people with learning disabilities.



We have been carrying out access surveys for Forest Heath District Council

In 2010/11 volunteers from the Mid Suffolk Access Group and the East Suffolk and Ipswich Focus Group have commented on over 130 planning applications sent to us by Mid Suffolk and Suffolk Coastal District Councils. Those comments are taken into account when planning permission is granted. In addition to that work, a wide range of other access issues are considered including surveys of specific buildings and acting as a consultee for developments such as Shared Space initiatives.

Our representatives also support the work of the Access Group for Suffolk and the Ipswich Access Group and are members of such groups as the Ipswich Hospital Disabilities Forum.

Training

A regular programme of courses covering Disability Awareness, the Social Model of Disability, Disability Equality, and Assisting Wheelchair Users has been made available to all Optua staff and external customers throughout the year. These have been enjoyable, informative and useful to those working with disabled people.

Share

One of our most popular and anticipated events every year is our annual Share Day. Share events enable people to take part in a range of accessible arts activities and have a different theme every year. 'Share Goes East' in 2010 was a fantastic day for over 300 people who enjoyed the oriental theme.

'Share Goes East' was particularly special as it marked our 25th Share day and well over 6,000 people have now enjoyed these events over the years.

Professional artists and musicians, co-ordinated brilliantly by Nikki Betts, enabled people to create lunar lanterns, fantastic fans, Chinese crackers, dragon puppets, elephant masks, silk fashion, or to join in the Mandarin mamba, the Bombay Beat, Shanghai sounds, the Aural Orient Soundscape, some Bollywood filming or sing some eastern songs or paint a Ming mural. The resulting artwork and performances were really excellent and inspiring for those taking part.

For more information about the next Share Day call 01473 836777 or email share@optua.org.uk



Disability Forum meeting in November

Another key event organised by Optua was a meeting of the Disability Forum for Suffolk in November, 2010, to discuss the establishment of a User Led Organisation for Suffolk. Around 80 representatives of disability organisations and individual disabled people came along and agreed for Optua to set up a Steering Group to progress the development of a Suffolk Consortium of User Led Organisations and Individual Disabled People. The Steering Group has continued this work during 2011/12.

As part of our work with the Suffolk Joint Diversity Working Group, Optua also took a key role in organising a Disability Involvement Day in April 2011 to enable statutory organisations to listen to the concerns of disabled people in Suffolk.

Fundraising

What a year!

Despite the difficult times we've all been experiencing, Optua still managed to raise a fantastic amount this year.

We must say a huge thank you to every single person and organisation who helped us reach a total of £139,450.91 for 2010/11.

At Optua, our focus firmly remains on providing the services our clients want and need. Without fundraising support, we couldn't have run our 25th Share Day and our biggest ever Disability Sport Showcase Day in 2010. Other essential services such as Advice & Advocacy and Community Transport are dependent on this support to keep going.

We received tremendous support not only from trusts, foundations and local councils but also from many individuals. We really appreciate all their efforts whether it was taking part in the Great East Swim or bringing in unwanted clothes and books. It all adds up to an amazing total that really makes a difference to disabled people who rely on our services.



The team at Wattisham Airbase who took part in the Great East and Great North swim



The team from Hope House on the Orwell Walk

Thank you to all the following who have contributed funding or contributed to our fundraising activities:

COUNCILS ETC

Suffolk County Council and Activities Unlimited
Suffolk Foundation (Port Fund, Healthy Ambitions & Transforming Suffolk)
Mid Suffolk District Council
Ipswich Borough Council
St Edmundsbury Borough Council
Department of Health
Stowmarket Town Council
Woodbridge Town Council
Newmarket Town Council
The many parish councils who support Optua
London 2012 Open Weekend
West Suffolk Local Strategic Partnership Community Chest
Social Care Institute for Excellence – Get Connected

TRUSTS AND FOUNDATIONS

PJK Charitable Trust
Suffolk Sport
C D Horton Charitable Trust
Needham Market & Barking Welfare Charities
D C Moncrieff Charitable Trust
Ipswich Building Society
Suffolk Life Charitable Foundation
The Hedley Foundation
The Sir Jules Thorn Charitable Trust
Sir Frederick Hiam Charitable Trust
Lord Belstead Charitable Trust
Annie Tranmer Charitable Trust
Mrs L D Rope Charitable Settlement
Stowmarket Relief Trust
Scarfe Charitable Trust
Eastern Counties Educational Trust
Suffolk Provincial Grand Charity
Percy Bilton Charity
Tay Charitable Trust
H D H Wills 1965 Charitable Trust
Communities Together Fund
Edith Murphy Foundation
MacRobert Trust
Bailey Thomas Charitable Fund
Inman Charity Trust
Lovell Foundation
Stanley Smith General Charitable Trust

COMPANIES

R C Treatt & Co Ltd
Archant
HSBC
Lions Club of Stowmarket
Rotary Club of Beccles
Legal and General
All the businesses that donated raffle prizes

EVENTS

Carol Wilson - for her sponsored parachute jump
All who donated clothing to our Raise a Tonne appeal
Andrew Bingham Independent Funeral Service (Charity Car Wash)
Everyone who walked the Orwell Walk for us
Wattisham Airbase - for completing the Great East Swim & Great North Swim
ASDA and TESCO for hosting our store collections
St Andrew's Singers, Chelmondiston - Charity Carol Concert
Everyone who uses EVERYCLICK in aid of Optua
All the individual donors who give to Optua.

Thank You Again!

Finance

In 2010/11 Optua's overall expenditure fell slightly from £4.67m to £4.6m and income rose slightly from £4.49m to £4.51m. This resulted in a deficit of £91,494 for the year, compared to a deficit of £180,000 in 2009/10. The deficit largely reflects the costs of restructuring and the underlying result is much improved on recent years.

However, the accumulated deficits incurred in recent years have had a significant impact on the reserves and, at the 31st March, 2011, the general reserves show a deficit of £213k.

In April, 2011, Optua (East Anglia) and Optua UK became part of the Avenues Trust Group and, as a result, will receive the support and resources needed

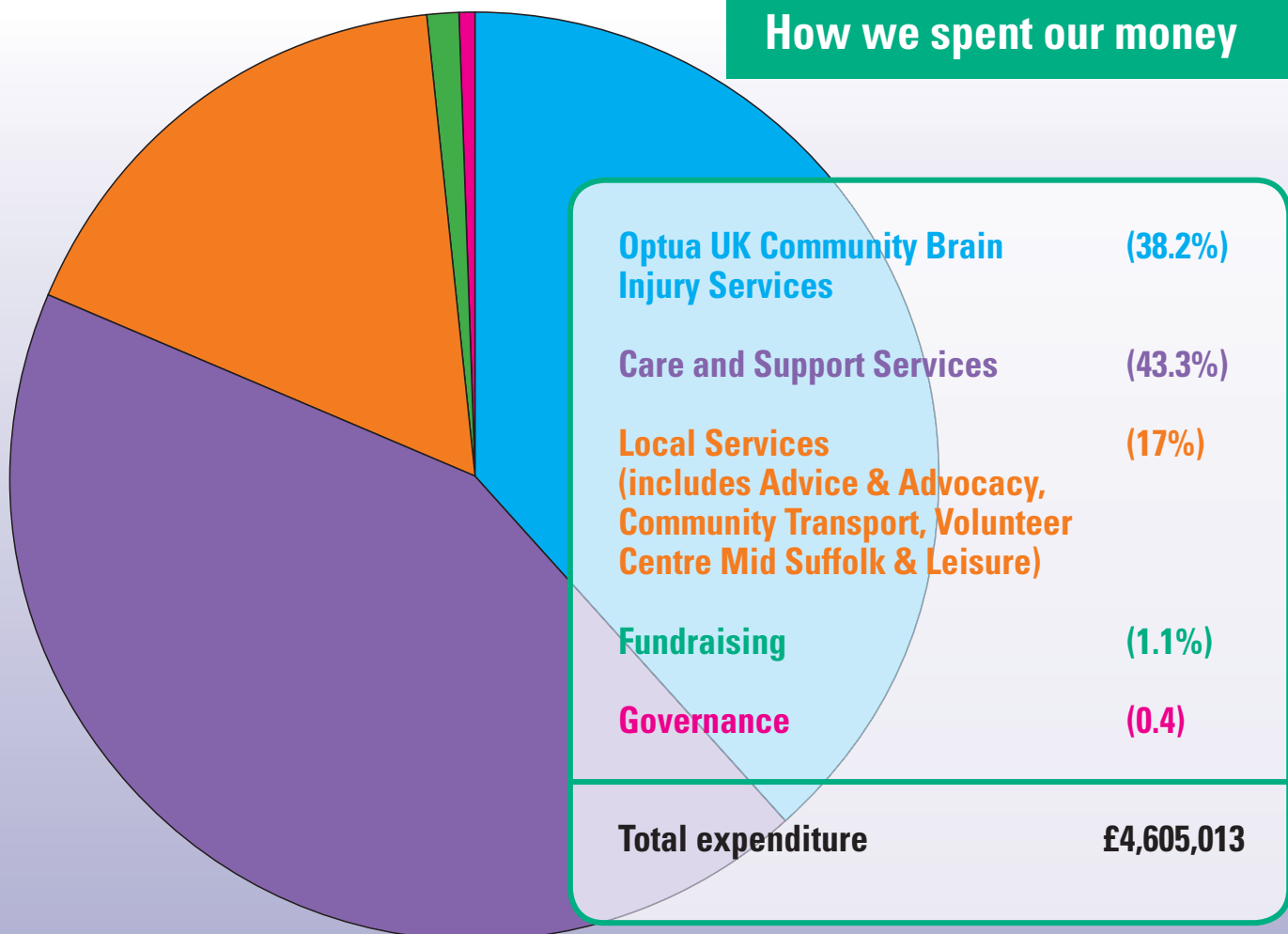
to ensure sufficient day-to-day working capital is available. On this basis, the trustees are confident that Optua (East Anglia) and Optua UK can continue as going concerns.

Joining with the Avenues Trust Group provides Optua with the necessary support and financial expertise to be able to govern the organisation effectively through improved financial reporting.

The trustees will continue to monitor the financial operations of Optua (East Anglia) and Optua UK to ensure that savings can continue to be made to reduce overheads without impacting on the quality of service delivery.

Going forward, the restructure plan has addressed the deficit position and will enable the organisation to respond to the rapidly changing funding landscape and the challenges that brings. Services will operate on a financially sustainable basis in 2011/12.

How we spent our money





If you require this information in another format
or translated into a different language telephone
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Optua is part of the Avenues Trust Group
Registered charity number 1130473



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