



## A message from our Chief Executive

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Here we are at the beginning of a 2019 with that feeling of excitement that a new year full of possibilities for new starts and fresh ideas brings.

This time last year we were working on our strategic direction and based all of our future plans on three key areas, solution finding, equality and accessibility. This year will see us building on this, in particular developing our plans to change our model of service from residential care to supported living, developing our training and development offer and moving forwards with our Think Access campaign to make the Harrogate District more accessible.



To get to where we aim to be we will need to work with disabled people, our staff, colleagues in the statutory and voluntary sectors, local business, the general public and others. Together we know that we can, and will, make great things happen in 2019 – watch this space!

What a 2018!

# KEY EVENTS

1

## We featured on the BBC

BBC Look North interviewed a customer at Claro about the lack of Taxis available for disabled people in Harrogate

2

## Expert at National Conference

We were proud to see a customer at Claro Road on a panel of experts at who answered questions on accesibility.

3

## Nestle showed their support

We were fortunate enough to have a day with Nestle who hosted a 'Bake Off' at Claro Road



Claro Road customers enjoying a superb BBQ!

# 34 Claro Road – Our Voice is Heard



Claro Road customers get their message across regarding key issues for disabled people

2018 saw the opinion of the people who live at our residential facility, 34 Claro Road, been sought after and listened to! It is now recognised that listening to and learning from people with lived experience is the best way to make the change that is really needed and customers at Claro Road are always happy to use their experience to help make improvements for disabled people. This year customers have taken part in a consultation commissioned by Harrogate Borough Council on the current issues with wheelchair accessible taxis,

this has been such a problem that one of our customers starred in a strong feature on BBC Look North explaining how a lack of taxis affected her. In addition we ran a workshop at the National Children and Adult Services Conference looking at accessibility at which another of our customers was on the panel of experts after having taken part in a film showing her experience on a short shopping trip in Harrogate centre.

**This is the video <https://www.disabilityactionyorkshire.org.uk/thinkaccess/>**

One of our key aims is to make sure that disabled people have a voice that is heard, the customers at Claro Road certainly know how to make people listen!



## Green Fingers Award

Wayne Martin, a customer of Claro Road won our Green Fingers Award of 2018

# Personal Assistants - Choice and Control

Our experience of delivering a support service for disabled people spans over many years

We have many years experience of delivering personal care and support services in the way that our customers want and are now branching out to provide that service in the local community.

For people who don't want to employ their own personal assistants the answer may well lie in using an organisation such as ours, and we aim to make sure that anyone using our service has the same choice

and control as if they were employing their own staff.

We know that personal care is just a very small (but essential) part of daily living and it's the getting on with life part that is important.

Our service is as bespoke as is needed and could include support in the workplace, assistance with shopping or personal finance or even just going out to the pub!

## 5 Reasons Why People Use a Personal Assistant

1. Personal care
2. Domestic assistance
3. Support at work and college
4. Support with socialising
5. Assistance with paying bills

Call Karen on 01423 561911 for more information



## 3 Kenwick Woods

Did you know that we have a holiday lodge in Louth? Not just any lodge! As you may expect from us, this is fully accessible. 2018 was a great year for us, seeing bookings increased over the whole year.

If you would like to book, please visit our dedicated website <http://disabilityholidaysuk.org.uk/> where you can also see further information and pictures.

We recommend booking as early as possible because if 2018 is anything to go by, this year is going to be busy!

	Week Rate	Short Break	2 Nights	1 Night
Jan 5 – Feb 9	475	320	240	135
Feb 9 – Feb 23	590	385	285	154
Feb 23 – Mar 30	515	330	225	130
Mar 30 – Apr 13	700	450	335	180
Apr 13 – Apr 27	770	580	375	210
April 27 – May 25	700	450	335	180
May 25 – June 1	770	580	375	210
June 1 – July 20	720	460	380	185
July 20 – Aug 31	935	650	455	245
Aug 31 – Oct 26	670	430	325	170
Oct 26 – 2 Nov	690	440	235	125
2 Nov – Dec 24	495	315	225	115
Xmas & New Year	700	415	335	180

# Think Access



Local MP Andrew Jones signing our pledge to make the Harrogate District accessible to everyone.

**Sign our pledge by visiting:**  
<https://www.disabilityactionyorkshire.org.uk/thinkaccess/>



- There are just under 10,000 disabled people between the ages of 18-64 living in the district
- In the UK the purple pound is worth £212 billion
- 75% of disabled people have walked away from UK business because of poor service
- 1 in 5 customers are likely to be disabled
- Parties which include a disabled person spend £314 billion a year on travel
- 12% of disabled people find it difficult to access their bank

Our overall aim is to make the Harrogate District accessible to everyone

Last year we launched Think Access, our campaign to make the Harrogate District accessible to everyone.

We started by talking to local businesses, working with the Harrogate Advertiser on a series of articles and producing a pledge which key local figures signed, including Andrew Jones MP.

This year we will be really building on this work, talking to as many people as possible, attending key events and possibly holding a conference later in the year. We will also

be producing our window stickers which will mean that people wanting to use a shop or service will immediately know if they 'think access'.



Richard Webb, Corporate Director of Health and Adult Services at North Yorkshire County Council signing our pledge.

  
**support us on twitter with #ThinkAccess**

# Training Department

Our Training Department continues to grow from strength to strength. In 2018 we saw our learner numbers increase to such an extent we have extended our staff team to meet the new demand.

Our approach is highly individual, every person that comes through our door has an in depth assessment to find out just what they would like to gain from coming to us. We then tailor what we do to help them achieve the outcome they want. We know that each individual will have a different learning style and pace, our staff are skilled at working with

a diverse range of needs.

We are committed to delivering an excellent learning experience for everyone who comes to us and are currently working hard on developing the service even further during 2019 with a number of exciting projects in the pipeline.

Follow this link to find out more about our Training Service [www.disabilityactionyorkshire.org.uk/services/training/](http://www.disabilityactionyorkshire.org.uk/services/training/)

Here is a small part of our activity in 2018



## Supported Internships

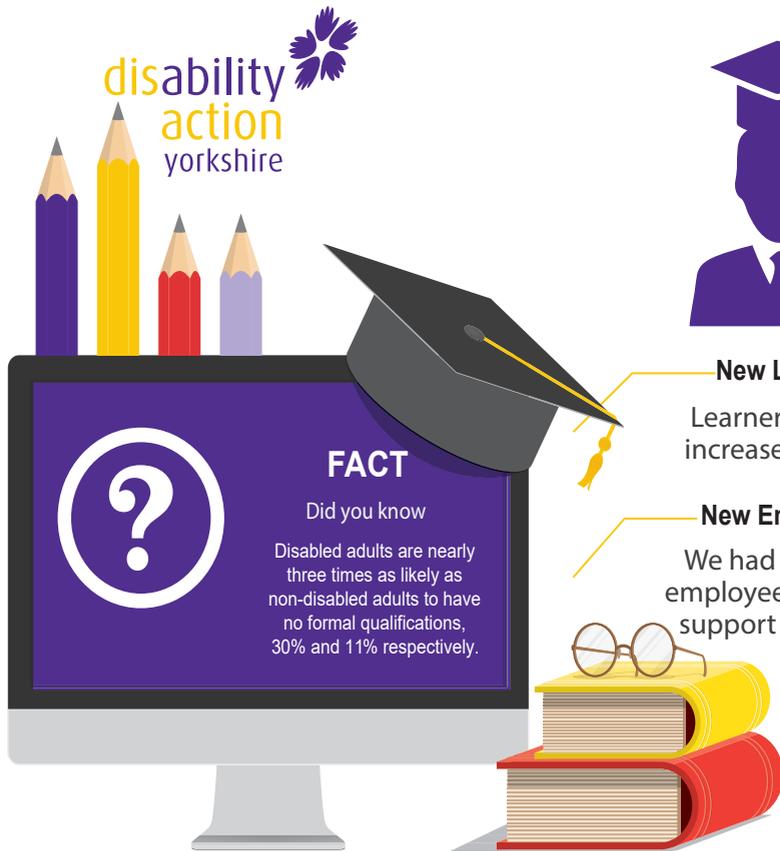


We started our supported internship service and have four excellent interns working towards employment

We developed new services around the usual summer holiday period to ensure learners retain their independence



**DID YOU KNOW?** Disabled people are more than twice as likely to be unemployed as non-disabled people.



### New Learners

Learner numbers increased by 60%!

### New Employees

We had to increase employee numbers to support our growth

## Best Practice

We continue to instill best practice in every area of our training department



# Pedaling for Pounds



Our good friend Nigel Martin at the starting line



Every year our good friends at S+SA Architects undertake a gruelling bike ride to raise money for the charity.

We are truly grateful to get such great support from S+SA Architects

Last year they did not one, but two rides – with one being a slightly ‘easier’ route at a mere 50km with the other ‘more challenging’ route being 100km. The 50km ride was started by ex-England goal keeper Nigel Martin, who is a good friend of the charity.



Another fantastic amount raised!

They again raised in excess of £2,000 for us and we are so very grateful for their ongoing support. The team say they enjoyed it so much they will be doing it all again this year!

**2017** Tour de Yorkshire  
The first big race where a section of the Tour de Yorkshire was conquered!

**2018** 100km Triumph!  
The commitment continued with two rides organised, one for a massive 100km and another one of 50km!

**2019** To be Announced...  
The preparations and discussions have started and we are looking forward to the big route revival of 2019

# How Can We Use Technology to Make Travel More Accessible?



Over the past twelve months, accessibility has been at the top of our agenda. Research has led us to look at how different organisations and transport could be more accessible. As someone with a keen interest in technology, we wondered how tech could support accessibility.

In this article, we will focus on transport as we feel that using technology in the transport sector with access in mind, can increase independence for disabled people.

Did you know that it takes a disabled person longer to plan a journey? This is because there are many additional factors to consider. One of the main issues is understanding if the chosen method of transport will be accessible with both adaptations and space. We have searched for an existing solution that would make the planning process easier for disabled people, but it does not look like a complete option exists.

We would like to see something led by artificial intelligence, with voice input. An example command maybe, “take me to Leeds”, with the technology suggesting the most accessible route.

Google maps allow a route-planning tool, which provides options for public transport, walking, driving, etc. Is there scope to go beyond that? How about technology that outlines the most accessible route? With options for accessible buses, taxis and even dropped kerbs.

Using technology in the way described would enable an individual to plan their journey quickly, with the level of information needed immediately available. This would reduce, the need to access external resources.

Many taxi companies have connectivity to mapping and app systems. Perhaps all Taxi companies can link to a larger technology ecosystem. Such an ecosystem would provide not only detail on accessible taxi's but also all the other available methods of transport on the preferred route.

A great example of technology advancements concerning disabled people and transport is something that Google released last year as part of Google Maps. You can actually select a wheelchair friendly option when entering route information! Unfortunately, it is only available in six major cities around the world, and the accessibility data on some forms of transport (taxis not included) is limited. We hope they begin to add some of the points discussed in this article.

We would obviously be very interested in speaking to any organisations or individuals that could feed into a project such as this. Please feel free to get in touch with us [info@da-y.org.uk](mailto:info@da-y.org.uk)



We are always so appreciative for any funding and grants we receive, from the bits of small change popped into one of our collection boxes to the larger grants which fund pieces of equipment, projects or even salaries. Just some of the amazing funding we have had this year has come from:

- HPH Accountants who took part in the York Dragon Boat Race
- Screwfix Foundation
- Charles & Elsie Sykes Trust
- Peoples Postcode Lottery
- Harrogate Choral Society

There were so many more, we would need a separate newsletter just to list them! The biggest 'Thank You' to all of you.