

IMPACT REVIEW

Breakthrough UK April 2017 – December 2018

The Social Model of Disability is at the core of Breakthrough's being and its very existence



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Introduction

Thanks to all our Board, staff, funders and partners for another good year. Our influencing voice and independent living and employment services remain at the heart of our organisation.

We have significant contribution and voice at local, Greater Manchester, regional and national level that are balanced with the provision of services and working with disabled people to support independence, skills development and achieving good work. Our new service model developed last year is strengthening.



Our Community Connecting services have gone from strength to strength – in 2018, we doubled the number of people we worked with the previous year and we are continually evolving our model to get it right. We increased our volunteers and activity mentors to eight, to create sustainability for some community connections. From our Independent Living Course and Pre-employment courses, two thirds of participants took up further training or moved into volunteering.

Of the 200 plus disabled people who engaged in one of our employment services, around 25 percent moved into paid work.

Ensuring the voice of disabled people is part of local, regional and national forums remains a firm priority for us. Our Chief Executive Officer is a member of the EHRC Disability Advisory Committee and she contributes to a number of Greater Manchester Devolution forums, where we have been instrumental to developing the new GM Inclusion and Partnership. In Manchester, we are a key partner in Our Manchester and Health and Social Care forums, and we continue to be a leader partner in the development of the Our Manchester Disability Plan.

These contributions create the conditions to engage with community organisations and disabled people, to enable the removal of the barriers that can prevent people from being independent and active citizens. Our voice travels across the UK. We continued with our #SocialModelMonday campaign, regular blogs, newsletters and policy bulletins and published our key messages via our social media feeds.



Jackie Driver Chair



Michele Scattergood CEO

Promoting the autonomy of disabled people

This year Breakthrough celebrated 20 years.

It was a time to reflect on how our work to promote the inclusion of disabled people is as vital today as ever.

Disabled people still face huge barriers and inequality in society, and sadly, these are increasing.

Many disabled people are still unable to participate fully in society, despite having as much a desire to work and contribute to their communities as anyone else. We will continue to work with the Social Model of Disability at our core.



Supporting our employees

With 60% of staff and board members identifying as disabled, Breakthrough is leading the way in meetings the requirements of disabled people. 17 out of 18 staff say the environment in the organisation supports a balance between work and personal life. All staff say their judgement is trusted and they are treated with respect by management.

Social Model of Disability

Society puts up barriers for disabled people. These can be bad attitudes, poor physical access, or the way organisations do things. For example, strict 9-5 working hours exclude many disabled people who would work much better with some control over their routine.

Barriers like these stop disabled people from being fully included in everything from work, education, and housing to entertainment and travel. Once barriers are removed, everyone can participate equally.

Individuals and organisations need to recognise how they exclude disabled people, and take practical steps to change.

Every Monday we discuss the Social Model, with specific examples of common problems and solutions. Follow or join in the conversation on Twitter at #SocialModelMonday

'So what's your disability then? - oh my friend has that, do you know them?'

#SocialModelMonday



The **environment** rather than impairment **disables** a person. We must **focus on the person** and **not impairments**.



Breakthrough UK – who are we?

We are 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.

Our Values and Behaviours

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
 image:Community Connect clients at The Edge Theatre, Chorlton



2019

who we are what we do

2022

Influencing

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

Influence by

- being a leader in the field of disability issues and a 'go to' organisation for opinion for public and VCSE sector and other disabled people's organisations
- collaborating to create change and influence
- developing a key voice campaign

Enabling

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

Enable by

- developing 'in work' coaching service
- increasing our training offer to disabled people and their families
- developing collaboratively and develop partnerships
- ensuring co-designed, peer led and person centred employment support

Work by

- developing a 2022 'enterprise' plan for enterprise 2022
- scoping a major fundraising plan for enterprise 2022
- improving our internal systems
- investing more in our staff
- developing a managerial succession plan



Provide by

- developing an advice and information service
- extending our community connector and pathways offer
- developing a coaching offer
- developing our volunteer base

Working

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

Providing

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

Breakthrough is an organisation of disabled people

www.breakthrough-uk.co.uk Registered charity number 1078009

Bold and Visible

We are proud to do things differently. The more disabled people are included in everyday life, the more visible we become. Between April 2017 and December 2018, we worked with 447 across each of our services.

Our current services: Community Connecting

We have five full time equivalent staff working across central, south and north Manchester with clients with learning difficulties. Staff and clients work together identify interests and hobbies, and to connect into these activities in their communities.

During this time, we worked with 150 connecting clients. Quote: "I've definitely got more confidence, and I want to do more things. I know when I start new things to have enthusiasm and put the effort in. And I've now got the confidence to go on Breakthrough's Pathways course."

Angela's connecting story

"It's helped me pop the bubble I was in...I want to keep going and make it vanish completely."

Angela met Breakthrough connector Danielle at a low point in her life. With her confidence and self-esteem at an all-time low, Angela was feeling disconnected and lonely.

However, she was determined to try new activities and discussed the possibilities with Danielle. Together they set three goals – to become confident, to learn new skills and to have her voice heard.

Starting with health and fitness, Angela enrolled on a cycling scheme in her local park, followed by a class called Art to Reduce Stress and Anxiety at her local adult learning centre.

Angela took the initiative to re-enrol when the art class finished, and said, "When I finish the art class I feel dead happy with myself. I am proud of myself, I really am; I think I am getting there, but slowly."

Angela's confidence improved so much she went on to join Breakthrough's Pathways course.



Manchester Employment Service

For disabled people living in Manchester.

We have one staff member working with clients on an individual basis, supporting them into meaningful jobs.

During this time we:

Worked with 38 disabled people, 18 of whom successfully got into employment, three completed voluntary work placements, and seven completed vocational training.

"I would say to other people to be motivated and go the further mile, to be part of a work group."

"I think it is better with Breakthrough, because you get a sense of it not being about going to an appointment with one person, you're getting help from everybody."

Caleb's story

Support from Breakthrough and the Prince's Trust has led client Caleb to a new career in retail with Marks and Spencer.

Caleb said, "I was trying to get into Marks and Spencer, and they supported me with my application form, and I felt encouraged and confident."

Following a negative experience at a previous work placement, Caleb joined Breakthrough with a number of barriers to overcome around confidence, self-esteem and communication.

After meeting Employment Engagement Officer Shirley, he expressed his interest in retail work.

Shirley said, "We discussed group sessions at Breakthrough's Youth Choices project where he could meet other young people, work on communication skills and join in social activities."

Caleb then applied to Marks and Spencer for an in-store position. Following feedback after the interview, the Prince's Trust were approached for a six-week placement.

Caleb has been offered a three month paid traineeship. He's now looking forward to the future with increased confidence and is part of the Marks and Spencer team.



Pathways Independent Living Skills and Pre-Employability

Courses of peer group sessions in Independent Living and Pre-Employability. We worked with **57** people.

33 people reported an increase in self-responsibility, basic living skills and say, they feel generally better.

38 improved aspirations and motivation to find work.

44 improved jobs specific skills and experience, on the Pre-Employability course.:

"Pathways broke the isolation pit I was in and made it possible for me to join a social activity".



Vicky's Pathways story

Negativity and barriers during her school days made Vicky decide to use her experiences as a force for good.

Vicky has completed the Pathways Pre-Employability course, is set to start the Independent Living Skills sessions and has enrolled at Oldham College on a Teaching Assistant qualification course.

Vicky said, "I am using my experience to try and make a positive impact with children who need it. And I love a new challenge!"

Regularly experiencing barriers because of her visual impairment, Vicky also wanted to overcome the barriers she faces with her lack of employment experience and qualifications.

She said, "Pathways has been absolutely amazing! They help you to feel better in yourself, to meet new people and make new friends."

Now Vicky is looking forward to her college course with confidence in her abilities.



Services during this time that have now stopped

Greater Manchester Talent Match

Support for young people out of education, employment or training for a year or more.

Talent Match ended on 30th November 2018.

During this time, two Talent Coaches worked with 26 young people, boosting skills, confidence and motivation.

13 got into employment, 10 completed vocational training, and 17 completed a work placement. Young people moved into jobs such as kitchen assistant and bar work.

"I feel better about myself and I'm looking forward to the future. It's helped my confidence a lot. I love making friends, and getting a social life out of it."



The J2E project ran for a year as a pilot, in conjunction with the Department for Work and Pensions.

Covering Manchester, Stockport, Wigan, Oldham and Rochdale, the project worked with clients who would benefit from an alternative approach to employment.

A team of Community Employment Specialists worked with clients referred from the Job Centre, on weekly group and one to one sessions.

Together, clients worked on confidence, motivation, mental health, overcoming long-term health barriers and much more. Over the course of the project, the team worked with 127 people.

“In just 12 short weeks attending J2E the changes for me have been profound, with the support of Emma and Christine and the other members of my J2E group I have learned so much about myself and can see huge personal progress which has influenced my life so much more for the better.”

Overall

75% of clients felt a positive change in aspiration and motivation

64% felt a positive change in job specific skills and experience

10 have moved into employment this year

30 supported to volunteer

16 moved onto accredited training



We are driving change

We continued to work to influence national and local public policy to bring about social change and remove discriminatory barriers to disabled people to ensure that they can play a full, active and equal role as citizens in all aspects of society.

This policy influencing work is informed by the lived experiences of disabled people. Key policy and research activities included-

- Submission of final recommendations to Manchester Health and Care Commissioning (MHCC) following engagement work with 53 disabled people about their experiences of accessing healthcare and their views on the new neighbourhood approach. These were presented to the MHCC Board in July 2017
- The production and circulation of guidance in different formats to enable disabled people to ask electoral candidates informed questions about their stance on key issues affecting disabled people
- The facilitation of a focus group to provide evidence of the experiences of disabled people for the Equality and Human Rights Commission's Inquiry into Housing for disabled people in July 2017. Participants comprised disabled people and parents of disabled children
- We worked with People's Voice Media to train up a new cohort of disabled people as Community Reporters. A two-day training course was completed by seven disabled people in early August 2017
- Gave advice to a national disability charity on the suitability of their branding and representation of disabled people
- Held a briefing of staff advisers at the Christie to enable them to support disabled colleagues effectively with issues such as reasonable adjustments

- Submitted a response to the Parliamentary Work and Pensions Select Committee Inquiry on Employment and Support Allowance (ESA) and Personal Independence Payment (PIP). Our response was based on discussions with Breakthrough clients, mainly about their experiences of claiming Employment and Support Allowance
- We produced a detailed timeline of Breakthrough's 20-year history of service provision and policy influence, and of key national events during this time
- The establishment of a Peer group of disabled people with funding from National Lottery Awards for All. The purpose of this group was to facilitate a safe forum where participants can take a lead on sharing experiences, information and support with each other. Five members of the group completed facilitator training and the group moved to a semi-autonomous structure
- The co-design and implementation of a new approach to a GM Equalities Strategy and Governance framework
- We contributed to the development of a GM Mayoral Disability Panel
- We delivered a Disability and Inclusion training pilot for Manchester Health & Care Commissioning, in collaboration with Result CIC. This was delivered to 45 managers from the NHS, Manchester City Council (MCC) and the voluntary (VCSE) sectors. Our sessions on the Social Model of Disability and enabling terminology were followed by training and one to one coaching from Result CIC on the best approaches to being a confident manager. Comments from participants included

“Thought-provoking and gave new perspective”

“Practical and based on real experience”

“Relevant to all managers”

“Enabled us to share our learning and experience.”

- We were involved in an engagement project, commissioned by Manchester Health and Care Commissioning, with local disabled people about their experience of statutory NHS screening programmes and the barriers and enablers to accessing them
- Supported Manchester City Council to develop a social model Joint Strategic Needs Assessment for the Disability section. The emphasis is on including evidence that focuses on lived experience of disabling barriers.
- With the North West DPO Network we were successful in obtaining 18 months of DRILL funding to test the development of self-directed Care Co-operatives. Cheshire CIL are the lead organisation and host the full time co-ordinator. The care cooperative will enable two/three groups of up to 10 disabled people, regardless of age or impairment, across the North West to set up care cooperative as a social enterprise enabling choice and control over who delivers their care and support, by pooling their skills, experiences and costs as a shared employer of personal assistants. Breakthrough is a member of the Project Advisory Group and we will facilitate a test bed Co-operative in GM/ Manchester as the project develops.
- The Work and Pensions Select Committee held an oral evidence session with the Secretary of State for Work and Pensions in early July. The session considered the Government's progress—especially over the last year—in closing the disability employment gap. To support this the committee issued a targeted call for written evidence. We submitted a response focused on our experience of delivering J2E and what government could learn from the effectiveness of this approach.
- We supported the development of a new Our Manchester Strengths Based workforce development programme.
- Co-Chaired the Shadow GM Equalities Board, developed from co-design work and co-ordinated by the Black Health Agency.

- Influenced the inclusion of the VCSE and Communities into the MLCO
- We helped draft the Memorandum of Understanding (MOU) between the VCSE and Manchester Local Care Organisation.
- Held three awareness-raising workshops in October/ November with local disabled people about hate crime, using funding from Manchester City Council.
- We submitted a Breakthrough response to the Greater Manchester Combined Authority's consultation on a draft Good Employment Charter.
- We also continued to position ourselves within relevant strategic forums to influence local, regional and national policy. To this end, our CEO served as a member of:-

Equality and Human Rights Commission Disability Advisory Committee

GM Devolution Voluntary and Community Sector Reference Group

GM Health and Population Board

GM Employment and Health Board

National Independent Living Strategy Group

North West Network of Disabled Peoples Organisations

Our Manchester Better Services Together

Our Manchester Disability Plan

Our Manchester Forum

Our Manchester Investment Board

SCOPE – Disabled Peoples Organisation Reference Group

Peer groups

At its core, peer support is about the relationships that people build as they share their own experiences to help and support each other.

With minimal support from staff, clients have taken part in seven peer groups meeting in a variety of locations across Manchester, weekly.

“It has been good today and been relaxing”

“It’s been a very good afternoon. Feel like the group is giving me more confidence.”

“I like it. I like being with other people. I like meeting the staff. I like the peer group. I like getting on with other people.”

We found out from surveying members that most people were looking for social contact and somewhere to be and chat informally. Feedback from members at meetings has been that the group is a very important part of their lives, it has increased their confidence in speaking up and that for some, it is their main social contact of the week.

Volunteering at Breakthrough

Volunteers play a crucial role for us. Without volunteers we would quite simply, be stuck. For the individual, the volunteering role is of great benefit too. Reducing isolation, improving confidence and improving skills to name a few. We have a good tradition of recruiting clients into voluntary roles, as Colin’s story illustrates.

Colin – “If you’ve got someone to walk with you side by side – you’re able to go anywhere then.”

Colin Nelson is a familiar and much loved face around Breakthrough staff and clients.

Colin began volunteering six months ago, providing a guiding hand and encouragement to clients participating in Breakthrough’s different services.

After experiencing a difficult period in his life, Colin found out about Breakthrough via the Jobcentre and met with staff Rhonda and Chris.

After accessing the Peer Group as client, Colin gradually built up the confidence to take part in more activities.

He said: “At the worst, I didn’t leave my house for three months. My mum had to bring me what I needed. But being at Breakthrough solved that for me.

“I started to interact with other people in the peer group, I realised we could bring each other out of whatever hole we were in.”

With encouragement from Rhonda and Chris, Colin began to facilitate the group. He added: “Six weeks in, and I was helping the group more than they were helping me!”

Colin then went on to providing support on Breakthrough’s Independent Living and Pre-employability Pathways courses.

He said: “I give encouragement and give examples of my own life and experience.

“I try and show people how independent they are and what we control we do have.”

Colin has now progressed onto providing admin support within Breakthrough’s office, including processing expenses and answering the phone.

“It’s helped me socially; I now no longer only go out at night shopping to avoid social interaction. I can use the train and tram now and I don’t fear having to speak to strangers.

“I can’t emphasise how much Breakthrough have helped me. I’m completely different now, I wanted to give back.”

Disability Design Reference Group

Now in its 10th year of operation, the DDRG is a huge success story. The group is made up of disabled people from across Greater Manchester, who have a range of impairments and can share their lived experiences of the challenges travelling on public transport.

Breakthrough manages this award-winning group on behalf of Transport for Greater Manchester.

In the last 10 years, it has proved itself essential in removing barriers to accessible transport and travel, ensuring as many people as possible are able to use public transport services.

From June to December 2016, the DDRG has:

- **Been on six site visits**
- **Held 10 DDRG meetings**

Successes include involvement in the development of Metrolink's new Trafford Park line, the redesign of Farnworth bus station and improvements to Wigan bus station.

On 10 years of the DDRG, Adrian Rowe, Manager – Trafford Park Line Metrolink said, "The DDRG has been fundamental; in raising awareness, knowledge and understanding within MPT and its design team, and in doing so has enabled us to build a truly accessible tram system that not just meets standards, but sets new ones."

On tram stops...."It is not possible to look at any stop without seeing numerous items that have been influenced by the advice given by the DDRG."



Plans for the future

We have set our key objectives for the next three years.

These are part of our Strategic Plan, which we co-designed with Breakthrough clients, board and staff members at the end of 2018.

Influencing government, local, regional and national agencies to address barriers to disabled people's participation:

We will continue to aim high and be a leader in the field of disability issues and a 'go to' organisation for opinion for public and VCSE sector, and other disabled peoples organisations.

We will collaborate to create change and influence, and be focused in our influencing.

We will develop a key 'voice' campaign about an issue that really matters to disabled people.

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

We will continue to ensure co-designed and person-centred employment support, and build on our early successes of peer-led support.

We want to work more collaboratively, and develop partnerships to develop and deliver services.

Further into the future we want to develop an 'in work' coaching service and increase our training offer to disabled people and their families.

Providing services so disabled people have greater choice, control and independence, and connect into their communities in a positive way:

We want to extend our successful Community Connector and Pathways services, develop our volunteer base to increase Activity Mentors, and provide great volunteering opportunities to disabled people. Into the future, we want to develop an advice and information service.

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

We always want to improve - in 2019, we will improve internal systems and invest more in staff. We will develop a managerial succession plan.

We have set ourselves a big aspiration to develop a '2022 Enterprise' and scope a major fundraising plan to get us there.



Image by Gemma Carr

Get involved with us

Subscribe to our newsletter or bulletin.

Visit our website

www.breakthrough-uk.co.uk

Offer work

or voluntary placements to our clients within your organisation.

Volunteer with us,

in our office or at one of our groups.
Make a donation.

Thank you

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

Breakthrough UK

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