



Making a difference together

Impact review 2019–20



Joshua Reeves
Campaigns
Support Officer
(Wales)

Welcome

Welcome to Leonard Cheshire's 2019-20 impact review. The charity has supported me to further my own career and achieve more impact as a disability rights campaigner. So I'm very proud to introduce a report that's full of success stories like mine.

My own journey with Leonard Cheshire started in 2016, when I was campaigning locally on disability. I joined the Can Do programme as I saw it as an opportunity to influence politicians on disability-related topics.

I also became part of Leonard Cheshire's Speaker Network, talking to youth groups about disability. I found this particularly rewarding – if you can change views on disability at a young age, it's usually remembered.

Getting involved with Leonard Cheshire was a game-changer. For years I thought I wouldn't find paid work that suited my campaigning skills because of my disability. But Leonard Cheshire gave me the chance to develop my skills and build my experience.

75,844

people and organisations directly reached through our UK and international work, including 61,211 disabled people

77,230

additional people indirectly benefited from our work

1.3 million

people and organisations reached through our influencing and awareness raising work

So when a role came up to coordinate Leonard Cheshire's My Voice, My Choice programme, I knew I should apply. I was thrilled to be offered the position, and I've recently moved into a new role as the Campaigns Support Officer in Wales.

Introducing this report gives me the chance to thank you – our amazing supporters, donors and partners – for everything you do that makes stories like mine possible. With your support, Leonard Cheshire will continue to transform the lives of thousands of disabled people, and ensure they can live, learn and work as independently as they choose.

We know that 2020-21 will bring its own unique set of challenges with the Covid-19 pandemic; disabled people being amongst the most affected. I am proud to be part of a charity that is rising to the challenge to support disabled people through the pandemic and influence government responses across the UK and internationally.

90%

of our services are rated as 'good' or 'outstanding'

2,700

We support around 2,700 people every day through our care services

120

We have 120 residential and supported living services across the UK

Live

Being part of a community and being able to make the most of what it has to offer is essential. No one should miss out. But we know that disabled people often do miss out on opportunities and key services, and can be denied their fundamental rights.

Leonard Cheshire's social care services do so much more than providing disabled people with the vital care that they need – we create opportunities for people to live independently, have new experiences and build their confidence and skills.

Through pioneering and life-changing projects, as well as best in class social care, we are making a bigger difference in communities than ever before.

Angus and George's story

George and Angus met three years ago when Angus became a befriending volunteer, and they've been very close ever since. George lives at one of our supported living services in Glencaple, Dumfries.

Half of disabled people in the UK say they are lonely (Sense, 2018). Our befriending volunteers are helping disabled people feel more connected to their communities. And for our volunteers it's also a truly rewarding and gratifying experience.

Angus has brought out a side in George he didn't know he had – a passion for working with his hands. They've completed many projects together, like transforming George's vegetable patch, building a garden shed and repairing the wheel of a sailing ship. Angus has also helped with George's confidence – previously nervous when meeting new people, George is now smiling and laughing a whole lot more.

Angus told us: **"The satisfaction for me is to help and see him produce something useful. He will stand back and admire his work then say to me, 'We did a good job of that, Angus.'"**



The power of technology

For disabled people, access to technology can be life-changing, unlocking activities and experiences that were previously impossible – like communicating with family and friends, or taking part in online education opportunities.

But almost one in five disabled people in the UK have never used the internet (ONS, 2019) – and fewer than half have access to a smartphone (Ofcom, 2018).

Leonard Cheshire's digital inclusion programmes support people to access the digital world, providing training and support, as well as the latest technology devices and software. In 2019-20, we've invested in having the latest assistive technology at our services, as well as opening 13 new Discover IT centres across the UK.

2,560

disabled people received training and equipment through our UK digital inclusion programmes

94%

of digital inclusion customers reported greater confidence using computers (sample: 186)

99%

of digital inclusion customers reported that their wellbeing had improved (sample: 154)



Renee's story

Renee lives at Leonard Cheshire's Bath Street service, a residential home for adults with learning disabilities in Edinburgh. Staying in touch with her relatives in the US is really important to her, and she wanted to learn to use the computer so she could chat to them online.

Our Discover IT programme has supported her to do just that – giving her the training and technology she needed to build up her confidence on a computer. She's now able to do things she couldn't before with very little support, like online shopping, browsing the internet and most importantly keeping in touch with her family.

Renee says: **"I couldn't have done this on my own. I have learnt new skills and feel better emotionally. It has had such a good impact on me and my family."**

Learn

Around 65 million primary and secondary school age children globally have a disability. At least half of these children do not have a school place (Education Commission Report, 2016).

Leonard Cheshire works with schools, children and their families as well as government officials in low and middle income countries, so that no child will be denied the life-changing opportunities that education brings. Last year, our inclusive education programmes in Africa supported more children to get a quality education and train more teachers and government officials than ever before.



“The one [project] that sticks in my memory is the Girls’ Education Challenge programme in Kisumu in Kenya, which is funded by DFID and run by Leonard Cheshire. We were so impressed by the programme... It felt to me as if the very best of UK aid was reaching those who are often left furthest behind.”

Stephen Twigg MP, Chair of the International Development Select Committee during a Westminster Hall debate

5,135

children with disabilities supported to get an education in Africa

4,415

parents and male mentors trained on inclusive education in Africa

1,931

teachers, government officials and disabled people’s organisations trained on inclusive education in Africa

85%

of children reported increased social inclusion since being on our inclusive education programmes (sample: 676)

88%

of children passed their exams since being on our inclusive education programmes (sample: 1,093)



Vanessa's story

Vanessa's classmates used to call her names because of her hearing impairment. Her teachers thought she just didn't want to listen. Our Girls' Education Challenge Programme in Kenya supported her to get a hearing aid and to enrol in an inclusive primary school, where her teachers understood her disability and recognised her abilities.

She completed her primary education with flying colours, and we're now supporting her transition to secondary school. She did so well in her final exams that she received a scholarship from Equity Bank sponsoring her secondary education.

She's now brimming with confidence and ambitious about her future: **"My advice to other students with disabilities is to work hard in order to achieve their goals. I have a disability, but I am also working hard, and given the right support, I can achieve the same goals as my peers without disability and even surpass them."**

Learning in the UK

We know that in the UK young disabled people often miss out on skills training and other opportunities. Can Do is our unique UK-wide programme for young people with any disability. It's driven by what young people want to do and builds skills and confidence. Those taking part are then closely matched to opportunities that benefit their communities.

2,743

young disabled people took part in Can Do

91%

of Can Do participants learnt new skills (sample: 759)

Adam's story

Adam's experience on Can Do increased his confidence and got him more involved in his community, leading to a role as a volunteer driver for a food bank. He's hoping this will now lead to a paid job. Adam has a hearing impairment, and through Can Do he has also got involved in events where he has helped raise awareness of being deaf and communicating in sign language.

"Can Do has offered me experiences and things I haven't done before like trying out new activities and helping out at events. Regular volunteering makes me feel less isolated and more confident."





Work

Just over half of disabled people in the UK (54%) are employed – compared with 82% of non-disabled people (ONS, 2020). Stigma, discrimination or lack of awareness can mean people with disabilities are disregarded, treated unfairly and unable to pursue their career ambitions.

Leonard Cheshire's UK and international employment programmes support people with disabilities throughout their journey towards sustainable employment – providing careers advice, training, work experience, paid internships and in-work assistance.

In 2019-20 we significantly increased the number of disabled people we supported into employment. We also worked with an even greater number of businesses and government officials – helping to make sure that workplaces and practices are as inclusive as possible.

32,078

We supported 32,078 people with disabilities to find employment

19,623

We engaged with 19,623 organisations and employees in the UK and internationally

Bell Ryan's story

When Bell Ryan started looking for a job, it wasn't easy for him. He has a physical disability as a result of having polio as a child, and he found that businesses saw people with disabilities as a liability for their company, rather than an asset.

But when he contacted our economic inclusion project in the Philippines, we recognised his skills, experience and knowledge. We knew he would be a valuable team member for any company who employed him. We talked him through his options and suggested he applied for a role at Accenture, one of our partner employers.

Bell Ryan is now working for Accenture as a data analyst. It's been a real confidence boost. He's learned many new skills on the job and is now able to support himself and his family.

He says: **"I feel like I won the lottery. My perceptions have changed a lot with the project. I used to tell myself that my career and my dreams will end with nothing. This role changed me completely and I feel complete in all aspects of my life."**



Michelle's story

In 2019/20 we opened the first of our new social enterprises in the heart of Swansea. The Social Bean is a pioneering coffee shop with a difference, providing work and experience for disabled people.

Michelle, an employee at the Social Bean, has experienced chronic depression and medically controlled schizophrenia. After support from her advisor on Leonard Cheshire's Changing Futures programme, she got qualifications and a job at our unique social enterprise in Swansea.

She says: "I never thought that with my past I would ever have a job. There is life at the end of darkness. My confidence is through the roof and I am really happy and thankful to those who saw a future in me. It's given me something to get up every day for. I will not disappoint their trust."



Disability means business

As well as supporting disabled people to gain skills and confidence, we work with organisations to have inclusive workplaces and practices. These activities grew momentum in 2019/20 as we developed our Training and Consultancy offer.

Leonard Cheshire works closely with organisations to get a detailed understanding of their people and priorities. We identify what companies want to achieve and provide bespoke solutions that create lasting organisational change. Barriers for disabled people are removed through the knowledge, skills and confidence training we provide.

745

We trained 745 organisations in inclusive business practices in the UK

4,345

delegates attended our disability awareness training sessions in the UK

88%

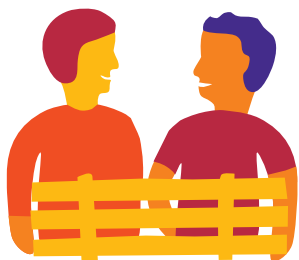
of employers told us they had identified new ways of working (sample: 163)

“The training was valuable and thought-provoking, and helped us to identify barriers and adjustments that remove them, which will ensure our programmes are accessible and inclusive for disabled young people.”

**Jodie McNally, Head of Young People Services,
EY Foundation**

Progress towards our five year strategy

Leonard Cheshire is now in the third year of our five year strategy. With your continued support, we are well on the way towards achieving our 2022 goals – and supporting more people than ever to live, learn and work as independently as they choose.



Goal 1

We said that by 2022 we will grow community support to 100,000 individuals.

In 2019/20 we directly reached 75,844 people and organisations, compared to 46,476 the year before – an increase of 63%.

Goal 2

We said that by 2022 we will become the international pan-disability partner of choice.

In 2019/20 we continued to partner with global actors such as the World Bank, UNESCO, International Labour Organization and United Nations Girls' Education Initiative as well as working to influence Microsoft, Apple and Google around accessibility and inclusivity.





Goal 3

We said that by 2022 we would double our fundraised income to £35 million.

Thanks to the generosity of our incredible supporters and donors, we raised £15.6 million in 2019/20.

89p in every £1 was spent on charitable activity, which is above the national standard. The remainder is spent on fundraising, plus supporting our frontline colleagues via HR, Finance and IT support.



Goal 4

We said that by 2022 we would increase the proportion of disabled people we employ from 2% to 10%.

In our latest survey, 10% of our staff anonymously self-identified as disabled.



Goal 5

We said that by 2022 we would quadruple our volunteer base to 12,000.

In 2019/20 our work was supported by 9,000 amazing volunteers.





**Thanks to
everyone
who has
supported us
this year**

Contact

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