



> CHANGING LIVES

United Response Annual Review and Impact Report 2010



> CHANGING LIVES

Everyone is different. We know that one size does not fit all and core to our support is treating each person as an individual and designing our support around them.

At the heart of our ethos is taking the time to listen and to understand what people want and need – whether that's listening to the views of the people we support, listening to parents and family members and learning from their expertise, or listening to commissioners about the issues that they face.

Our focus is on offering solutions and on developing creative, flexible approaches to providing the support that people need to live the life they choose. In the current climate, this is more important than ever. With social care – and public services – in the spotlight, and resources stretched, it's vital that we work together with all our partners to offer cost effective, innovative support that really make a difference to people's lives.

Of course, this must never mean sacrificing quality, but finding new ways to deliver cheaper – and better – support. This includes a strong focus on early intervention and demonstrating where a modest investment in support can prevent referral to other, more expensive support. And it's about

developing people's skills and confidence so that where possible, they can move to a more independent footing over time. Technology can also play a valuable role

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in complementing more traditional forms of support and in building independence. And it's not just about expensive, high tech solutions. Innovative use of everyday technology – from mobile phones to adapted computers – can help to make real choice, control and independence a reality for many more people.

Our focus is on changing lives across England and Wales – supporting each person we work with to achieve their potential and breaking down barriers so that they can live the life they choose.



Maurice Rumbold
Chair



We don't treat you like everyone else – we do treat you as an individual

All the people we support featured in this publication have consented to be involved. Some names have been changed, at request, and photography does not always represent the people featured in our case studies.

> MOVING ON

Reaching the parts that others don't reach

Many people don't know that there are more than one million people with learning disabilities in England. That's almost two per cent of the population. Like all of us, they vary greatly as individuals. Some may have quite a moderate disability, so they require very little support to live their lives. Others face far greater challenges.

Although we support people right across the spectrum of learning disability, we have particular expertise in supporting people with more complex needs – including people who other agencies have perhaps not been able to support – and have a strong track record in supporting people with complex needs to take control of their lives.

We strongly believe that people who display challenging behaviour are doing so as a means of communicating something. Our whole approach is about identifying what that 'something' is and acting to address the underlying factors which compel the person to behave in a certain way. Most importantly, we focus not on the perceived 'shortcomings' of people we support, but on the skills and expertise they need to gain more control over their lives, so that they can take part in the everyday events that others take for granted.

We don't label you – we do know that so called challenging behaviour is a form of communication, and stems from you not being understood



Challenging expectations: Jason's Story

Jason is a determined individual who knows what he wants from life. He is a friendly and welcoming person who enjoys everything from housework and cooking to visiting the cinema and shops. He frequently goes bike riding, walking and dancing. He has close links with his family, who recently joined him to celebrate his 40th birthday at a local pub. United Response became involved in supporting Jason in 2005 whilst he was still living in a long stay hospital.

Jason had moved to a unit of a long-stay learning disability hospital in the North East of England in 1984. During this time, he often became frustrated by lack of choice and exhibited challenging behaviour which ranged from self-harm to threatening actions against other people.

United Response started working with Jason five years ago. We looked to overcome the issue of a lack of intensive support by planning a supported living scheme for him in his local area, but this hit problems due to health and safety concerns. So, to move things forward, a United Response staff team started working with Jason in the hospital, alongside its staff. The effect of this support was dramatic. Peter, the United Response manager who led the process,

says: "It had a massive impact. Gradually, as we got more involved every day, his challenging behaviour ebbed away."

The team's approach was based on really getting to know Jason and giving him space to express himself. As Peter says: "You have to be around Jason. You have to know the way he looks, his behaviour, what it tells you. We noticed that Jason had trouble expressing himself and would often say the wrong thing which made him agitated. For instance, when we asked Jason if he wanted a cup of coffee and he said 'no' when he meant 'yes', we would give him the chance to change his mind. This would avoid any distress and thus prevent any challenging behaviour which might otherwise have arisen."

United Response staff asked Jason what he wanted from his life and he expressed a desire to move to new accommodation on his own. Peter says: "Jason told us that he wanted to live on his own in a rural setting. He also wanted more specific things such as having what he called 'a bubble bath' and to be near to a chip shop. We enlisted the help of a local housing association who helped us find his ideal house. In the end, we managed everything but the chip shop!"

Jason was then able to move into a house which he had chosen for himself. He has been involved in deciding

everything from the location of his new house to the colour of the walls. Initially, he was given 2:1 residential support and 3:1 support in the community due to his history of challenging behaviour, but, such is the progress he made, this level is gradually being reduced.

It was important to work alongside Jason's family to show them that his new living arrangements would not leave him in a vulnerable situation. Peter says: "Initially, I don't think Jason's family were fully confident that we could provide the right level of support for him. But they changed their minds after seeing that Jason is not as challenging as before. As a result of this, we have been able to win their trust."

Peter stresses the importance of family when it comes to understanding an individual enough to help provide the best level of support possible: "Families are one of the biggest assets when providing support for someone. They can provide an immediate insight into an individual and why they might be behaving in a certain way."

It is about knowing the person
and responding to their needs.



We don't make
choices for you
– we do ask you
what you want,
when you want

> FAMILIES

Changing lives with families

As Jason's story shows, working in partnership with families is vital to achieving fully connected and effective support. After all, family members often know their son, daughter, brother or sister better than anyone! So we work closely with family members – building up strong relationships with open lines of communication and most importantly, listening to what families tell us.



We don't ignore the people who are important to you – we do support you to keep in touch with everyone you want to be with in your life



Cayce and Leo's story

"I'm Cayce, a parent. United Response has been providing support for my 19-year old son Leo for a little more than a year now. Leo experiences autism and his needs are complex. Yet, United Response has managed to come into our lives and truly enable Leo to begin to manifest his potential. As a result, he, I and many in the wider community have benefited greatly. Simply put, our lives have been transformed.



"This has been achieved by United Response's willingness to work as part of a team. Teamwork that always ensures excellent communication, consulting with, involving and figuring out with me as a parent, how best to support Leo.

"It is hard to express how good I think our hands-on workers are – it really is. The dedication and professionalism they bring to their role has given Leo opportunities to shine and given me a part of my life back I never dared to dream I'd regain.

United Response's input is like having a professional family of dedicated people supporting Leo, creating life changing opportunities that have meant the world to me.

"It has also given our local community something I like to call 'social glue', which is how I like to describe the job or role Leo has adopted locally. Leo has accumulated a good circle of friends amongst his neighbours and has become a kind of bridge between people, a reason for them to unite and talk to each other as opposed to remaining aloof or oblivious of one another.

"Leo brings down the barriers that many people experience when in contact with 'special needs' individuals. His happy and chatty nature, lack of social barriers and a gentleman-like manner (mostly learned from his key support worker) make him a well-liked and well-known face who manages to elicit the best from people, dissolving barriers and erasing many underlying uncertainties relating to special needs or disability in general.

"As you can imagine, all of this makes me so proud of Leo as I watch him thrive, but I'm very aware of how much United Response has had to do with this. United Response's input is like having a professional family of dedicated people supporting Leo, creating life changing opportunities that have meant the world to me."

The key – as with so many things – is tailoring our support and building relationships locally. But over the past year, we have also strengthened the ways in which we communicate with families at a national level, through our six-monthly families' magazine, *In Touch*, and our families' panel which feeds back on our work and meetings across the country.

Getting it right together

We know we don't always get it right first time. So when things don't go well we work incredibly hard to put them right. Sometimes it's about being clear about expectations on both sides and about making sure that communication channels are clear, honest and open. Some of the best feedback we ever get is when parents and family members tell us we have got it right – and it's even better when they tell others! As one parent wrote:

"It is some weeks since I was last in touch with you, and I wanted to let you know how things are going with United Response and John. After all, I was a regular communicator when things were not so good, and certainly voiced my frustrations for the delay in a service being provided for John! It is only fair therefore that I tell you how pleased we all are with the current arrangements. John has a small team of support workers who visit twice a week. They help him with a variety of tasks, as well as enable him to access social events. It is no exaggeration to say it has changed our lives.

We can now look to the next step; the possibility of him living independently from us – with increased levels of support from United Response – now seems totally feasible."

> TRANSITIONS

Changing lives with young people

The transition from childhood to adulthood can be difficult for anyone. However, with the move from child to adult services, it can be a particularly worrying time for young disabled people and their families.

Over the past year we have developed our support for young people in transition and now work with a growing number of young people across the country. We engage young people in choosing their support workers – often, not surprisingly, other young people – and to develop the package of support that they need. We have also started to make links with special schools and colleges to make the transition to adulthood as easy as possible.

Changing lives together

To smooth the transition from a school-based life to independent living, a great deal of work, thought and preparation is required. This year, we are delighted to have started this process, working

with Craig and James, 17 year old twins with autism and ADHD (Attention Deficit Hyperactivity Disorder).

The twins, who currently spend most of their time living at home with their parents, were each allocated an individual budget by their local authority to buy in their future support. They started thinking about the future and discussing it with their family and care manager. Because they do have considerable needs, requiring 24 hour support, it was agreed that they needed an organisation with substantial resources and a proven track record, but who could also tailor the service they offered to fit around the twins' unique needs and personalities. After initial discussions the twins and their family chose United Response to be their partner through this exciting, but challenging period.

Another vital ingredient to making the transition period go well is not to change anything too quickly or drastically, in a way which would

risk destabilising the twins' lives or routines. So, the twins will still go to their specialist school for two years while preparation is made for them to develop their interests as adults. They are both excellent students with their own passions – Craig is a great cook and writer, while James is more interested in practical matters such as engineering. It is important that the support and education is put in place to help them pursue those talents.

The school staff, who know the twins so well, will help us and the family to choose support workers that will bring out the best in the twins. Our staff, plus key employees of the school are also enrolling on a specialist ten week course on autism to support this work. The next major step will follow soon after the twins' 18th birthdays. They have found their own home and are paying for it in a shared ownership scheme, partly paid for by a local housing provider. It's hoped that this new home will provide the foundations for two very exciting futures.

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Jane and David's story

"When my son, David, was born he was sent straight to a hospital as his lungs and other organs were not working properly. He was diagnosed with Downs Syndrome when he was five days old. Then, when he was 11 months old David was diagnosed with cerebral palsy and scoliosis. Later he was diagnosed with sclerosis.

"I was always very apprehensive at every stage of David moving up in school as it was the unknown and he was unable to express to me how he felt immediately. I was also apprehensive about him leaving school, as I was used to him going to the same place every day, which was all set up for his needs. Taking him away from there onto a day service in the community and finding places to go (which is what United Response has done for him) was very worrying for me.

"However the apprehensions that I had did not materialise and this has been the smoothest transition in his life. David started off with two days a week support in his school for him to get used to the staff and for them to get to know him. This increased by the day until he left school, when he was out full time with his staff. David has been supported by United Response for nine months now and

he took to the staff straight away and every day he has been happy. He is full of smiles when he goes out and full of smiles when he comes home.

"David has been fully involved with choosing his staff and getting to know them prior to them supporting him. It took a few weeks for the staff to get to know David well enough for him to choose the activities that he now does. When a temporary staff member came to support him for a couple of days this was evaluated and it was apparent that they were not compatible. David then had the choice of another staff member which worked out well.

"My life has changed too. As David was growing up I found it very difficult to get around in the school holidays but now he takes holidays when he needs to, gets out a lot more in the community and is much less dependent on me."

Jane

This has been the smoothest transition in his life.

> ASSISTIVE TECHNOLOGY



We don't make assumptions about your needs and wishes – we do find out how you like to communicate, so that you can tell us what you want

Changing lives through creativity

We work very hard to develop creative solutions to supporting people that boost their dignity and independence – and which are cost effective too.

One example of this is the creative use of assistive technology to support people in all parts of their life. This can be as simple as using Skype to keep in touch with family overseas, or large keypad phones and computer keyboards – which make it possible for people with vision impairments or dexterity problems to stay in touch with friends and go online. But it can go further than that; the creative use of technology can also provide high quality support at a lower cost – for example, in providing the additional night time support that means people no longer need a paid member of staff to sleep in 'just in case'.

The creative use of technology can provide high quality support at a lower cost.

Polly's story

Polly is 55 years old and has been supported by United Response for two years. She had spent the previous eighteen years of her life living with five other individuals in a residential home run and funded by the NHS.

At the time of the transfer, Polly had a number of complex needs including profound communication difficulties, epilepsy, behavioural expressions and a need to 'pace' constantly at times – often all night. Her existing support team, who were clearly very fond of Polly, felt it was essential that there was waking night support in place because of her epilepsy and frequent need to be up all night.

The United Response house that Polly was moving into does not usually include waking night support, but we agreed funding for such a waking night team member for a limited period. We monitored how often Polly was up and what she was doing whilst up. On average, Polly would be up between nine and twelve nights a month. We noted that the nights Polly was up pacing tended to come in groups of two or three consecutive nights and these waking nights fitted in with clusters of seizures. So, we agreed

that Polly did not need permanent waking night support but did need someone during these clusters for the time being.

At the same time, we began to introduce a number of new ways of working with Polly. This included improving communication, with assessments from the speech and language team and then introducing basic Makaton signs and objects of reference. We also used active support principles to encourage Polly to participate in all aspects of her daily life.

We looked at what was meaningful and naturally interesting to Polly. She loved anything tactile and activities were based around this. We adapted activities to how Polly was feeling and introduced new experiences at her own pace. And we looked at how assistive technology could help with Polly's night time support.

An epilepsy alarm was placed on Polly's bed in case she experienced a seizure in her sleep. A mat alarm was placed beside her bed so staff could hear if she got up in the night, and another mat alarm was placed at the top of the stairs.

After some considerable time, we reviewed the need for a waking night support worker again. Polly

was now much more settled and it was agreed that a waking night person was no longer needed. Polly has now lived in her new home for just under two years. She has a busy, varied and interesting weekly activity plan. Polly no longer sleeps at length during the day, she makes good eye contact, smiles, claps and shows interest in her surroundings and activities. She goes shopping and will put things in her basket, onto the conveyor belt and into the carrier bag. With changes in her medication, Polly's epilepsy is well managed and the average number of nights that she is up pacing has gradually reduced. The quality of her life has improved dramatically in a relatively short space of time, and assistive technology has played a real part in this.

It's important to remember that it's not just about the technology – it's about understanding the underlying reasons for a situation, and addressing those – the technical solution follows on from there.

The quality of her life has improved dramatically – and assistive technology has played a real part in this.

We don't take decisions that affect your life without involving you – we do explain important issues and talk to you about what you want



> PERSONALISATION

Changing lives with individuals

Over the past year, the number of people we support who control some or all of their funding has grown. Now approximately 10% of the people we work with and their families buy support from us using direct payments, personal budgets and/or the independent living fund.

This year, we continued to work with local authorities to provide opportunities for people – including people with complex needs – and their families to have more control of their support. Alongside this, we worked hard to develop our own systems so that they meet the needs of people who hold a personal budget.

This has included developing a clear menu of the types of support that we can provide, plus accessible support contracts that we develop with purchasers to set out how we work with people and our responsibilities. We have also developed a charter and communications protocol that sets out how we work with families and a 'customer journey' to guide people through the stages of choosing and buying their support.

Helping people to choose the support they need is also a key area of focus. We are currently revamping our website so that people can easily access the support they need and are piloting local marketing approaches in a number of localities.

We are delighted that our reputation in this field continues to be very positive and we are increasingly asked to speak on our experience of implementing a personalised approach at a range of external events including the In Control Big Event. We also took a lead role, alongside Helen Sanderson Associates, in developing the 'Progress for Providers' self-assessment tool, which was based very much on our experience of developing a person-centred approach across our operations.

We plan to continue this work over the next twelve months, including developing more person centred systems and processes and providing training and other resources to help people and families to make informed choices about the support they need. That way, we will ensure that we really do provide person centred support that makes a difference and which helps people to achieve real outcomes in their lives.



Changing lives with communication

40% of the people we support don't communicate verbally, while many also have physical disabilities. This means that they require a great deal of skilled support in order to live the kind of meaningful, active lives the rest of us take for granted. Very importantly, we believe that everyone should have the opportunity to direct their own support, regardless of their level of disability, and we have developed some really innovative solutions with people to make this a reality.

We don't assume that because you can't speak that you have nothing to say. We do find out how you like to communicate, so that you can be heard

Graham's story

Graham is supported by United Response in Richmond. He was born with serious physical disabilities, including, facial disfigurement and fused fingers, as well as a learning disability and some difficult medical conditions. Graham is also profoundly deaf and doesn't really speak.

Staff realised that to support Graham properly, they'd need to learn how to communicate with him in a way he could make sense of. They took up training in accessible communication and began talking to him using a type of sign language called Makaton. The better they became at signing, the less he was prone to outbursts of frustration. He gradually started using the signs to tell staff what he wanted, and, for the first time, started having a say in his own life.

Then over the past couple of years, local United Response managers worked in partnership with the local authority to give Graham – and other people whom we support in the area – control of his day time budget allocation, effectively a personal budget for his day time support. Alongside this, the support team worked to create an interactive multimedia map of the community – based on our multimedia tool, About Me and My Life – to support Graham to make real choices about his day to day life.

Graham navigates his way around the map with great dexterity and is able to choose his day time activity. He now goes horse-riding, to the cinema, on day trips and out for lunch. He has even showcased the multimedia tool at external events. As one local commissioner commented: "I've known Graham for 20 years, but this is the first time that he's been able to tell me – himself – that what he *really* likes is a curry and a pint!"

Most importantly, Graham's support worker, Adam, says: "It is incredible how much happier he is since his support package has developed. Graham is a classic example of someone with learning disabilities whose appearance is deceiving. Because he looks different and can't speak, people never understood him and assumed he wasn't capable of being independent. But, after a lot of work and patience, the future finally looks bright for Graham. Who knows what he's capable of achieving next?"



Graham using the online community map

> BUILDING CONFIDENCE

Changing lives through building confidence

Being cost effective isn't just about the support we provide. It's also about the knock on effects that high quality social care can have on people's lives.

Sometimes that's about early intervention – where support can prevent problems from escalating. And sometimes it's about building people's confidence so that their support can reduce over time – opening up opportunities they perhaps never thought possible.

From registered care to supported living

2010 saw the culmination of a long project to support six people supported in a residential service in Liverpool to move to a new supported living setting.

It's also about the knock-on effects that high quality social care can have on people's lives.

The six residents had lived together at the service since childhood and it was the only life they had known. Everyone received 24 hour support, despite their individual learning and physical disabilities being quite varied.

Initiating the move took time, particularly as not everyone was funded by the same local authority. To keep momentum going, staff worked closely with families to map out the things that were important to each of the people we support until finally, the move was complete.

People are already reaping the benefits of the move. Support levels have been successfully reduced as people slowly become more confident and independent. One woman, Rose, chose to move out into her own flat and instead of 2:1 support now has just 1:1 support. She regularly visits the local pub and goes to the theatre – and even tried her hand at a job at a nearby hairdresser's.

Support levels have been successfully reduced as people become more confident and independent.



Building independence

Since January 2008, United Response has been running an outreach programme in Torfaen, Wales, initially supporting four young men aged between 19 and 26.

The four individuals had grown up in the Torfaen area but, due to difficulties with the previous support arrangements, had been placed 'out of county' in other areas of Wales between 2006 and 2008. Partly because of the fact that they are independent and active in the local community, the four men had run into some difficulties including drug, alcohol and gambling problems, as well as anti social behaviour and destruction of property. Some had been involved with the criminal justice system.

So, we worked with Torfaen County Borough Council to develop a connected outreach service which could meet the multiple support needs (which included learning disability, alcohol dependency and mental health needs) of these four young men.

We recruited new staff to meet people's needs. It was felt that they would respond best to people who might not be 'traditional social carers', but who would be able to engage with them in sporting and similar activities, from football to rock climbing. So, we revised job descriptions and titles,

and began recruiting specialist 'youth workers' and an 'employment and activity co-ordinator'. Support hours were restructured to give greater flexibility, so that we were able to respond to the individual's changing lifestyle, or moments of particular stress or difficulty. This flexibility often meant revising hours on a day to day basis, which was a major but necessary organisational challenge.

For three of the four young men, this has resulted in the total number of support hours being reduced.

As a result, 20 months after implementing the services, we have re-assessed all of the individuals' support needs to ensure that they have kept pace with their changing lives. For three of the four young men, this has resulted in the total number of support hours being reduced, as it was recognised that too much support was reducing their independence and was unnecessary to help them achieve an active, fulfilling life. Costs have come down radically, as a result of this new approach: at the outset we were providing 385 hours of support and four sleep ins per week. This is now 223 hours and one sleep in, on average.



> DEVELOPING SKILLS

Changing lives through new skills

Our innovative day services provide people with the opportunity to meet friends and access the community – and vitally, to learn new skills in all areas of life.

This year, the Oakfield Science group, run through our Oakfield Day Service in Merseyside, won three national group prizes at the annual Adult Learner's Week awards. The science group is attended by people United Response supports at the Oakfield Day Service and was set up after a number of people expressed a keen interest in science.

Over three years, the group's 11 learners have developed a range of skills through weekly sessions. Recording the results of experiments has helped the members develop their literacy and numeracy skills. Their team working skills have also come on in leaps and bounds, with the group now discussing and agreeing the topics they want to study.

Two members of the group, accompanied by support staff, attended the Regional Award Ceremony at Stockport Art Gallery. In addition to the certificate, the group received a £500 voucher to help further their learning which they have decided to use to buy a laptop to help research their various interests.

"I enjoy working with my group as it teaches us to work together and we learn from each other," says Keith, a group member, "We talk about the things we want to study and know about, like space and buildings and make a list of places we want to visit. I and my group feel more confident asking questions."

A short video and more information about the awards can be seen at www.alw.org.uk

In West London, our community hub 'Perfect Start' now supports around 90 adults with learning disabilities who access the centre as a drop in and as a springboard to mainstream activities. At a cost of a little over £2,000 per person per year, Perfect Start provides a vital hub for people to develop vocational and life skills, build their confidence and even get a job. The results speak for themselves. Having previously attended traditional day services, five days a week, people are now accessing a wealth of skills development and employment opportunities. Morrisons is providing a six week retail training to people who use Perfect Start and seven people are employed by catering company 'Yes Dining' – providing valuable skills development as well as paid jobs.



Perfect Start provides a vital hub for people to develop their skills, build their confidence and even get a job.

Reducing dependence

Of course, building independence through targeted support can also reduce dependence on other services.

Peter's story

Peter has autism and has been supported by United Response in a supported living setting since 2002. Prior to this, Peter lived in a residential setting and used a day centre which he had attended for all his life.

Whilst living in a residential setting, Peter did little for himself. Other people gave him his medicine. His bills were paid, his food cooked and his clothes washed, ironed and put away. But now, in a supported living setting and with his support hours reduced, Peter had to learn very quickly how to be more independent. It proved a risk worth taking as, within a year, he had become so much more confident and capable around the house and out and about.

Once Peter was settled, his support worker, John, started enquiring about finding him a job. The funding for his day centre was coming to an end and John knew that Peter would need something to take its place. John contacted a company which is responsible for sending out the paperwork for teachers' pensions and bereavement packages. John worked with the firm to develop a suitable support package for Peter, and a placement was offered.

For the first year, Peter worked three mornings a week collating packs. Spot checks were made regularly to monitor mistakes, as a pack sent to the wrong family could have damaging consequences.

Peter achieved a 100% accuracy record.

After a year, Peter was given more responsibility and soon became a valued part of the team. After two years, Peter was secured a paid Post Room Administrator position that had become available – his first paid job.

Peter no longer accesses a day service. He had previously been on medication to keep him stable but his psychiatrist has now told him they no longer need to see him, thanks to his new work-life

balance. Most importantly, he is a valued member of the team, who respect him as an equal worker and understand how to work with him.

John says: "Peter attended his first office Christmas party last year – I went along, but he sat at his table with his workmates and I sat at mine. He didn't need me to help him mix, and that is how it should be. Peter has got and kept this job because of his strengths, not because he has a learning disability. And that should make him, and me, proud."



Building independence through targeted support can also reduce dependence on other services.

> EMPLOYMENT

Changing lives through employment

As Peter's story shows, one of the main ways that people can be included is through employment. This year's white paper, Valuing Employment Now, outlines the 13 key goals that need to be achieved in order to raise the percentage of people with a learning disability into paid employment: currently it is estimated that only 7.5% of people with a learning disability are in paid employment, but 65% want to work.

Our focus is on mainstreaming employment – helping people to get jobs as a core part of the support we offer, in the same way that we support people to make friends and be active in the community.

Work isn't an end in itself – the boost in confidence and skills have far reaching benefits in all areas of people's lives.

To support this work, we have produced a comprehensive employment toolkit to help support staff achieve the task of supporting people with a learning disability into paid employment. It contains a wealth of information on supported

employment terminology, plus practical tools to support job coaching including referral forms, personal profiles, learning and behaviour logs, development plans, job search forms and tools for task analysis, monitoring and review.

We have also completed a project which involves partners from Germany, Portugal, Bulgaria and France and which aims to help disadvantaged people (including those with learning disabilities) to find employment. The project, called CODA – which stands for Career Opportunities with Disadvantage Awareness – created an accessible multimedia tool called a Digital Career Portfolio. This tool is designed to help people who do not have a conventional CV or career history to demonstrate their skills and competencies to prospective employers and has the facility to have audio and visual clips added, rather than just words on a page. The Digital Career Portfolio is then supported by a website which can be accessed by jobseekers, their support workers and prospective employers. We plan to use the tool in our own work to support people into employment – to find out more visit www.codaonline.com

And of course work isn't an end in itself – the boost in confidence and skills around independence have huge and far reaching benefits in all areas of people's lives.





Rosemary's story

When Rosemary was first referred to United Response from North Trafford College, her mother (although very supportive) was concerned that Rosemary would not be able to get a job due to her disability and low confidence levels.

The fact that Rosemary is working is such a bonus; she has been accepted by all the staff of the pub. As a parent this is GREAT!

As Rosemary became more confident with us, we began to go out alone and discussed jobs she would like to do. We started off by looking at a nearby pub as she had been there for a drink with her sister and felt comfortable. Although the landlady was very positive and friendly she had no vacancies but she suggested another pub nearby.

We supported Rosemary to secure a working trial at a local pub. Although Rosemary was nervous she undertook every task with great determination. After a short trial and one-to-one job coach support, Rosemary was offered a permanent paid position as a Front of House Assistant as she had been such an asset.

Once Rosemary had settled into the role we began travel training. For several weeks we travelled with Rosemary to and from work until she was comfortable with doing this alone. Her mother was very impressed as she thought Rosemary would struggle.

Rosemary's confidence has grown immensely since she started work and she has made new friends. She has a lot of pride in herself especially when she sees herself in her uniform ready for work. She has learnt many skills in her job that she can transfer to other areas of her life, like helping her mother in the kitchen and being confident talking to people she meets for the first time.

Rosemary's mother says:

"I felt that every detail and area of concern was addressed by the staff at United Response so that the placement could go ahead very smoothly. I wish more parents and carers could be introduced to this service and given the correct information and avenues as I was. Rosemary and I, together, wish to thank all the United Response team for their encouragement, patience and the wonderful journey you have made possible for both of us. The fact that Rosemary is out there and working is such a bonus; she has been accepted by all the staff of the pub. As a parent this is GREAT!"

> CHALLENGING PERCEPTIONS

You've got to have a dream...

Whether small or large, easily attainable or a huge undertaking, having a goal can provide the focus to learn new skills and reap benefits across all areas of life.



We don't have a limited view of what you can do – we do support you to achieve your dreams

Shirley's story

Shirley has acquired brain injury (ABI) and is supported by United Response in Cornwall. Two years ago she was unable to walk unaided for more than ten minutes. Yet this year she successfully completed a 5K race for charity!

Shirley began her dramatic fitness turnaround when she moved from a shared house to her own home in 2008.

Becky, who leads the team that supports Shirley, says: "We didn't have a car at the time so we had no choice but to walk to the shops. Shirley can be a bit unsteady on her feet and couldn't go too far. But we knew she enjoyed walking as she would smile and laugh."

Staff decided to support Shirley to walk more often, and found she could go a little further each time. Gradually, her balance improved and she no longer needed to lean on staff.

"We walked everywhere," says Becky, "She loved walking so much that she'd go out in any weather. She particularly loved being out in the rain. She liked the sensation on her face. She started by walking into town, and then moved onto the woods and the coast. Eventually, she walked almost two miles to the top of Carn Brea, which is known for its steepness and rocks – a big achievement by anyone's standards."

A few months later, an idea was put forward that maybe Shirley could enter the local Race for Life being held in Truro.

Becky says: "It gave her a chance to share something she loves with other people and give something back. We had to consider a few things, but overall, it sounded like a great idea. When her pink T-shirt arrived in the post she was thrilled! We kept boosting her up, telling how this was no ordinary walk and it was a special event."

And as Shirley took her place amongst the crowd, posing for photos and grinning from ear to ear, it was clear they'd made the right decision.

"Shirley was so excited to take part and did really well," says support worker Caroline. "She was given a medal when she crossed the finish line and she was still wearing it the next day. She'll probably never take it off!"



Changing expectations

Having a relationship is important to most of us. Yet all too often people with learning disabilities face prejudice around relationships, with society wrongly assuming that just because someone has a learning disability they couldn't fall in love and commit to a relationship in the same way as anyone else – let alone get married.

We work to challenge expectations and to support people to do all the things they want to in life – including going on holiday, falling in love, getting married or having a child.



Gavin and Katie's story

Gavin, 26 and Katie, 27 first met each other at school, but then lost touch. It wasn't until 2007, when Gavin moved into a supported living house for people with learning disabilities run by United Response, that he met Katie again.

Katie was already living at the house and the pair instantly recognised each other. They soon realised that they had a lot in common and started spending a lot of time together. Romance blossomed and last year the couple got engaged.

With the help of their families and their United Response support workers, Gavin and Katie had their dream wedding in July 2009. There were the usual pre-wedding nerves and endless things to organise, but the team were on hand to support them and make sure the wedding went off without a hitch.

"I'm so glad I'm married as I love her more than anything," says Gavin, "She's my friend and soulmate."

The couple are now looking forward and hope, with our support, to move into a flat of their own later this year.

"I'm so glad I'm married as I love her more than anything. She's my friend and soulmate."
Gavin



> COMMUNITY

Timebanking is not so much about the individual, but their place in the community.

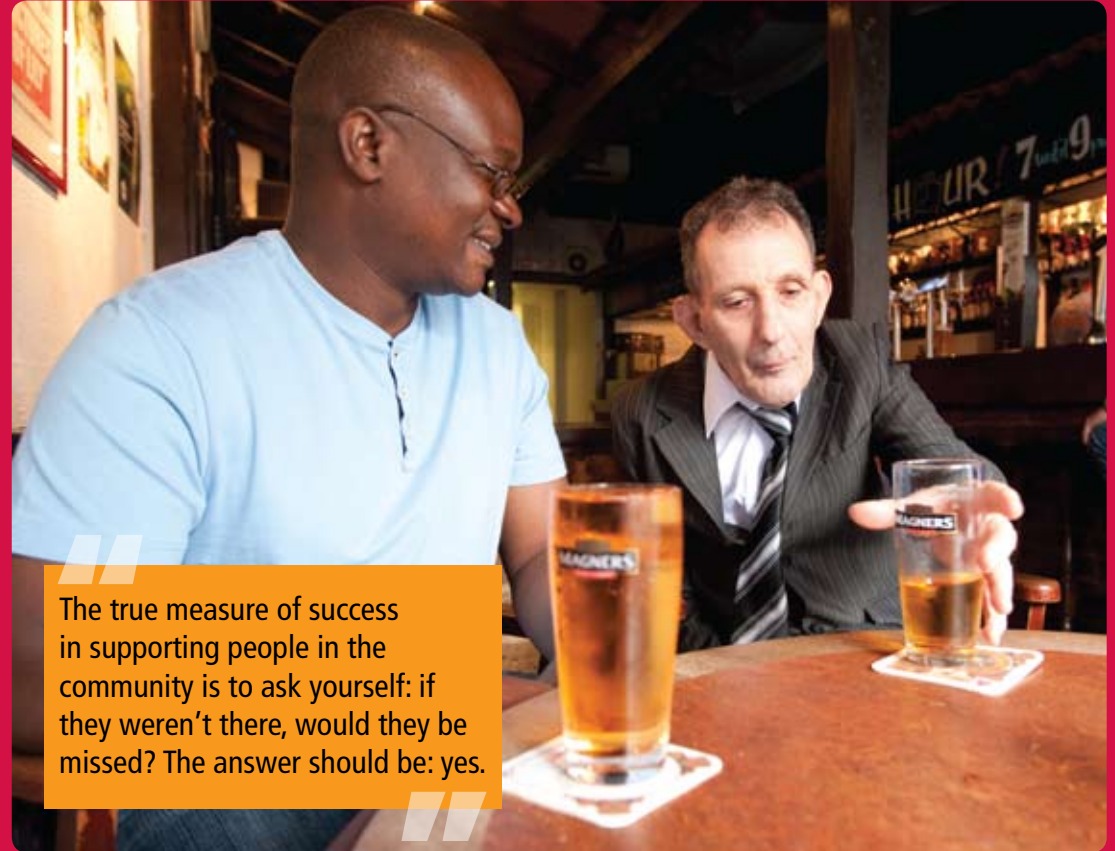
Building community

Timebanking is a simple concept based on the idea that everybody is capable of contributing to the community in a valuable and meaningful way. Such contributions can take almost any form – from giving somebody a lift to the shops, to helping them mow their lawn. For every hour a person gives of their time they get one ‘time credit’, which they can exchange for assistance from another timebanker when they need it.

United Response first adopted the concept of timebanking in 2008, working with the local community to set up a scheme in the Newsome Ward of Huddersfield. Following success in this area, we were delighted to secure further funding for similar schemes in Liverpool and in Trafford, Greater Manchester.

Timebanking has proved to be a superb way to help the people we support become more engaged with their communities. Jo, service manager at the Trafford timebank, says: “Timebanking is valuable because it allows everybody to get involved. Sometimes, people with disabilities think they have no skills to share – that they just ‘receive’ help. Timebanking helps them to realise that they do have skills and are needed. Just because you can’t do a 9-5 job doesn’t mean you can’t contribute to society.”

“The true measure of success in supporting people in the community is to ask yourself: if they weren’t there, would they be missed? The answer should be: yes!” explains service development manager Alan. “They need to be equal participants and timebanking encourages this.”



The true measure of success in supporting people in the community is to ask yourself: if they weren’t there, would they be missed? The answer should be: yes.

It’s about recognising that everybody can contribute to society and form bonds and relationships

David and Catherine's story

David first became involved at the Newsome Ward timebank in Huddersfield about a year ago, and since then he has really thrown himself into it. During the autumn, together with other timebanking members, he kept a local churchyard tidy and free from fallen leaves. At Christmas, David was part of another timebanking group that helped the community forum with their children's party by blowing up balloons, preparing food and getting the Scout Hall ready for around 80 young children.

Timebanking helped David not just to get out and about, but to meet new people and form new relationships. He was involved in cutting the



hedge for a woman called Catherine, who had just come out of hospital and was struggling with her garden. During the job, Catherine provided David with refreshments and the two came to be friends. Through this interaction Catherine also became a member of the timebanking scheme.

Through timebanking, Catherine went on to become involved in a door-to-door survey, directly contributing to the ongoing campaign to save Newsome Mill Ponds, its grounds and allotments. The resulting research report showed a significant demand for local allotments, helping to win a last minute planning appeal.

The Newsome Mills campaign also gave rise to the Growing Newsome project, through which timebankers support each other and the wider community in growing their own local food.

The contribution the Growing Newsome project has made towards a cohesive local community was recently recognised with an outstanding win at the Kirklees Mayor's Local Food Awards. The Growing Newsome team attended Huddersfield Town Hall on Monday 22nd March to accept the Community Award for Local Food Initiative 2009 – 2010. Who should be the one to go on stage and collect the award on behalf of Growing Newsome? Why David of course. He had taken part by clearing and re-grassing a garden so that it could be used as a community garden.



> MAKING A DIFFERENCE

From small sparks...

Our ethos is about supporting people to be part of their communities – not just present within the community, but active and engaged participants who are valued for what they have to offer. Our staff go the extra mile to make this happen, creating innovative solutions that help people to connect with the community around them. Sometimes it's about a small action – or spark – that ignites local imagination and opens up opportunities that might never have been thought possible.

Neil is supported by United Response in Ipswich and has a keen interest in photography. In the summer of 2009, Neil accessed a 'Small Sparks' grant of £250 and used it to launch a photography project and competition in the area. The grant was used to purchase disposable cameras which Neil sent to local schools, businesses and public services, asking them to take photos on the theme of technology. Connections were made and links forged within the local community – to the extent that the resulting exhibition 'Disposable Technology' in September 2009 was attended by a huge cross section of the community.

Spin off benefits continued long after the event itself. Following the project Neil, who is deaf, and his support worker, were invited into the local school to teach sign language to pupils, and links and relationships continue to flourish.

And it didn't end there. At the launch of 'Disposable Technology', discussions turned to the many differing emotions and ideas the six winning pictures evoked. As a result, Simon Partridge, another person supported by United Response, was asked to write poetry to describe his own feelings about the photographs. Local film-makers Jenie Films and rutnut productions then created six unique films, all with sign language subtitles, while a United Response support worker, Chris Lawrence, wrote music inspired by the visuals. The result was 'Six Degrees of Art', a multimedia extravaganza which celebrates the many forms that art can take and how it can break through barriers to reach anyone, regardless of disability.

But it doesn't have to be about big projects. At the other end of the scale, one service in rural Derbyshire decided to stop using their shared minibus – saving people's money in the process – and to rely on public transport and their own two feet to get around their village. This seemingly simple decision built up familiarity between locals and the people we support, resulting in real connections, links and friendships being made.



One of the images from the exhibition

We aim to provide real solutions to support people to get it right for disabled people

Changing the world!

As a registered charity, we also campaign to improve the lives of people with disabilities in society. Our campaigns are led by the views of the people we support and the issues that they tell us they face in their lives.

Feedback from people we support has informed campaigns around accessible financial and banking information (Making Money Easier), healthcare and combating hate crime, and focuses on creating practical tools that provide real solutions to the issues people face. For example, all too often people with learning disabilities face bullying and harassment on public transport, making many people afraid to travel even short distances, and leaving them prone to isolation and fear. Our UR on Board project aims to tackle this problem at its root – by providing training to school children (who are often the main culprits) in disability awareness; crucially, delivered by people with learning disabilities themselves. Following the training, many more children said they would stand up for people with learning disabilities in the future.

Elsewhere, our Oakfield Day Service in Liverpool collaborated with the Workers Education Authority (WEA) to create

'Jack's Journey' – a training tool for bus and train drivers to raise awareness of the difficulties that disabled people can face when accessing public transport. The resulting film was shown at Liverpool Expo and is due to feature at the World Expo in Shanghai in October 2010!

We have also campaigned around healthcare, adding our voice to the debate and calling for better access to it for people with learning disabilities and mental health needs.

We have also campaigned to end discrimination, as highlighted in Mencap's 'Death by Indifference' report and the government's ensuing inquiry.

Offering solutions

But our approach isn't about haranguing people or pointing the finger – we aim to provide real support solutions that get it right for disabled people. We also want to show how a few simple actions can make all the difference. This year, for example,

four people we support led a training session with 240 junior doctors in Bristol, talking to them about the issues that people with learning disabilities face when going into hospital. The session was so well received that we have been invited back next year.

Elsewhere, we have worked with a huge range of public service providers to make information more accessible – including for example, working with the Parliamentary Outreach Unit to create an accessible guide to government.



> OPENING UP DEMOCRACY

Changing democracy

Over the last few decades, the UK has made a great deal of progress towards recognising people with learning disabilities as citizens with a valuable contribution to make to society. Yet when it comes to democratic rights, the overwhelming majority of adults with learning disabilities still find themselves disenfranchised by the complexity of the system and low awareness of their right to vote.

When we conducted our own research amongst people we support, we found that just 16% of people had voted in 2005, compared to a national average of 59%. This meant that there were 500,000 people with learning disabilities who were eligible to vote but were failing to do so – half the total number of adults with learning disabilities within England.

So, in 2007, we embarked on an ambitious three year project funded by the Electoral Commission, called Every Vote Counts. With help from people we support, we produced an Every Vote Counts pack – a multimedia CD-ROM

that explains what politics is, how it affects people and how to get involved. The pack – which is also available online – makes use of jargon-free, accessible information communicated with simple words, photo symbols and audio.

The second part of the project, Making Democracy Accessible, was aimed at politicians and others that work in politics. It includes guidance on how to make public and political information more accessible, how to engage with learning disabled constituents and a rundown of the duties and responsibilities of political stakeholders in this area. Making Democracy Accessible was launched in January 2010 at a reception at the House of Commons.

The results of Every Vote Counts have been much greater than we'd even dreamed. We found that once they understood the issue, MPs were often very supportive: many have asked to meet with us to make their own websites and materials more accessible. Similarly, many local authorities approached us and asked for permission to use our accessible



materials on their own websites. More than 30 MPs also came to our event, all giving extremely positive feedback, and 111 signed the Mencap/United Response early day motion promoting accessible democracy.

Even people without learning difficulties find it hard to understand politics. They [politicians] just speak jargon and don't get to the point. When they make political broadcasts they don't use clear language that we can understand. They don't involve us. If people with disabilities all vote, we will be heard. The more we get our voices heard, the more people will respect us.
Lizzie Emeh

And it produced an historic first. As urged, all three main political parties produced accessible manifestos, working with Mencap. This made the 2010 election potentially the most inclusive election of all time. Secondly, and most excitingly for United

Response, when we revisited the voting statistics of the people we support, we found that turnout had more than doubled from 16% to 40%.

But engaging people in politics isn't just for elections! So in July 2010, we held a further event 'Opening Up Democracy' to encourage newly appointed MPs to make their political material accessible right from the offset.

Speaker of the House of Commons, John Bercow MP, joined the event, saying: "Making Parliament more accessible is a passion of mine, which is why I admire what United Response is trying to do."

Now that people with learning disabilities have a proven electoral clout, we hope that all politicians will take their views seriously, and cater for them by communicating accessibly.

Every Vote Counts for James

"My name is James and I am 39. I live at Highgate Park. I have never voted before. I was registered but I didn't know what it was all about. This time I got a postal vote in case I couldn't get my wheelchair into the polling station. Also I need someone to help me hold a pencil to make a cross.

We talked about politics using the computer. It had pictures and talking to explain them. It told me about parliament, politics, MPs, parties, the Lib Dems, Green Party, Conservatives and Labour. I learnt the names of the leaders, Nick Clegg, Gordon Brown (but now he's gone) and David Cameron. He is the Prime Minister now. I learnt how to vote. I watched the news and the debates on TV and looked at the manifestos. A manifesto tells you what they plan to do if they are the government. We all used the accessible manifestos.

I voted on the Saturday before the election and Barbara posted the envelopes to make sure they arrived.

After the election Linda told us what a hung parliament is and a coalition. It means they sit down together, David Cameron and Nick Clegg, and they talk and decide what they are going to do. I expect sometimes they have a row as well.

I enjoyed learning about politics."

James Ferry.

As a result of this interest in the Every Vote Counts project, James has enrolled on a literacy course at his local college – developing skills which will impact upon all areas of his life.

> PEOPLE

Involving people

By definition, the people we support are 'experts by experience' – they know far better than anyone else about the issues that they face – and so we do all we can to use this expertise and to involve people directly in the running of our organisation.

Set up in the last year, our National User Panel meets regularly with staff and trustees to tell them what it's like being supported by United Response and to raise issues that are important to them. We also hold 'learning and reflection' days at divisional and national level to look at what's working and what's not working at all levels of our support – and at what we need to change both internally and externally to make this better.

Each of our four geographical divisions (North East, North West, South East and South West) has a 'Leadership Team', made up of staff at all levels, people we support, family members and friends, which focuses on person centred thinking and approaches. Managers and staff 'coaches' also meet together regularly to share good practice and ideas around the way we work.

Piloted in the south west and now rolled out across the organisation, our Quality Checkers are people we support who visit other services to check on how they are being run and that they meet our standards. Quality Checkers are fully trained in their role and paid for their time. Most importantly, they report back to the directors and the Leadership Teams telling them what is good – and what needs to be improved – about the support we provide.

We don't think we know everything about running our organisation – we do involve you in how it is run through our National User Panel

We don't tell you what you can and can't do – we do support you to make informed decisions



We don't employ your support staff for you – we do involve you in recruiting them

Building relationships

We couldn't do all the things we do without the hard work and dedication of our 2,500 strong staff team across the country.

Our staff work day in, day out to provide the highest quality support to each and every person we work with, and to enable them to achieve things that perhaps were never thought possible. In turn, we aim to provide the best possible support to our staff and ensure that their voices are heard.

We regularly consult with staff through a range of mechanisms to ensure that their voices are heard, and acted upon. United Voice, our staff representative body, meets regularly with directors to raise issues on behalf of staff. Fully supported and encouraged by United Response's management, United Voice is free and open to all our staff. We also send a regular staff satisfaction survey to all staff, plus hold specific consultation events and focus groups to discuss more detailed areas of work in depth.

The relationship between the people we support and their support workers is fundamental to providing person centred support – and consistency and routine is a critical part of this. Over the past year we have continued our proactive recruitment

drive to ensure that each person we work with receives high quality and consistent support, and that key relationships between people and the staff who support them are built effectively.

Our new 'back to basics' materials have aimed not only to streamline our practices but also to make sure that the people we support are fully involved in all aspects of recruitment and selection – from drawing up role profiles and adverts to the interview itself. This work is supported by comprehensive training to give people the skills to be able to choose their own staff.

Building diversity

Early in 2010, we were very proud to announce our new Investor in Diversity status! The Level Two award comes two years after we first committed to the scheme and acknowledges the dedication and creativity staff have shown in embracing the diversity of the people we support and each other. Throughout the country we have held Cultural Awareness Days, recruited at Melas and forged valuable links with community groups – challenging prejudice in the wider world and encouraging tolerance towards difference. Our commitment to diversity is enduring and we will continue to look at how we can build on this foundation to lead the way in this field.



> THE WAY WE WORK

The Way We Work

Providing person-centred, individual services to each person we support is at the heart of everything we do. Our person-centred planning tool, the 'Way We Work', focuses on each person we support and on what they want out of life. It helps staff to plan and organise support around each person's wishes, to make sure that they can live the life they choose.



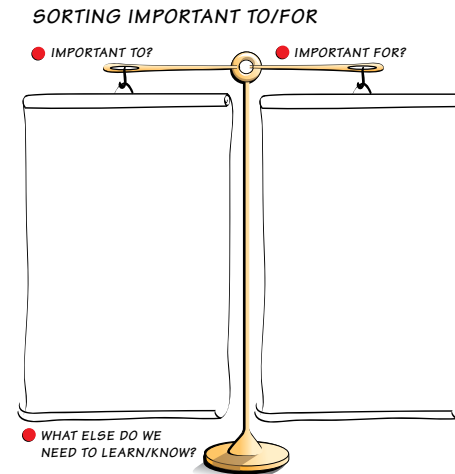
Over the last few years, we have worked hard to build on and develop the Way We Work with a range of simple person-centred thinking tools that help staff to take a creative approach to problem-solving and to ensuring the best possible support for each person. The tools enable us to review what's working and what's not working for each person, so that services and support can be developed and improved.

We are pioneers in 'Person-centred Active Support' – an approach which centres on providing enough support to enable people to participate in activities and relationships, gain more control and more independence. Person-centred Active Support is based on using ordinary every day activities to encourage choice and engagement. Instead of doing things for people or to people, Person-centred Active Support means working with people so they can take part in all the activities of everyday life, whatever their ability.

We don't just do things for you – we do things with you

What's risk got to do with it?

Of course, supporting people to do the things they want to do in life involves risk. We work with each person we support to give them the support they need to make informed choices about the risks they want to take. In turn, we support our staff to use their judgment in evaluating risks and to balance what is important to each person (to do the things they want to do in their life) with what is important for them (to keep them healthy and safe).



We work from the starting point that everyone is assumed to have capacity unless proven otherwise – and that everyone is able to be involved in decision making whether they are deemed to have capacity or not. We use the Supported Decision Making model which gives clear guidance about helping people make their own decisions even when they need lots of help to think, communicate or decide things, without undermining people's rights (including their right to self-determination).

This year, to help support staff in what can be a difficult area, we have produced a new training DVD, 'What's risk got to do with it?', which looks in depth at risk management; reporting and investigating accidents and near misses; health and safety checks; and support for staff in managing risk.

We support our staff to balance what is important to each person with what is important for them

> OUR PEOPLE

Patron

Her Royal Highness The Duchess of Kent

President

Martyn Lewis CBE

Vice Presidents

The Duke of Richmond and Gordon
 David Gower OBE
 Sir Alexander Graham GBE
 Lord Hope of Thornes KCVO
 Judy Lusty
 Shaukat Moledina CBE
 Lord Myners CBE
 Chris Perfect
 Steve Rider
 Annie Rothwell
 Dame Philippa Russell DBE
 Lord Sheppard of Didgemere KCVO, Kt.

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Maurice Rumbold

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 Delyth Evans
 John Fraser (appointed 03/2010)
 Sandra Hannington
 Sue Jagelman
 Professor Jim Mansell
 Pankaj Shah
 Richard Wohanka

Staff team

Chief Executive

Su Sayer, OBE

Managing Director

Bob Tindall

Divisional Director North East

Sarah Battershall

Divisional Director North West

Nick Rogers

Divisional Director South East

Chris Browne

Divisional Director South West

Tim Jones

Director of Finance and Administration and Company Secretary

Clare Million

Director of Human Resources

Stephen Stirk

Director of Communications and Fundraising

Diane Lightfoot

> OUR MONEY

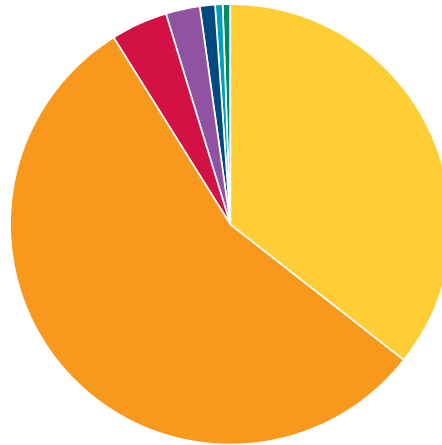
2009/10 saw a strong year for United Response, with a significant amount of new business won.

However, even given this strong performance, in the current financial climate the Board and the Executive Directors are working hard to ensure we continue to be in a strong position in the years ahead, and to ensure that we are able to provide the highest quality support to all the people with whom we work.

As a registered charity, we plough all our income back into providing really high quality support, investing in national teams, including best practice and quality to support our local teams on the ground. We keep our central costs as lean as possible, focusing on frontline support that makes a real, tangible difference to people's lives.

Where our money comes from

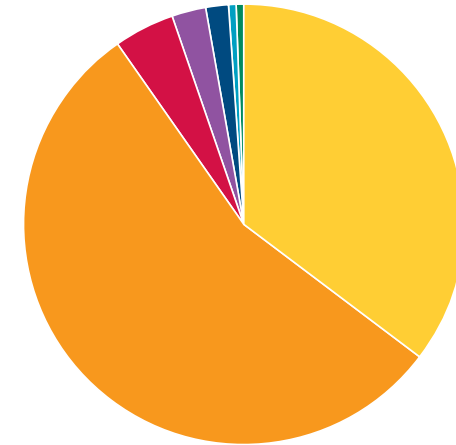
United Response's total income between 1 April 2009 and 31 March 2010 was £61,940,000, compared with £58,329,000 in the previous year. This chart shows where that money came from analysed by major income source.



- Learning Disability Residential Services
- Learning Disability Supported Living Services
- Other Learning Disability Services
- Mental Health Services
- Supported Employment
- Voluntary Income
- Investment Income

Where we spend our money

United Response spent £60,052,000 in the same period. Where that money went is illustrated in this chart.



- Learning Disability Residential Services
- Learning Disability Supported Living Services
- Other Learning Disability Services
- Mental Health Services
- Supported Employment
- Costs of Generating Voluntary Income
- Governance Costs

We're not for profit – we are a charity so all the money we receive is put back to give each person we support the best life possible

Financial Summary

Statement of Financial Activities		Balance Sheet	
Year ended 31 March 2010	£000	As at 31 March 2010	£000
Total incoming resources	61,940	Tangible fixed assets	3,650
Total resources expended	(60,052)	Investments	6,839
Net incoming resources for the year	1,888	Net current assets	5,716
		Provision for liabilities and charges	(378)
			15,827
Gain on revaluation and disposal of investment assets	708		
Net movement in funds	2,596	General funds	9,053
		Designated funds	5,761
		Restricted funds	1,013
			15,827

The Statement of Financial Activities and Balance Sheet are not the full statutory accounts but are a summary of the information which appears in the full accounts. The full accounts have been audited and given an unqualified opinion. The full accounts were approved by the Trustees on 12 July 2010 and a copy has been submitted to the Charity Commission and the Registrar of Companies. These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the Company. For further information the full annual accounts, including the auditor's report, can be obtained from the Company Secretary, United Response, Vantage House, 1 Weir Road, London SW19 8UX.

Audit Report

Independent Auditors' statement to the Trustees of United Response

We have examined the summarised statements of United Response for the year ended 31 March 2010.

Respective responsibilities of Trustees and Auditors

The trustees are responsible for preparing the summarised

financial statements in accordance with applicable United Kingdom law and the recommendations of the charities SORP.

Our responsibility is to report to you our opinion on the consistency of the summarised financial statements with the full financial statements and the Trustees' Annual Report. We also read the other information contained in the summarised annual report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised financial statements.

We conducted our work in accordance with Bulletin 2008/3 issued by the Auditing Practices Board.

Opinion

In our opinion the summarised financial statements are consistent with the full annual financial statements and the Trustees' Annual Report of United Response for the year ended 31 March 2010.

Neil Finlayson (Senior Statutory Auditor)

For and on behalf of Kingston Smith LLP, Statutory Auditors

Chartered Accountants and Registered Auditors
Devonshire House, 60 Goswell Road, London EC1M 7AD.



> FUNDRAISING

Although most of our income comes from contracts to provide support – mainly via local authorities but increasingly directly from individuals who have a personal budget or direct payment – we also fundraise for projects that add value to our work.

Our national funded projects are designed to influence policy-makers and create positive change for all people with disabilities and not just the people we support. Funded projects include Every Vote Counts (see page 26-27), UR on Board, a project to combat bullying of people with learning disabilities on public transport, and Making Money Easier, a project to create accessible information on banking and money management. This year Making Money Easier saw the production of a new DWP funded guide, Your Money – Your Insurance, to support people with learning disabilities, and other social housing tenants – to choose the insurance that they need – and not the insurance that they don't. The take up of this guide – particularly from housing associations – was overwhelming, with the initial run of 15,000 going like hot cakes!

We're also on hand to support services to raise money locally for the things people need in their every day lives

and for which statutory funding is not available. In the last year we have enabled people from six of our services around the country to go with their support workers on a short break away from their homes, and we are also actively fundraising for our Small Sparks project, which provides funding for people we support to organise events in their community in order to make connections with other people in their area.

We also seek to secure unrestricted funds which we are free to use in support of our general work. The London Marathon is an important part of our unrestricted fundraising, contributing around £50,000 in 2009-10.

We have built on this in recent years with a range of events including a London to Paris bike ride, a China Trek and our first charity golf day at the Royal Wimbledon Golf Club in June 2009 with host Steve Rider and special guest 'voice of golf' Peter Alliss. The day was so successful that we held a further day with Steve and Sir Nick Faldo in July 2010 at Richmond Golf Club – a huge thank you to Steve, Peter and Sir Nick for their huge generosity in donating their time to us.

If you would like to get involved in these events or in any other fundraising for us – perhaps running a local fundraising event or taking part in a local challenge – please call our fundraising team on 020 8246 5200. We'd love to hear from you!



> THANK YOU

We are very grateful for the support of the organisations and people listed below and the many other generous individuals who have contributed to our work. These include our growing number of payroll givers, everyone who took part in and supported our Golf Days, and our team of London Marathon runners and their sponsors.

In 2009/10 these included:

Accenture Foundation
 Peter Alliss
 Andrew Mitchell Christian Charitable Trust
 The Band Trust
 Mr Crispian Besley
 Ms Jacqueline Davey
 EU Lifelong Learning Programme
 European Social Fund
 Equalities and Human Rights Commission
 Electoral Commission
 Sir Nick Faldo
 Financial Services Authority
 Fortis Investments Ltd
 Friends Provident Foundation
 Gatwick Airport Community Trust
 Go-Ahead Group Plc
 Henry Smith Charity
 HSBC Plc
 Thomas J Horne Memorial Trust
 Leach No 14 Trust
 Luther Pendragon
 Steve Rider
 Skills for Care
 Sylvia and Colin Shepherd Charitable Trust

David Solomons Trust
 Sweet & Maxwell
 The Scotshill Trust

Challenge event participants

Jaime Gill – London to Paris Bike Ride
 Leasa Shepherd – Great Wall of China Trek

Marathon runners 2009

Mandy Aknai
 Martin Attwood
 Wayne Barrett
 David Bernstein
 Chris Browne
 Samantha Buttle
 Elizabeth Chaloner
 Richard Chandler
 Chantal Cox
 Caroline Gibson
 Matt Gow
 Seren Halil
 Azra Jennings
 Kate Knight
 Chris Leech
 Jason McGibbon
 Sandra O'Malley
 Liz Parry
 Chris Pond
 William Robinson
 Stephen Roper
 Natasha Soobul
 Fabio Walls
 Oonagh Wohanka
 Richard Wohanka
 Alex Young

Marathon runners 2010

Ralf Boddington
 Chris Browne
 Francesca Carpenter
 Dave Dobson
 Anil Gademsetty
 Craig Good
 Helen Hill
 Les Hughes
 Richard Hunt
 Kate Knight
 Laura McGlynn
 Alexandra Martinelli
 Matthew Roberts
 John Root
 Louise Scott
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We would also like to say a big thank you to all the other individuals and organisations who supported us in our work.

United Response is a top 100 charity, working in over 200 locations throughout England and Wales. We employ almost 3,000 staff and support approximately 1,500 people.

Our mission is to enable people with learning disabilities, mental health needs and physical disabilities to take control of their lives.

Our vision is a society where disabled people are equal participants and have access to the same rights and opportunities as everyone else.

For people with learning disabilities we provide a range of services including:

- > Supporting people to live where they choose
- > Life skills – supporting people to develop interests, hobbies, friendships and skills
- > Supported employment, education and day services
- > Accessible communication and advocacy to support people to speak up.

For people with mental health needs we provide a variety of mental health services, working in partnership with clinical partners. These include:

- > Community support and outreach
- > Supported housing
- > Supported employment and vocational training
- > Residential support.

We also support a growing number of people with a multiple diagnosis.

Many of the people we support have physical support needs in addition to their learning disability, and we also support people whose primary impairment is a physical disability.

Other important services developed over the years include supporting people with autism, supporting people with sensory impairments and supporting people with complex needs. We also have expertise in working with people with acquired brain injury, working with specialist units such as BIRT (Brain Injury Rehabilitation Trust).

United Response is committed to fostering a culture which promotes equality and the right of all individuals to be treated with dignity and respect, valuing diversity and celebrating the talents of the people we support and our colleagues.

To find out more about our work go to www.unitedresponse.org.uk

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All the people we support featured in this publication have consented to be involved. Some names have been changed, at request, and photography does not always represent the people featured in our case studies. Photography copyright of Mark Crick
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