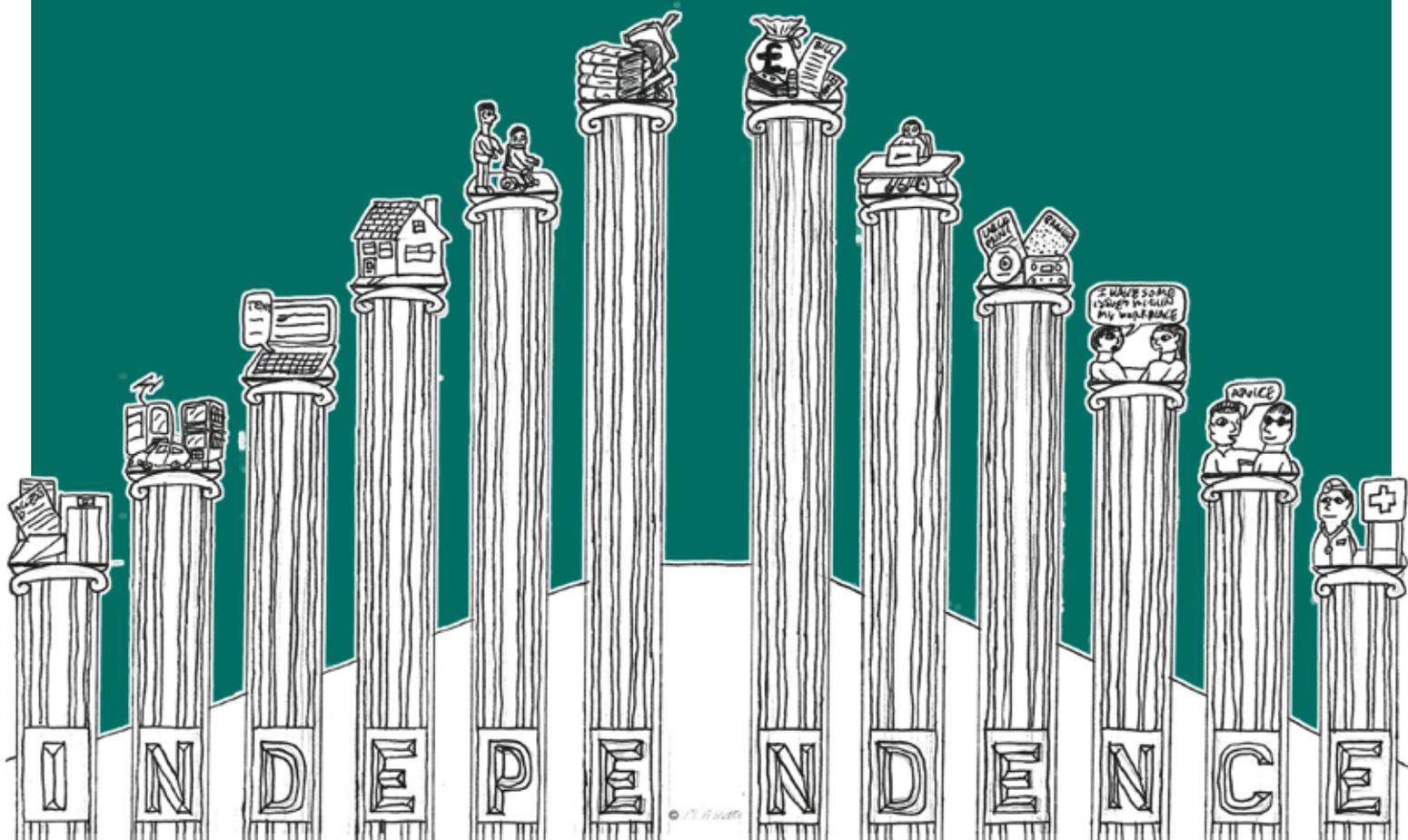


IMPACT REVIEW 2017

Breakthrough UK

Promoting the rights and responsibilities of disabled people



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Introduction

Thank you to all our Board, staff, funders and partners. Another busy year and one that has seen growth and exciting opportunities.

Our influencing voice and employment services remain at the heart of our organisation. We have seen success in the development of our service model to become formalised as:



Our service development has been as a result of successful fundraising, new contracts and by securing new relationships and collaborations.

We continue to work hard to ensure the voice of disabled people has been part of local, regional and national forums. We are involved in the National Independent Living Sub Group and other national reference groups, Greater Manchester Devolution forums, Our Manchester forums and we have been a lead partner in the development of the Our Manchester Disability Plan.

We continue to support local and national developments, for example we have worked with the Equality and Human Rights Commission and our local health organisations, facilitating conversations with disabled people.

Our voice travels across the UK. We continue with our #SocialModelMonday campaign, publish regular blogs, newsletters and policy bulletins and have published our key messages via our social media feeds.

We are confident we are positioning ourselves as best we can to make the most of local, regional and national opportunities to remove barriers for disabled people.

Jackie Driver Chair



Michele Scattergood CEO



Disabled people, independence and employment

As we approach Breakthrough's 20th year of operation, our work to promote the inclusion of disabled people remains as vital today as ever. There is growing evidence that disabled people are facing increasing barriers and lack of equality in society. Disability is still largely seen as an individual issue, rather than something caused by social structures and attitudes.

There have been changes for the better for some disabled people. Fewer disabled people are living in institutions, although the closure of the Independent Living Fund in 2015 and policies of re-institutionalisation adopted by some local authorities and clinical commissioning groups are now undermining this.

Personal budgets give individuals more control over their own support. The need for co-production, the equal involvement of disabled people in the design, delivery and development of services, has become well recognised. However, many disabled people are still unable to participate fully in society.

Disabled people have as much desire to work and contribute to their communities as anyone else. We believe that the continued large gap in employment rate between disabled people and non-disabled people is the result of deeply embedded barriers in the labour market and in wider society. Importantly, employment must be seen as part of a whole package, in which everyone is able to live as independently as possible, and to live a secure and fulfilling life, whether or not they are working.

The journey of disabled people into employment must therefore be looked



at holistically in the wider context of independent living. Our long experience of working alongside disabled people has repeatedly shown that sustainable and meaningful employment is not viable for many until the systemic barriers people face across all areas of independent living are removed.

Now, findings from the Equality and Human Rights Commission on the position of disabled people in recent years clearly shows that disabled people are facing increasing barriers in society and falling even further behind.

The report says that:

- The number of disabled people with no qualifications is nearly three times that of non-disabled people
- Fewer than half of disabled adults were in employment (47.6%), compared with almost 80% of the non-disabled adult population
- The disability pay gap in Britain continues to widen and average pay rates fell seven times faster for disabled employees during the years of the coalition government
- More disabled people than non-disabled people are living in poverty or are materially deprived
- Welfare reforms have had a particularly disproportionate, cumulative impact on disabled people's rights to independent living and an adequate standard of living
- At least 47% of housing benefit claimants affected by the bedroom tax are disabled people
- Disabled people face problems in finding adequate housing and this is a major barrier to independent living. There is a shortage of accessible housing across Britain
- As resources become scarcer, and funding for specialist services for disabled people disappears, disabled people are finding it more and more difficult to access support
- Disabled people are more likely to experience health inequalities and major health conditions, and are likely to die younger than other people

- Across Britain, there was an overall increase between 2009-11 and 2012-14 in the percentage of disabled and non-disabled adults who reported having difficulty accessing services in the areas of health, benefits, tax, culture, sport and leisure
- Digital exclusion is still a problem
- Negative attitudes towards disabled people remain prominent in Britain

These barriers make it harder for many disabled people to live independently. For those people who earn little, or are unable to work at all, we expect our welfare, health and social care systems to fulfil their unmet needs. However, welfare reforms are removing or decreasing many sources of support for disabled people.

All this creates a strong focus for our work, as the need for the collective voice of disabled people to be heard is ever increasing.

We're committed to removing the barriers and developing opportunities for disabled people.



Breakthrough UK – who are we?

We're an organisation of disabled people based in Manchester. We are led by disabled people and supporting other disabled people to work and live independently is at the heart of what we do.

We:

Enable disabled people to follow their chosen career.

Provide services enabling disabled people to have greater choice, control and independence.

Influence government, local, regional and national agencies about the barriers faced by disabled people daily.

Our Values:

Social Model of Disability

Principles of Independent Living

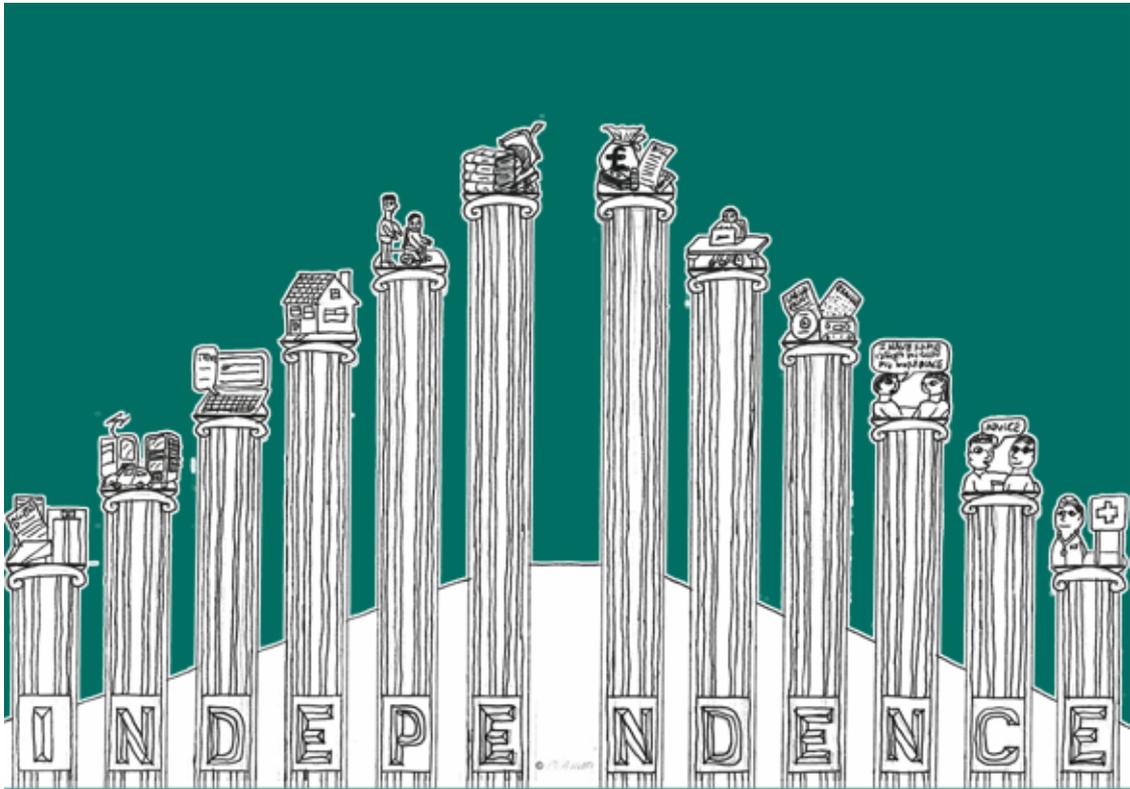
Rights-based approach to equality

Running through the core of our work is:

A person-centred approach to supporting people

The promotion of peer support and co-production

Our voice; reflecting the lived experience of disabled people



The 12 pillars of independent living

Social model of disability



Enabling – disabled people to pursue and develop their careers

We believe in supporting the people we work with into real, meaningful employment.

No two people are the same, and everyone's journey is unique.

We don't believe in creating jobs specifically for disabled people, or 'fitting' people into roles unsuitable for them.

Between April 2016 and April 2017 we worked with 141 people across each of our services.

Our current services:

Manchester Employment Service for disabled people living in Manchester

We have a team of Employment and Independence Advisors, who work with clients on an individual basis, supporting them to get into work which they choose to do.

We worked with 97 disabled people, 21 of whom successfully got into employment, 24 completed a voluntary work placement, and 20 completed vocational training.

Jonathan, Manchester service client: "Breakthrough was definitely a factor in my recent success of securing paid work after over 2 years of applying and not getting anywhere – they worked wonders!

"To have support from my advisor who encouraged me to develop the right frame of mind. I now believe "I can do this" and make the changes to my lifestyle that work demands.

"The mock interview was especially helpful because I had not met them before and it was very well executed."

Our Employment Advisors support people in a holistic way, the journey from unemployment to paid work is made up of many other elements, from CV preparation and interview practice, to confidence building and raising self esteem.

We also provide travel training, to promote independence and confidence in using public transport.

Greater Manchester Talent Match

Support specifically for young people, who have been out of education, employment or training for a year or more.

Our Talent Coaches worked with young people to boost up confidence, skills and motivation and supported them to move into jobs such as Nursery Assistant and chef, and voluntary work such as retail.

We worked with **37** young people, of which **10** got into employment, **9** completed vocational training, and **8** completed a work placement.

Pathways Independent Living Skills and Pre-Employability

Courses of peer group sessions. We worked with **30** people.

91.7% reported an increase in self responsibility, basic living skills and say they feel generally better about life having completed the independent living skills course.

80% improved aspirations and motivation to find work.

73% improved their job specific skills and experience, on the Pre Employability course.

Community Connectors

We conducted a pilot project working with people with learning difficulties in Central Manchester, to support them to connect with activities in their local area. Each individual had a person centred plan, agreed personal goals and identified activities and volunteering opportunities they're interested in.

Individuals connected into activities, which included volunteering at a library, an art club, a job skills workshop, a maths course, a health walking club, and a gaming group.

During the pilot we worked with 10 people, comments include:

'Building confidence', 'Makes you feel good', 'Making the most of your time', 'Not bored anymore', 'Not lonely or isolated or depressed', 'Improve mental health', 'To fulfil our goals', 'Making new friends', 'Discover new interests', and 'Develop new skills'.

80% of our clients felt a positive change in aspiration and motivation.

73% felt a positive change in job specific skills and experience.

25% have moved into employment this year, an improvement on last year's figure of 20%.

30% of clients supported to volunteer.

23% moved onto accredited training.

We will be expanding and developing our Community Connecting service over the next year in and beyond Manchester offering connecting to all disabled people.



Bernie's story

Hard work and a positive attitude have paid off for Bernie now she's landed the job she really wants, helping run a youth club.

Bernie lives in City Care Partnership supported accommodation, and when the organisation opened a café in Didsbury, she decided to apply for a job there.

With continued support from Employment Advisor Michelle, she completed a NVQ qualification in Catering.

And when the admin and assistant role at the Youth Club became available, Breakthrough was able to give Bernie support with interview preparation and practice.

Bernie said: "I have worked in a number of different jobs but my aim that I want is to become a support worker as I like looking after people. I am already a step there with my new job doing admin work and also a sessional worker at my youth club.

"I have also done Pathways which has helped me a lot with my budgeting and my travel training and also five things of well being. I am going on the other course in May to learn a bit more about employment which will be interesting."

As well as working with her Employment Advisor, Bernie attends Breakthrough's Pathways course on Independent Living and participates enthusiastically. She will be going on to complete the Pre-Employability course also, designed to give her ongoing skills for her future success.

Michelle said: "Over time, I have seen Bernie's confidence grow and flourish due to her hard work and positive attitude. Bernie has been a highly valued contributor to our Pathways Pre Employment course."



Supporting our employees

With **60%** of our staff and board members identifying as disabled, Breakthrough is leading the way in meeting the requirements of disabled people.

“The ethos of Breakthrough is great. I have been on the same salary grade for a long time but I think this is the case in most organisations.”

“My job is interesting and rewarding.”

“I am given very positive feedback on my work and I do feel valued.”

“I am very grateful for the flexible working hours.”

“Doing my job does give me personal satisfaction - especially when working on the Independent Living Pathway and seeing the soft outcomes for clients.”

All our staff say

“Quality of our service is very important to the organisation.”

All our staff believe

“BUK understands its customers needs.”

14 out of 15 staff say their job is satisfying

All staff say they are treated fairly

Employment and Independent Living Advisor Kevin Eccleston said “Following a long period of time out of employment due to disability, Breakthrough firstly offered me a suitable and appropriate position that challenged me and suited my abilities. The induction was excellent, the best I have had and I was made to feel very welcome and supported.

“This excellent approach enabled me to build my confidence in the role of Employment and Independent Living Advisor. I have been able to use my own personal experience of disability and employment issues to support others to rebuild their lives. My ability to empathise with clients was seen as a strength along with other aspects of my personal life experience, which were previously experienced as a barrier when I have been in employment.

“I would recommend Breakthrough as an excellent company with highly supportive staff and work approaches.”

Providing greater choice, control and independent living

No one can exist entirely independently; we all rely on other people to provide goods and services for us.

But we believe that disabled people should have choice, control and the chance to participate equally in society.

We support disabled people across the Twelve Pillars of Independence.

These could mean different things to different people.

Robert, Manchester service client: “Breakthrough has helped me understand my money situation, sorting bills out, helped me to get back on track and get a job. And it’s helped me with speaking to different people.”

Financial support We can support clients to claim what they’re entitled to e.g. Personal Independence Payments and Access to Work.

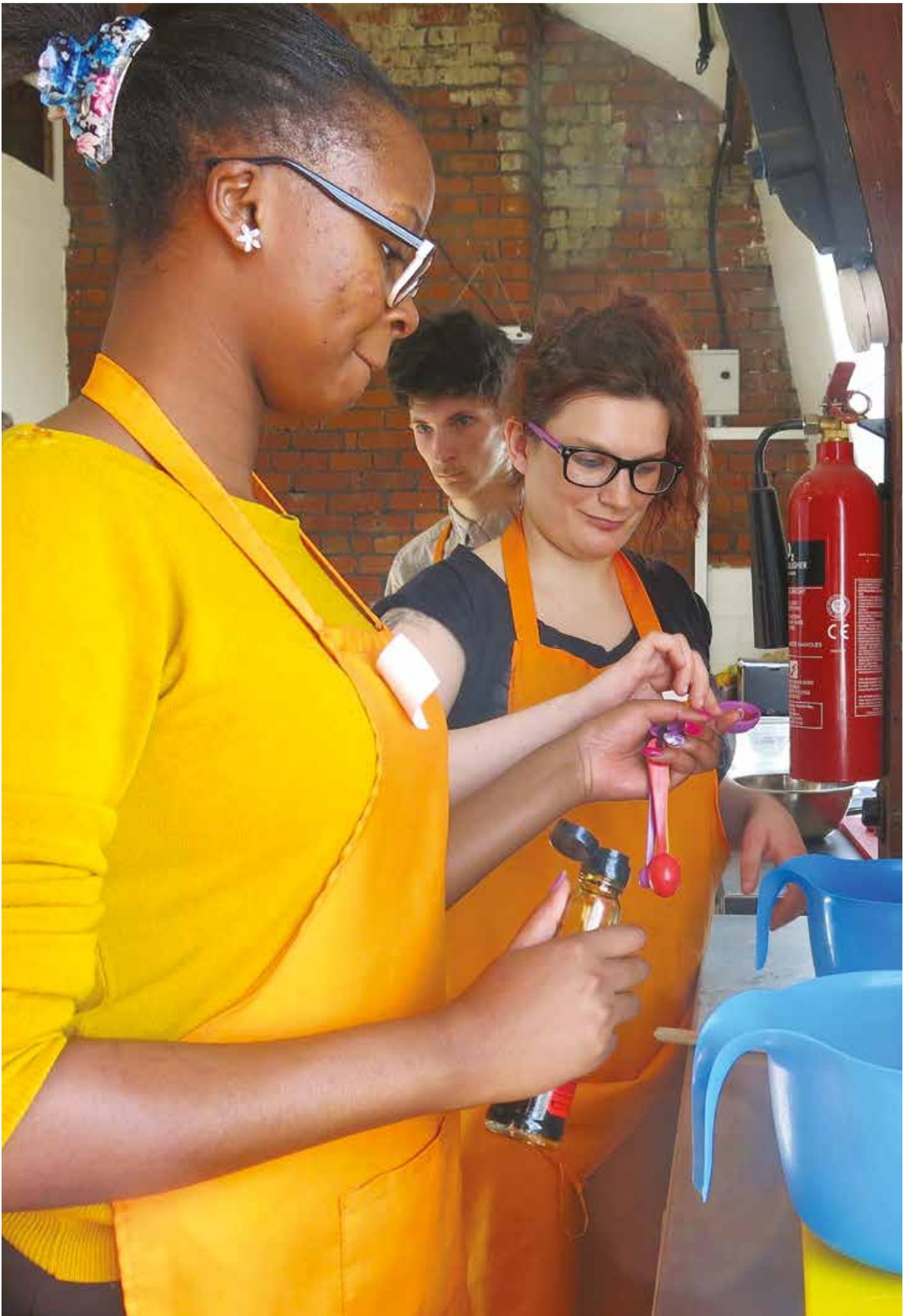
Advocacy We advocate everyday for clients, with training providers, employers, and health and social care services. We also work with clients on confidence and skills, so they can get their own voices heard.

Budgeting We have a service to support people to manage direct payments for health and social care needs.

“I use the payroll service. Its a very good service, its excellent and very reasonably priced. Fatou is very helpful and attentive to my emails.”

Training and consultancy We can help shape the way organisations can be more accessible to disabled people. This provides more opportunities for both disabled people and employers, opening up their potential workforce to a wider pool of people and skills.

67% of participants on Pathways Independent Living Skills course reported an increase in personal safety, more independence in deciding how they spend their time, and an improvement in their social life.



Matt's story

Guitarist Matt turned his passion and talent for music into business after joining Talent Match at Breakthrough UK.

When Matt first met Breakthrough's Talent Coach Richard he found social situations a barrier, and realised this was impacting on his search for employment.

Matt said: "I wasn't really doing much before, I'd been visiting the Jobcentre for about a year, without much progress in my search for work."

Matt said: "I joined Talent Match from the Jobcentre in January. We've been working on how to approach searching for work. It's great help in finding and getting more awareness of the opportunities there are and how to look around.

"Having the meetings with Richard has helped dealing with barriers in social situations, and how to approach difficulties I may have."

Matt added: "I've been playing music for about five years now, playing guitar and drums."

Matt has attended Maunders School of Popular Music where workshops allowed him to showcase his ability. Through this his confidence has grown and having joined as an amateur player now works running the workshops and teaching.

Together Matt and Richard have been to an Enterprise advisor at the Jobcentre for practical advice on how to start a business, such as business plans and financial support.

Matt then intends to begin as a guitar teacher, both privately and through other organisations.

Through the assistance Richard gave in the search for the next step, Matt applied and was offered places for college courses to study music at BIMM Manchester and Access To Music course.



Providing greater choice, control and independent living

Hate Crime

We are a Third Party Hate Crime Reporting Centre

Hate crimes can be reported to us, as an alternative to contacting the Police.

We provide a confidential and supportive environment where people can talk through experiences, report incidents, and get information on further support.

We also work to raise awareness by sharing information, empowering people not to tolerate this behaviour, to identify it, report, and challenge it where possible.

We know from our day to day work that reported hate crime is only a small proportion of the discrimination disabled people face on a daily basis.

Influencing – Locally, regionally and nationally to reduce barriers to disabled people’s participation

We want to get the voices of disabled people heard. Every day we gain experience, information and insight about the lives of disabled people, beginning with the lived experience of our own staff and clients.

We use the platform we have to reach organisations, policy makers and individuals, to create a more equal society. We have been busier doing this than ever this year as the pace of Devolution in Greater Manchester has picked up.

Behind the scenes we regularly work with local, regional and national groups such as:

- Equality and Human Rights Commission Disability Committee
- National Independent Living Sub Group
- North West Network of Disabled People’s Organisations
- The Healthier Together Equalities Advisory Group
- Our Manchester Forum
- Our Manchester Design and Delivery Group
- GM Devolution Voluntary and Community Sector Reference Group
- Manchester ‘Learning Disability Priority Work Stream’
- Central Manchester Foundation Trust Equalities Advisory Group
- Our Manchester Disability Plan Partnership Board, Engagement Group and Employment Workstream

We work closely with the public sector in Greater Manchester, meeting regularly with local councillors, politicians, and health organisations.

This allows us to ensure they understand their local disabled people’s organisations, and represent the views of disabled people.

We participate in conferences, consultations, meetings and events, which shape current thinking at a variety of levels:

Locally:

- We are active members of a small working group of Manchester Chief Executives with Senior Council Officers and Macc, the voluntary sector support agency. The aim of the group is to develop the working relationships between our sector and the council and Clinical Commissioning Groups
- We led out on the co-design and co-delivery of the Our Manchester Disability Plan
- We gave input on the media representation of disabled people to producers working for Channel 4
- We participated in television and radio interviews for BBC
- Briefed and engaged with a Ministerial delegation from the Australian government, looking at the respective positions and independence of disabled people in our countries
- Conducted a review of a large organisation's recruitment practices
- Carried out an equality access appraisal for Healthier Together. This included qualitative work with disabled people who had recently attended one of the four hospitals involved to find out about their information and communication experiences
- Advised Greater Manchester Police on community change work
- Worked with Macc and local people with learning difficulties to carry out a stocktake of assets in the community that are important to them
- With funding from the Manchester CCGs we worked with more than 50 local disabled people to share information about the place based approach to health and social care and find out about people's experiences of accessing local health services

We have also written a number of pieces speaking out publically about issues that affect disabled people. We:

- Submitted evidence to the Select Committee on Work and Pension's inquiry into the Government's commitment to halve the "disability employment gap"
- Contributed to the All-Party Parliamentary Group (APPG) on Disability's report 'Ahead of the Arc', also on the disability employment gap
- Submitted a detailed response to the Department for Work and Pensions Green Paper on Work, Health and Disability
- Published blogs on disabled people's rights and pathways to employment
- Wrote and distributed regular bulletins on disabled people's rights and independence

Our Employment and Independence Team is also influencing for positive change every day as part of its work supporting individuals.

When they're out and about – finding job opportunities, or supporting our clients in the workplace, in training or in education – they're constantly interacting with local employers and other organisations. They are able to support and educate these organisations on being inclusive, and altering the everyday practices, which disadvantage disabled people.

Disability Design Reference Group

The DDRG is made up of disabled people from across Greater Manchester who have a range of impairments and experience different barriers to accessing public transport.

Breakthrough manages the award winning DDRG on behalf of Transport for Greater Manchester.

Members go on site visits and attend regular meetings with TfGM, scrutinising and challenging plans to the extension and changes to Metrolink by sharing their lived experiences.

It's recognised that the DDRG is a best practice approach to consultation with disabled people to assist TfGM.

From June to December 2016, the DDRG has:

Been on seven site visits

Held five DDRG meetings

Attended two additional events to represent the DDRG

Successes over the period include involvement in the Metrolink Second City Crossing works from Victoria through to Deansgate-Castlefield, Oxford Road bus stop trials and other TfGM projects such as website development and City Verve “Internet of Things.”

DDRG Member:

“Yes I do feel we make a difference, I believe both the site visits are extremely useful to gain first hand what’s on the ground. Meetings are very helpful in giving the group a significant opportunity to influence designs in the planning stages rather than when it is too late and is already in place.”



Plans for the future

Enabling disabled people to pursue and develop their skills, aspirations and careers

- We will develop our service offer that flows from Independent Living Skills, to Training and Development, to Pre-Employment Support and finally Employment Support. Our offer will provide opportunities for disabled people no matter what stage of their journey to independence or employment they are on.
- We will continue to develop Pathways, our independent living and pre employment support courses.
- Disabled people tell us support to improve independent living skills are vital prior to employment.
- We are also recruiting five Employment Specialists to support disabled people in local areas. The Job Clubs will be in Greater Manchester – Openshaw, Stockport, Oldham, Wigan and Rochdale. They will support their journey back to employment, increase confidence levels, improve work ready skills and engage with the local community to prevent social isolation.



Image by Gemma Carr, Talent Match

Providing services to enable disabled people to have greater choice, control and independence and connect into their community in a positive way

- Our Community Connector “Let’s Have a Good Week” project is expanding into North Manchester, and parts of Rochdale and Bury. We know that disabled people, especially people with learning difficulties, are increasingly socially isolated.

Influencing government, local, regional and national agencies about barriers to disabled people’s participation

- We will continue our work to reach organisations and policy makers to create a more equal society.
- Devolution is key currently, and we will continue to work with the Greater Manchester Voluntary and Community Sector Reference Group, helping keep disabled people at the forefront of change and developments.

Working towards being financially stable with healthy growth grounded in our ethos and principles

- We will launch our organisational values and behaviours, which will run through the heart of what we do at Breakthrough UK.

Breakthrough UK Values and Behaviours

We are an organisation of disabled people

Vision:

We promote the rights and responsibilities of disabled people

Values:

We promote the autonomy of disabled people

We are bold and visible

We are driving change

Behaviours:

We always involve disabled people

We work together with disabled people and others to achieve our vision

We create opportunities for positive change

We are person centred in approach and will empower disabled people

We use our lived experience and knowledge in delivering our tried and trusted ways of working

Get involved with us

Are you interested in the work we do?

You can:

Subscribe to our newsletter or bulletin.

Offer work or voluntary placements to our clients within your organisation.

Volunteer with us, in our office or at one of our groups or events.

Make a donation.

Thank you

Without the support of our funders, we couldn't work with our clients, or the cause for independence and participation.

Breakthrough UK

Follow us on Twitter: @BUKCommunity

Facebook.com/BreakthroughUKLtd

Kevin Hyett Suite, Abraham Moss Centre
Crescent Road, Crumpsall M8 5UF

