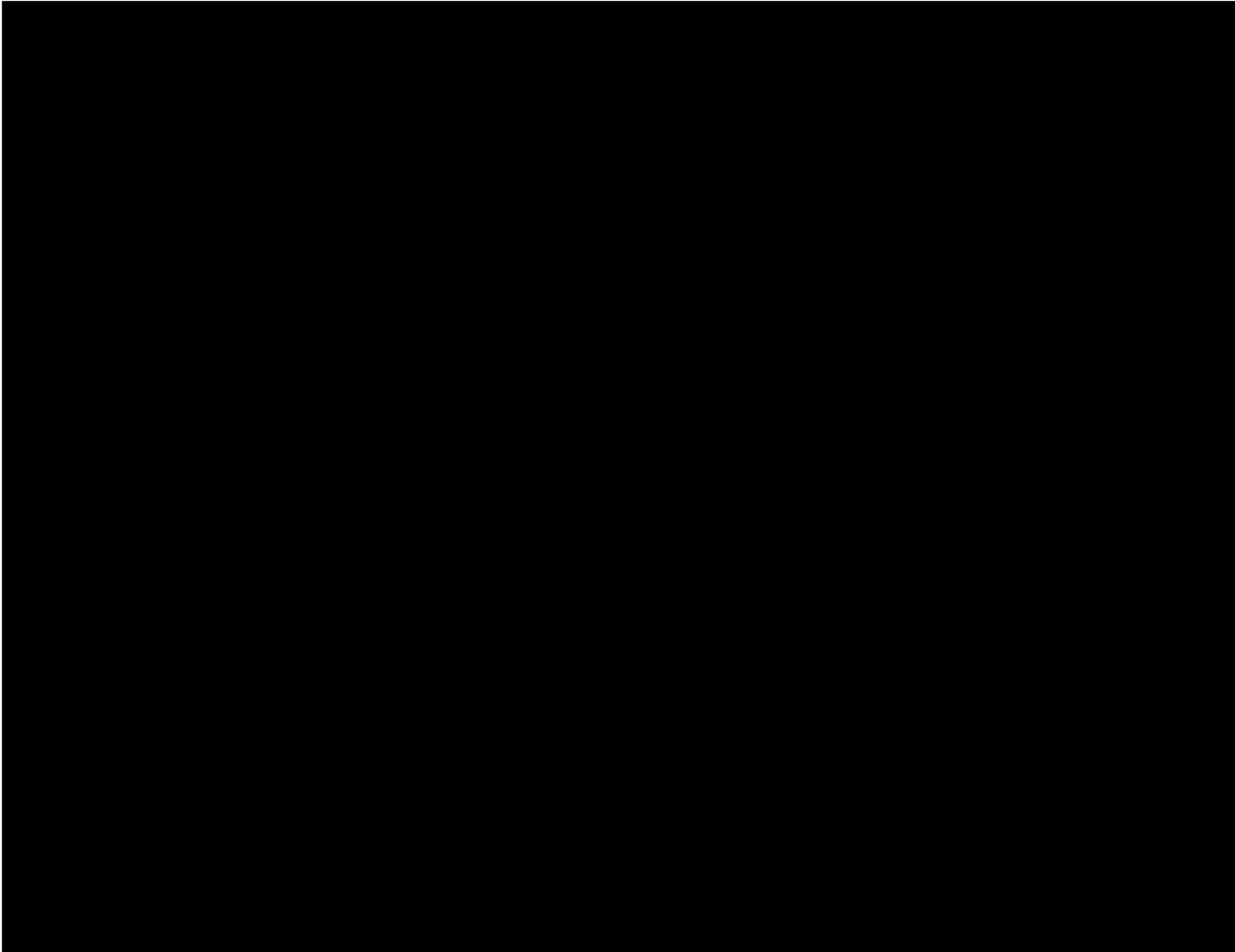




From: Jo Tasker [REDACTED]
Sent: 13 February 2014 13:46
To: Simon Davis; Daniel Vick
Cc: Mike Langworth
Subject: FW: The Russell Hotel. Application AW/336/13
Importance: High

Dear Mr Davis

We have given careful consideration to all consultation responses received in relation to this planning application and wish to make the following comments:

Ashley House – is it fit for purpose?

As explained in the statement submitted with the application, Ashley House cannot accommodate its residents' needs because it is an obsolete Victorian property. Large parts of the building cannot be made accessible to residents and we do not therefore have the space to upgrade it even to relatively modest modern standards – such as to provide private ensuite bathing facilities. Ashley House is therefore no longer fit for purpose and due to this will be forced to close. Livability has been seeking alternative accommodation for many years. The need is now very pressing. Russell Hotel is a near perfect turnkey solution.

Will the Russell Hotel be underutilised by Livability?

This is a phased conversion development proposal. The most urgent need for the hotel building is to accommodate the Ashley House residents and ensure that they can all remain as one community as close as possible to their current home. Once this is completed, Livability will move on to convert and refurbish other areas. Livability will certainly use all space available and plans to use the hotel building to provide:

- Space for new residents waiting for accommodation. Livability has regular enquiries from disabled adults interested in moving to the Ashley House service. The current building means they have to look elsewhere. There is only one other suitable resource in the town.
- Support for disabled people in the wider community.
- Learning opportunities for disabled adults.
- Support towards employment and self-employment for disabled adults.
- Respite holiday care.

Could Livability buy a residential property and convert it?

This option is one that has been considered during the long search for an alternative site for the residents of Ashley House who require a wheelchair accessible building fully compliant with the regulations that apply to new residential care homes. These requirements, combined with the scale of a replacement facility for Ashley House mean that conversion of an existing dwelling was very unlikely ever to be feasible. We have looked at the possibility of developing other sites in partnership with other organisations without success and in addition, we have looked at redeveloping the existing site on a phased basis so as to avoid the need for decanting but this is not feasible. The Russell Hotel already exists, has many suitable design features and offers an ideal turnkey solution in an accessible location that is also close to Ashley House. A new home can therefore be provided quickly which is a huge positive for the residents and meets a requirement which is now very urgent.

Are there too many care homes in Bognor Regis?

The homes referred to in various letters of objection are for elderly residents. The Livability home provides specialist care for disabled adults for which there is very little provision in Bognor Regis, as confirmed by the consultation response from the local social worker. The proposed change of use relates to re provision of a larger facility to replace Ashley House and not a new care home so there would be no change in the number of care homes in the town.

Are there other hotels that provide specialist holiday accommodation for blind or visually impaired people?

Yes – as well as the other Action for the Blind Hotels, there is another specialist hotel in Littlehampton called The Bradbury, accessible in under an hour by car or train.

The Swimming Pool

As explained in the planning application documents – Livability has committed to explore all the options for retaining the pool for use by residents, the local community and people referred for hydrotherapy treatment.

Employment

The proposed newly provided Livability home will offer new local employment opportunities.

The loss of hotel jobs will in time be balanced by the provision of new Livability jobs as the phased development of services from the hotel takes place. The existing jobs at Ashley House will be preserved if we can relocate to the Russell Hotel. These jobs are at risk unless we can find suitable alternative accommodation, the need for which is now very pressing. There are 25 'Full Time Equivalent' posts at Ashley House that will be safeguarded by this re provision.

We note that there is considerable support from Ashley House residents and their families and also from a local social worker. Ashley House is well respected within the local community as providing an excellent service for its residents. As the manager of Ashley House advised at the local Parish Council meeting:

“ If we cannot move to the Russell Hotel site and the Ashley House care home closes, our vulnerable residents will lose their homes, our staff their jobs and Bognor Regis will see a thriving, growing business disappear”

I have attached a copy of a letter sent to Councillors with further attachments which provides further information.

Please also see below the requested summary of the financial situation relating to the Russell Hotel:

Information has been provided by the applicant regarding the non-viability of the Russell Hotel. This makes clear that overall the Russell Hotel has required £2.3 million of charitable funds over the eight year period from 2005 to 2013. Action for Blind People point out that in order to provide a hotel service for blind and partially sighted people all of their hotels have required a subsidy from charitable funds. However, patronage of the Russell Hotel by blind and partially sighted people has always been disappointing and this number is falling. The charity's Trustees set a new strategy for the hotels in 2009 such that they should become cost-neutral over a five year term. There was no prospect for achieving that goal without sighted people taking up unused capacity. For the past four years the hotel has therefore also operated as a general needs hotel and while its financial performance has improved, it is still being underpinned by charitable funds. The published accounts for year ending 31 March 2013 for Action for Blind People reveal that cost-neutrality for the hotels had not been achieved. The reported overall net cost of hotels to the charity was £1.48 million and during the same period, the overall number of 'guest nights' declined by 5%. In common with most other UK charities in the current economic environment, Action for Blind People has dwindling resources available to it and its Trustees have decided that there is no budget to support hotels in the strategy period 2014 to 2019. A financial projection for the Russell Hotel for this period indicates that further significant calls on charitable income will be required. Given that the hotel is under-utilised by the beneficiary group, Action for Blind People has concluded that the hotel is not viable.

Thank you

Regards

Jo Tasker
BSc (Hons) BTP MRTPI
Associate Planner
ROBINSON ESCOTT PLANNING

Downe House, 303 High Street, Orpington, Kent BR6 0NN Tel: 01689 836334 / Fax: 01689 878091

This email has been scanned by the ITRM Email Security Service.
For more information please visit <http://www.ITRM.co.uk/Security>

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>

Livability is a Christian charity that creates opportunities for disabled people and brings life to communities. Registered Office: 50 Scrutton Street, London EC2A 4XQ. Registered Charity No: 1116530. Registered in England No: 5967087. A company limited by guarantee.

This e-mail is intended only for the addressee. Any views or opinions presented are those of the author and do not necessarily reflect those of Livability.

The e-mail and any files transmitted with it may contain confidential or privileged information, and may be subject to copyright or other intellectual property rights. If you are not the named addressee or the person responsible for delivering the message to the named addressee, please destroy the e-mail and any attachments received and contact the sender via e-mail return.

Livability routinely scans outgoing e-mails for software viruses. We cannot accept any liability for any loss

or damage you suffer as a result of software viruses.

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>

This email has been scanned by the ITRM Email Security Service.
For more information please visit <http://www.ITRM.co.uk/Security>

This email has been scanned by the ITRM Email Security Service.
For more information please visit <http://www.ITRM.co.uk/Security>

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>

Livability is a Christian charity that creates opportunities for disabled people and brings life to communities. Registered Office: 50 Scrutton Street, London EC2A 4XQ. Registered Charity No: 1116530. Registered in England No: 5967087. A company limited by guarantee.

This e-mail is intended only for the addressee. Any views or opinions presented are those of the author and do not necessarily reflect those of Livability.

The e-mail and any files transmitted with it may contain confidential or privileged information, and may be subject to copyright or other intellectual property rights. If you are not the named addressee or the person responsible for delivering the message to the named addressee, please destroy the e-mail and any attachments received and contact the sender via e-mail return.

Livability routinely scans outgoing e-mails for software viruses. We cannot accept any liability for any loss or damage you suffer as a result of software viruses.

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>

This email has been scanned by the ITRM Email Security Service.
For more information please visit <http://www.ITRM.co.uk/Security>

This email has been scanned by the ITRM Email Security Service.
For more information please visit <http://www.ITRM.co.uk/Security>

This email has been scanned by the Symantec Email Security.cloud service.

For more information please visit <http://www.symanteccloud.com>

Livability is a Christian charity that creates opportunities for disabled people and brings life to communities. Registered Office: 50 Scrutton Street, London EC2A 4XQ. Registered Charity No: 1116530. Registered in England No: 5967087. A company limited by guarantee.

This e-mail is intended only for the addressee. Any views or opinions presented are those of the author and do not necessarily reflect those of Livability.

The e-mail and any files transmitted with it may contain confidential or privileged information, and may be subject to copyright or other intellectual property rights. If you are not the named addressee or the person responsible for delivering the message to the named addressee, please destroy the e-mail and any attachments received and contact the sender via e-mail return.

Livability routinely scans outgoing e-mails for software viruses. We cannot accept any liability for any loss or damage you suffer as a result of software viruses.

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>

This email has been scanned by the ITRM Email Security Service.
For more information please visit <http://www.ITRM.co.uk/Security>

This email has been scanned by the ITRM Email Security Service.
For more information please visit <http://www.ITRM.co.uk/Security>

A future in the making

Livability Strategic Plan: 2013-2017



There are 11 million people with a long-term illness, impairment or disability in the UK.

For many, being disabled can mean having a limited chance to lead a full, independent life.

Government budget cuts and a difficult economic situation are having a real impact on disabled people's access to the care and support they need to fulfil their true potential.

Living in poverty and being excluded from society is too often a reality for many disabled people.

Although much progress has been made when it comes to attitudes towards disability, disabled people still face stigma and unacceptable barriers when wanting to access education, training, housing, employment and when trying to integrate fully within their community and society as a whole.

In the UK, 200 babies are born every week with a learning disability. With constant progress in medicine, more and more people born with disabilities are likely to be able to live long and thriving lives. The majority (83%) of disabled people acquire their disability in their lifetime. It is estimated that by 2025 there will be more people over the age of 60 than under the age of 25 with nearly half of those over 60 experiencing some form of impairment. A rising ageing population in the UK means that more of us are likely to become less independent and rely more on care services as we grow older.

It is therefore more crucial than ever that we put the services and support in place to help disabled people live life to the full and that we continue to raise awareness of disability issues to challenge injustice and discrimination.

In the next five years, Livability will meet these challenges by providing disabled people with the type of tailored services and support they deserve.

We will also campaign to promote inclusion and help disabled and disadvantaged people voice their hopes and concerns so that disability is no longer seen as a barrier.

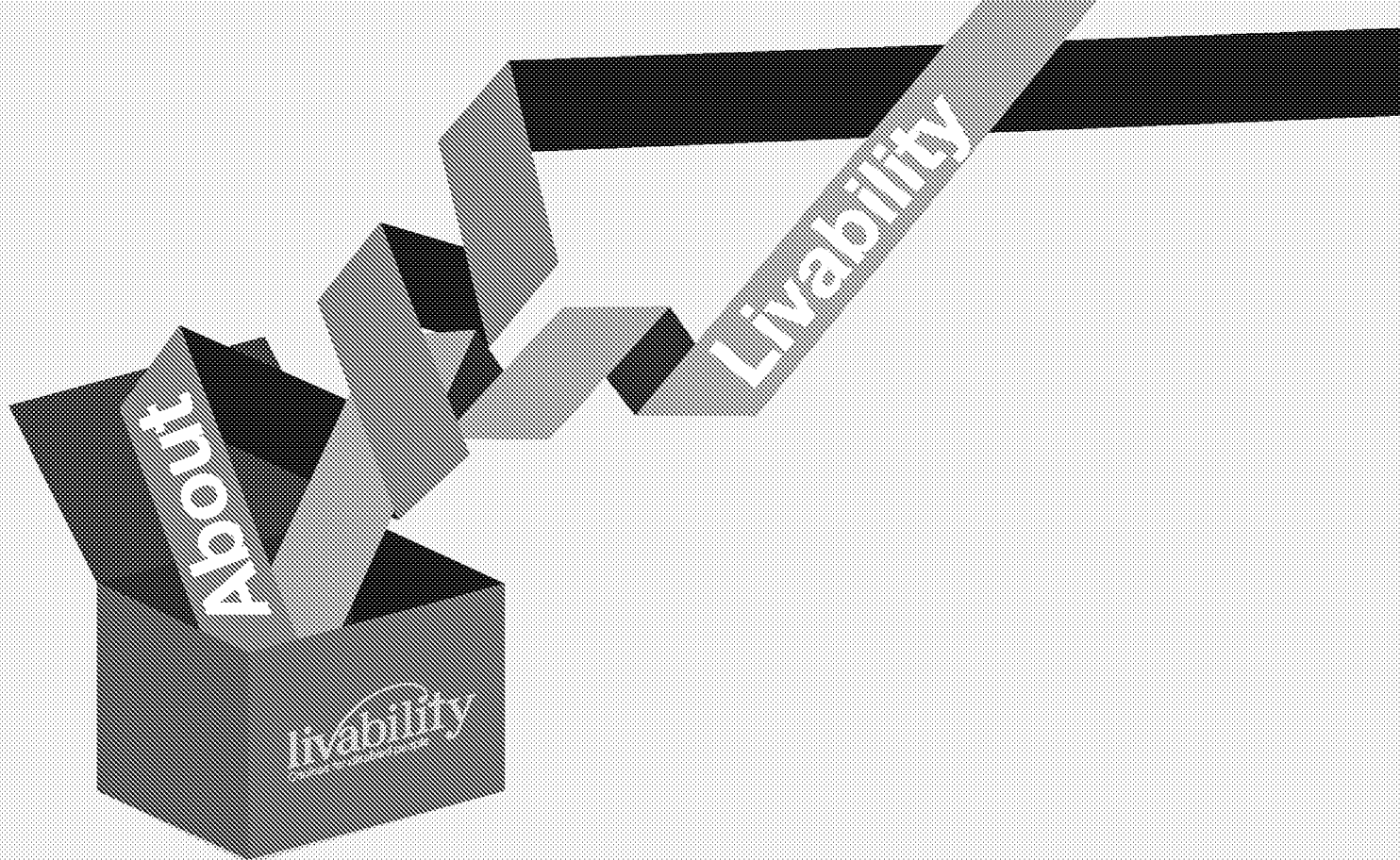
The generosity of our supporters and the hard work and dedication of our staff and volunteers will, as always, be key to us achieving these ambitious objectives.



Dave Webber

Chief Executive, Livability

November 2013



Livability is a national Christian disability charity that provides opportunity and support to disabled and disadvantaged people.

Livability was created by the merger of the Shaftesbury Society and John Grooms in 2007. We combine a strong heritage as social reformers with a will to innovate and an ambition to put an end to social exclusion.

We:

- help disabled children and adults reach their full potential and develop their independence by offering a wide and diverse range of services.
- put disabled and disadvantaged people and their families and carers at the centre of everything we do.
- actively campaign to remove the barriers that prevent disabled people from accessing education, training, housing, care, or employment and integrating with their local community and society as a whole.

We are proud to be involved in improving the lives of 1,000 disabled people, their families and their carers every day in the UK.

We make their voices, and those of thousands more, heard where it counts to improve how society can support every disabled person to fulfil their potential.

Over the next five years our new strategy will help us support even more disabled and disadvantaged people.



How our
services

empower
disabled people to

Overcome
the challenges
they face

Housing and care

The challenge Statistics show that over 40% of disabled young people aged between 16 and 24 live in accommodation that does not meet their needs¹. 55% of adults with learning disabilities live with their families² and the national shortfall of wheelchair-accessible housing is estimated at 300,000³. Without properly adapted housing, disabled people's independence is severely reduced: everyday tasks such as making a cup of tea, cooking a meal or taking a shower are a real struggle.

Our solution We provide nursing and care for disabled people in 22 high quality residential homes and run 14 Supported Living schemes and 12 community-based schemes across the UK. Across all our facilities, we respect clients' privacy and encourage independence. Our Lifestyle Choices services also support disabled people living in their own homes to overcome social exclusion, help them get access to education, employment and leisure and become an integral part of their community.

Education

The challenge Disabled people are twice as likely to have no qualifications and twice as likely to be unemployed³. 8% of young people with disabilities experienced bullying at their last school and a disabled 18-year-old is less than half as likely to enter higher education as a non-disabled person of the same age¹. For disabled young people, a good education in a supportive environment that takes into account their additional needs is crucial for their personal development and to give them the best chance to successfully enter the workplace.

Our solution We run three education establishments – one school and two further education colleges – all with registered care provision. They offer a supportive and safe environment for disabled children and young people to develop their skills, gain more independence and have the best possible start in life. We also support our students in making the transition to adulthood and our colleges have long-established work experience programmes that help them build their confidence and get a taster of the workplace.

Employment and training

The challenge Statistics show that almost 50% of disabled people are in employment compared to 74% of non-disabled people¹ and only 7.5% of people with a learning disability are in paid employment⁴.

Our solution We run an innovative Enterprise Agency offering training and support for disabled and disadvantaged people who want to explore self-employment. More broadly, we campaign to encourage employers to be more willing to recruit disabled people.

Fighting social exclusion and prejudice

The challenge Social exclusion and stigma are real issues for many disabled people. 60% of people with disabilities live below the poverty line³ and 1 in 2 families with a disabled child lives in poverty⁵. 90% of disabled people believe there is a prejudice against them because of their disability⁶. Over a quarter of disabled people say that they do not frequently have choice and control over their daily lives⁷.

Our solution Our Community Engagement Team works with Christian community activists and supports churches in tackling poverty and related social issues. As a charity we raise awareness of issues that are most important to disabled people and seek to influence government policy, change attitudes towards disabled people and make sure that the voices of our disabled service users and disabled people are heard.

Helping people cope with acquired disabilities

The challenge The majority (83%) of disabled people acquire their disability during their lifetime⁸. For many, a brain injury or a stroke will have a devastating impact on their welfare and independence.

Our solution We run a brain injury rehabilitation service in the UK and capacity-building programmes for spinal cord injury rehabilitation in developing countries including India, Bangladesh, Vietnam, Malaysia, Sri Lanka and Nepal. Every day we help people in crisis rebuild their lives after a traumatic event.

Supporting carers

The challenge 7 out of 10 families caring for someone with complex and multiple learning disabilities have reached or come close to 'breaking point' because of a lack of short break services⁹.

Our solution We offer affordable holidays in hotel-style and self-catering accommodation, enabling disabled people and their carers to enjoy breaks in a fully accessible environment. Our education and residential services also provide respite care options.

1 Our 5 year strategy

Our vision is of a transformed society where disabled and disadvantaged people can live life to the full.

Our strategy sets out how we will work towards achieving this ambitious goal.

Over the next five years, we will continue to deliver and develop our services to provide disabled and disadvantaged people with the excellent standards of support and care that they need and deserve.

We will also challenge social exclusion and injustice to ensure that disabled people are fully integrated within society, valued for their contribution and able to reach their full potential.

Our strategic

goals

By 2017, Livability will be the provider of choice (in our chosen geographical areas) of our specialist services.

We will:

- have a reputation for services that are high quality, value for money and flexible.
- place individual choice, empowerment and respect at the centre of all we do, with customers and other stakeholders fully involved in measuring the quality of our business.
- be governed, led and managed efficiently and effectively.
- be able to demonstrate social impact and community engagement by strategically partnering with the Church to create socially inclusive communities.

Our strategic objectives

Our headline strategic goals for 2017 are aspirational. To help us measure our progress towards achieving them we have prepared five strategic objectives.

Objective ①

By 2017, Livability provides services from six hubs, each of which offers a range of high quality, cost-effective services which are valued by service users.

Objective ②

By March 2017, Livability's overhead cost base will have been reduced by 20%.

Objective ③

By 2015, staff, service users and stakeholder feedback suggests that the organisation makes decisions swiftly and effectively.

Objective ④

By 2017, Livability will have increased gross income by 20% and increased gross profit by 10%.

Objective ⑤

By 2017, Livability stakeholders agree that its brand and services reflect the charity's mission, vision, values, ethos and strategic goals.

How it all
fits together

Mission
Vision
Values
Ethos

Strategic goals

Where we need to be in 2017

Strategic objectives

The issues we need to address to ensure we get there

Milestones

Practical activities required to ensure that the right things happen at the right time

Key

- Theses remain unchanged. They articulate the Livability way of doing things.
- These will be largely unchanged for the strategic planning period - 2013-2017.
- These will be updated throughout the planning period to ensure progress is made.



Implementing our strategy

2013-2014 will be a really exciting period where we start putting into action this clear vision for growth and excellence.

Objective 1 is to deliver excellent services

In 2013-14 we will:

- focus on developing and supporting our six new service hubs so that we work towards becoming the provider of choice for specialist services in the geographical areas that they cover. We will measure our success by ensuring that the disabled people we serve are able to inform and influence how these services are shaped and delivered. Our aim is for the hubs to offer a wide range of high quality, cost effective services that are valued by service users.
- complete major capital improvement projects, such as completing construction of the hydrotherapy pool at our Victoria Education Centre and Sports College and finalising the redevelopment of our Ashley House residential home. These projects will have a crucial impact on the quality of life of our service users and will show our commitment to providing disabled people with modern facilities that truly meet their needs.

Objective 2 is to have efficient overheads

In 2013-14 we will:

- continue our drive to become more efficient and reduce our costs, without affecting the quality of our services or our ability to grow and innovate.
- continue to tackle our pension deficit.

Objective 3 is to implement effective decision making

In 2013-14 we will:

- use our new hubs structure and streamlined Central Office functions to be able to make decisions and changes swiftly and effectively.
- nurture a culture in which our staff and volunteers all feel part of 'One Livability' and believe that they have the opportunity to make a difference to the lives of some of the most disadvantaged and vulnerable people in our society.
- have in place our new Fundraising, Business Development and PR strategies.

Objective 4 is to increase our income

In 2013-14 we will:

- maximise and develop our fundraising activities and be able to show our donors how the funds they generously donate can transform lives every day.
- be prepared to face the challenges created by a potentially difficult external environment which includes changes to funding of Further Education.
- continue to scrutinise our various services and activities to make sure that everything we do offers disabled people choice and value for money; reshaping some of our service provision where necessary.
- capitalise on opportunities for growth of our services, for example by building on the continuing success of the Enterprise Agency, with the help of our new Business Strategy.

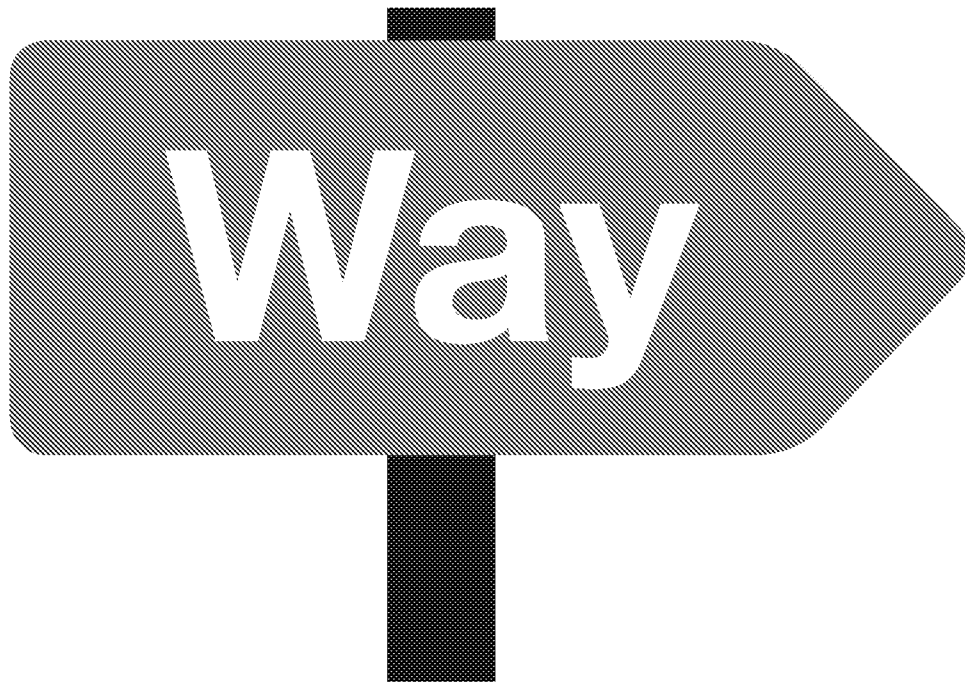
Objective 5 is to do what we say we will

In 2013-14 we will:

- put the views of disadvantaged people at the heart of everything we do through our Service Users Involvement team and by listening closely to the feedback that our beneficiaries and their families and carers give us. We believe this is vital at a time when disabled people are facing increasing financial pressure, our organisation provides services for disabled people, shaped by disabled people.
- develop our campaigning activities so that Livability continues to champion inclusion and challenge injustice by tackling the many barriers that disabled people still face every day.
- use our links with churches to have a real social impact on communities and to promote inclusion for disabled and disadvantaged people.



The Livability



All the activities arising from this strategy will be carried out according to Livability's mission, vision, values and Christian ethos. These have guided the charity's decision-making for many years and are the essence of what makes Livability special.

Mission

Inspired by our Christian ethos, we work with disabled and disadvantaged people to achieve real choice, independence and opportunity. We do this through the expertise of our staff, the breadth and quality of the services we offer.

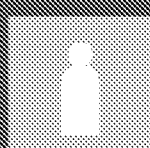
Vision

We want to see a transformed society where disabled and disadvantaged people can live life to the full.

Christian Ethos

Livability derives its inspiration and values from the life and message of Jesus Christ and the Christian faith. These Christian beliefs shape what we do and provide the basis on which our work is founded.

Livability Values



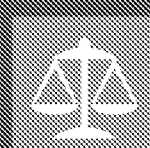
Valuing the individual

We respect the quality and unique value of every individual and create opportunities for people to fulfill their potential.



Striving for excellence

We seek to deliver services of the highest possible quality and constantly improve through listening, reflecting, learning and action.



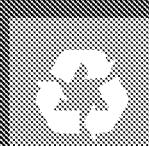
Seeking justice

Working closely with disabled and disadvantaged people, we challenge injustice, using our experience and research to achieve change.



Working in partnership

Working together with disabled people and their families, local communities and other organisations we place the individual's needs at the heart of our services. In all our relationships we act with integrity, being open, honest and transparent.



Sustainable interests

We exercise responsible stewardship, making the best use of all our resources and aim for the highest environmental standards in all we do.

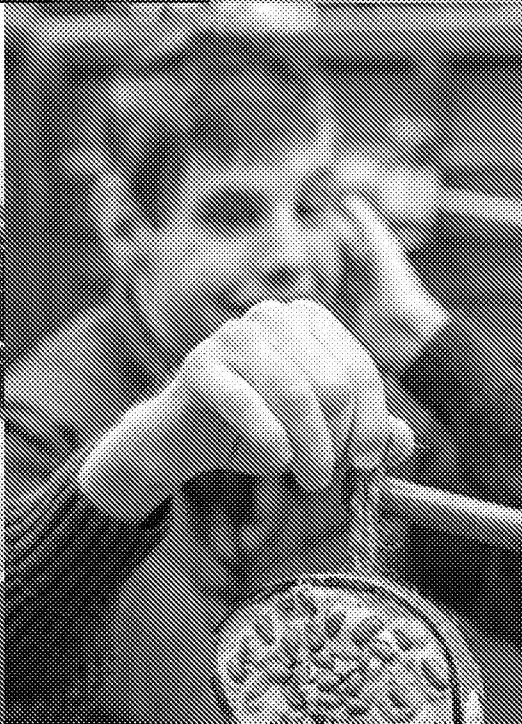
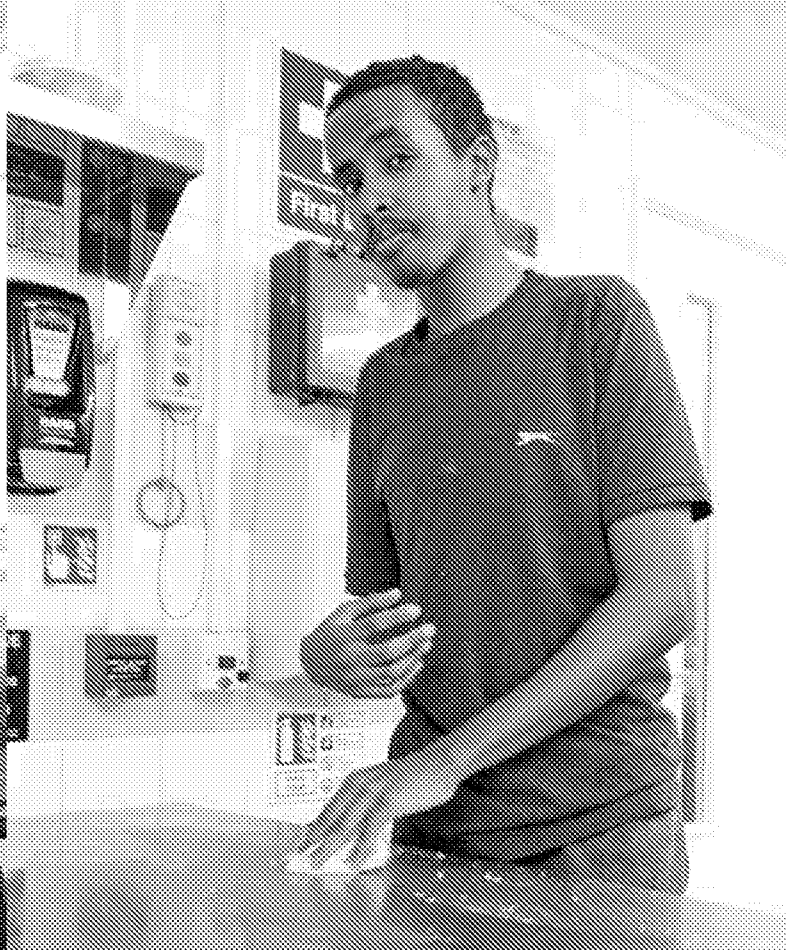


Investing in people

We value and invest in our staff and volunteers, developing their skills and confidence, inspiring and motivating them to find real meaning and purpose in their roles.

References - Statistics

- 1 Freedom to Live - Transition for Disabled Young People, Livability, 2008
- 2 Valuing People Now, Department of Health, 2009
- 3 Welcome to Livability, 2008
- 4 NHS Information Centre Social Care and Mental Health Indicator 2008-09
- 5 Shaping our Future, Mencap, 2011
- 6 Disability Review, Leonard Cheshire, 2009
- 7 Office of National Statistics Opinions Survey, 2011
- 8 Papworth Trust disability facts and figures, 2010
- 9 Equal Treatment: Closing the Gap, Disability Rights Commission, 2006.





Central office: Livability, 50 Scrutton Street, London EC2A 4XQ

Phone: 020 7452 2000

Email: info@livability.org.uk

www.livability.org.uk

 **facebook.com/livabilityUK**

 **twitter.com/LivabilityUK**

 **youtube.com/user/LivabilityUK**

 **livability.org.uk/our-blog**

Charity registration no. 1116530

Company registration no. 5967087

Livability is the new face of John Grooms and the Shaftesbury Society

Our
Annual
Review
2012-
2013

This book tells you what Livability did in the last year

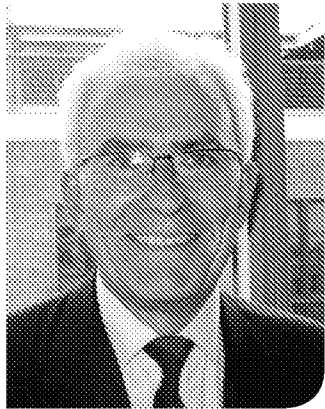
Contents

Welcome from Chris Carr	2
Putting disabled people first	3
We care for disabled people	4
Getting off to a great start	6
Supporting us to support others	8
Reaching further	10
A dedicated team	12
Money matters	14



Welcome

from Chris Carr



Chris Carr
Interim Chair of the Board
of Trustees

In 2012/13 the world marvelled at the achievements of athletes in the London Paralympic Games. At the same time many disabled people across the country felt the effects of cuts in social care budgets and struggled to gain employment.

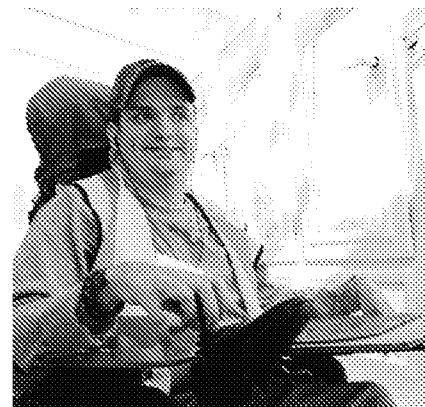
During this challenging year, Livability has worked hard to continue to provide disabled and disadvantaged people with high quality services relevant to today's society.

We are proud of our achievements in 2012/13. These include raising funds to improve facilities in our care homes and education centres; providing more work experience options for our college students; supporting business start-ups; launching a new campaign; and running successful training courses for church leaders.

All of this was made possible by the commitment and dedication of our Board, Executive Directors, donors, staff and volunteers. We also received incredible support from our Patron, HRH The Princess Royal, and our President, Baroness Howarth of Breckland. I extend my sincere thanks to everyone.

It has been a privilege for me to be Interim Chair of Livability during this year but it gives me great pleasure to welcome Caroline Armitage as our new Chair. Caroline has the experience and the talent to make sure that Livability thrives over the coming years.

Putting disabled people



Our services support disabled children, young people, adults and senior citizens. We involve each client, and carers when relevant, in agreeing a personalised care plan aimed at making the most of abilities and leading a full life. Independent living, taking part in social activities, gaining confidence and learning new skills all feature highly along with top quality professional care.

Service users also advise on the wider disability issues we should be tackling. Their views were the driving force behind our new LET ME IN campaign. This aims to challenge society's attitude to disability and raise public awareness of the obstacles that many disabled people come across every day.

In 2012 we launched our LET ME WORK campaign under the LET ME IN umbrella. 'Disability shouldn't be a barrier' is the simple, yet powerful, message we are giving to politicians, employers, major donors, and the general public.

The results of our survey into attitudes towards disabled people in the workplace backed our call for employers to be more pro-active about employing people with disabilities.

 Find out more about LET ME IN at www.livability.org.uk

We care for disabled people

At Livability we treat every person who uses our services as an individual. We offer different levels of care and support, from a helping hand to 24-hour nursing care. All our services are designed to help disabled people reach their full potential.

“

They [Livability] helped me go out at night on my own – I'd never done that before.

Kayleigh, service user

”

Top notch live-in services

In our 22 residential homes we provide top quality nursing and care for people with physical or learning disabilities. Each resident has a care plan based on their individual needs, abilities and favourite pastimes.

Fully trained staff are always on hand to offer support but residents are encouraged to live as independently as possible. Rooms and flats are well-equipped. Some feature accessible showers and adapted kitchens; others have gadgets to control windows, lighting and heating.

This year our residential homes were running at full capacity. That's 250 disabled adults receiving high quality, personalised care.

We also celebrated the opening of seven flats and nine new beds at John Grooms Court in Norwich. Residents are enjoying the increased privacy and independence the new facilities offer.

It's all about choice

Our Lifestyle Choices programme offers disabled people flexible, professional and affordable support when and where they need it. We can help clients with just about anything – from shopping and cleaning to taking part in sports or a going to the theatre – and we take care to match clients with carers they trust and get along with and who share their interests.

This year we helped more than 300 disabled people to take part in social activities.

Helping to rebuild lives

Icanho is Livability's highly specialised rehabilitation service for adults who have an acquired brain injury, often as a result of a stroke or an accident. Here, experts offer assessment, advice and treatments such as physiotherapy, speech and language therapy, and occupational therapy.

This year the team at Icanho gave 187 people tailored support to help them to rebuild their lives.

Relaxing times

Through Livability Holidays, disabled people can enjoy a stress-free break with family and friends in fabulous locations across the country, from the Lake District to Somerset. All our holiday accommodation is fully accessible and many visitors return year after year. This year 3,000 people enjoyed a Livability holiday.



Supporting independence

Andrew has lived at one of our residential homes for nearly 10 years. During his time with us he has become increasingly independent and now plans to marry and move out.

Staff at the home supported Andrew's relationship by making his fiancée feel welcome when she visited and gave the couple space to spend time together.

The couple's new home is a wheelchair-accessible flat nearby. Our Lifestyle Choices support staff will be helping Andrew with his transition.

Encouraging feedback

This year we asked friends, relatives and external professionals to complete a survey based on questions from the NHS Dignity Challenge. We were pleased to see that 92% of people who responded agreed that we enabled service users to maintain the maximum possible level of independence, choice and control in their lives. 96% agreed that Livability treated each service user as an individual by offering them a personalised service and assisting them to maintain confidence and positive self-esteem.

Better services

We have introduced a new way of working to make it easier for people to find out about, and access, our services. Six new operational hubs will help us work in a more joined up way and make the most of new business opportunities.

Getting off

to a great

start

A good education is important for everyone. Our school and two colleges provide fantastic opportunities for 220 disabled young people to learn and grow. To help students reach their full potential, we develop challenging, but achievable, individual learning programmes. These are based on the student's abilities and designed around their personal interests. Well-equipped therapeutic facilities staffed by specialists make sure emotional and physical needs are looked after.

While working towards gaining nationally recognised qualifications, college students learn skills to help them live independently when they leave – personal care, home care, preparing meals, joining in activities and communicating their needs to others. A wide range of work experience opportunities are also on offer.

“

It is difficult to explain how I feel in the water, I'm able to do things I can't when I'm in my wheelchair.

David, student at Victoria Education Centre and Sports College on using the school's hydrotherapy facilities

”

Positive progress

Nash College was rated 'good' by Ofsted, the regulatory body for education. The college was noted for many positive aspects including the good progress of learners, particularly in developing their ability to communicate; well-planned teaching that takes into account the individual needs of learners; off-site work experience opportunities; and effective leadership.

In 2012/13, the number of students attending Nash College increased to around 80.

Being social at 16

A new café-style community resource – named '16' by students – is the latest initiative from Nash College. It was developed to help learners practice their social skills while gaining work experience. The facility is available to charities for events, such as Macmillan coffee mornings, which give students opportunities to mingle with local people.

Students doing it for themselves

Our colleges encourage students to think independently to solve problems.

Dan, a student at Hinwick Hall College, was enjoying his work experience in the college's garden centre, but he felt he could do his job more efficiently. His idea was to use a wheelchair-adapted shopping trolley to help him transport plants from one place to another.

With help from his tutor, Dan wrote to local supermarkets asking for their help. His letter was clearly persuasive: all responded and offered help in different ways.

Dan is very pleased with his new trolley and is putting it to good use.

Our colleges:

Hinwick Hall College, Northamptonshire
Nash College, Kent
Victoria Education Centre and Sports College, Dorset

Olympic performances

Students from Victoria Education Centre and Sports College took part in two exciting 2012 Olympics projects.

The first was a unique opportunity to perform in the opening ceremony for the Olympic sailing venue at Weymouth. The young people delivered a spectacular performance of 'Battle for the Winds', a story based on Greek mythology.

The second saw teenage students prepare and perform poetry at Seen but Seldom Heard Live, an event held as part of the Paralympic celebrations. Seen but Seldom Heard is an ongoing partnership between the school and Bournemouth University. It enables young people living with a disability to find a voice through poetry.

A fantastic new school pool

Thanks to our successful Sparkle Appeal, Victoria Education Centre and Sports College will soon benefit from a new hydrotherapy pool.

Learners at the school have a wide range of disabilities including cerebral palsy, muscular dystrophy and neurological difficulties. Hydrotherapy helps improve posture, balance, confidence and independence through treatments designed to relax, stretch and stimulate.

Improved changing rooms with integrated hoists will increase therapy session time by 50 per cent while coloured lighting in the ceiling will provide a sensory experience for the more severely disabled students.

The next stage of our Sparkle Appeal aims to raise £1.7m to build a separate therapy centre at the school.



Supporting

us to

support

others

Our heartfelt thanks go to the individuals, groups and organisations who donate their time and money to our charity. Their generosity helps us to bring more independence, choice and opportunity to disabled people's lives.

“

When I was last updating my will, I decided to include a gift to Livability in support of the excellent work they do.

Gordon, supporter

”

Fundraising

We raise extra funds in various ways. We apply for grants for specific projects from privately-run charitable Trusts and Foundations and public sources such as the Big Lottery Fund. Some people leave us money in their Will, others donate regularly, and hundreds take part in our fundraising events.

This year, donations and gifts increased to £4.8m from £4.2m in 2012: a significant achievement in today's economic climate.

This money helped us expand Lifestyle Choices to reach disabled people in five new areas, support our Enterprise Agency and start upgrading facilities at a number of our care homes to increase residents' personal independence.

Swimming success

Our star achievement was reaching our Sparkle Appeal target of £2.8 million. This allowed us to start building a brand new hydrotherapy pool at Victoria Education Centre and Sports College, our school for disabled children. The pool will be ready for use by the start of the 2013/14 school year.

Running for fun and funds

We were privileged to receive £115k from Harrow School's 'Long Ducker', a sponsored run by present and former pupils.

Our Rabbit Run and Bunny Bustle were brand new fundraising events for 2013. More than 150 children and adults dressed in rabbit costumes took part in these fun runs around Regent's Park – raising a few eyebrows as well as cash to help disabled people.

The London Marathon saw 50 people achieve personal goals and collect more than £50k for us by participating under the Livability banner in this increasingly popular annual event.

I wanted to be a barman
and pull pints + mix
cocktails.



Nearly. Next time. Xx Joanna Lumley

I wanted to be a super-
model —



Oh dear! That didn't
happen!
love Jo Brand x

Postcards from the stars

“As a child, what did you want to be when you grew up?”

Last year we asked several showbiz personalities to draw, write or doodle their response on a postcard.

We then auctioned the original pieces of art on eBay.

We ran the project as part of our LET ME IN campaign. It was designed to draw attention to the fact that everybody has dreams and ambitions. However, disabled people still have to overcome more obstacles than most to make their dreams a reality.

Big names from music, film and hugely popular television shows took part including Hugh Bonneville, Dame Judi Dench, Labrinth, Joanna Lumley, John Malkovich, Gordon Ramsay, and Carol Vorderman.

Helping hands

During 2012/13 about 200 volunteers gave up their free time to help us and our service users. We are grateful to every one of them.

Our Friends Groups have had a particular impact this year, collectively raising more than £30,000 for local projects. Each of these groups is linked to one of our care homes and is made up of community-spirited volunteers, staff and residents' relatives – and sometimes service users themselves. Members get together regularly to organise and run fundraising events.



Reaching

further

Our founders, John Grooms and Lord Shaftesbury, were great social reformers in Victorian times. Their influence and innovative ideas changed the lives of numerous disabled people for the better. We are continuing their good work.



Community Mission

Our Community Mission team adds an extra dimension to our work. As well as equipping and inspiring churches to make their communities more liveable, we help tackle some of today's social issues that prevent disadvantaged people playing an active part in local life.

Our projects have ranged from helping young people in a disadvantaged urban area make drug-free choices to working strategically with the Diocese of Durham to encourage local community engagement.

In the last year, we reached more than 1,100 frontline church leaders, staff and volunteers through our various training programmes.

Everybody needs good neighbours

Churches have an important part to play in building stronger, more inclusive communities. This year we developed and ran our "How is my neighbour" training course to inspire church leaders to develop ideas for engaging better with local communities, particularly those with mental or physical disabilities. Our Churches Inc. Charter, run in partnership with Through the Roof, and our "Dementia Friendly Churches" campaign also supported churches to become more accessible.

Accessible arts

We made the annual Greenbelt 2012 Arts Festival more accessible to disabled people by sponsoring important facilities such as ramps, accessible toilets, hearing loops and wheelchair recharging stations. Attending this event also gives us the opportunity to link up with about 25,000 Christians who are interested in justice and campaigning.

“...Other people with a disability showed me how to do things for myself and this gave me confidence. Now I live completely independently.”

Laxmi, Nepal

Working towards a successful future

Our Enterprise Agency helped 74 unemployed disabled and disadvantaged people start up their own business this year. And the high quality service we provide along with our commitment to clients won us a contract to provide start-up business advice to jobseekers across north London.

Supported by volunteers from finance and commerce, our Enterprise Agency runs workshops on basic business skills such as money matters and marketing. Our own business advisers guide clients through the crucial stages of business start-up.

Achieving worldwide recognition

Livability won the prestigious 2013 Charity Award in the Disability category for leading on the development of an online teaching resource for spinal cord injury (SCI). Several UK centres of excellence, including Stoke Mandeville Hospital, took part in the project. In the first eight months, www.elearnSCI.org was accessed by 14,365 people from 140 countries.

The resource was developed by Livability Overseas, a small team that advises healthcare organisations in Asia on spinal injury rehabilitation. Its work has benefited more than 30,000 disabled people in Nepal, Bangladesh and Sri Lanka.

Online and in touch

This year we developed new websites for our education centres. These make it much easier for potential service users and commissioners to find out all about these services.

We also made great use of social networking sites. We've been tweeting about what's going on in Livability and starting conversations about important disability issues. Our campaign films are on YouTube and our Facebook and LinkedIn pages help us tell people about our services.

All our social media outlets can be accessed from our website www.livability.org.uk.

 facebook.com/livabilityUK

 twitter.com/LivabilityUK

 youtube.com/user/LivabilityUK

 linkedin.com/company/livability---choices-for-disabled-people

 livability.org.uk/our-blog

A dedicated team

Livability employs 1,500 staff across the country and we are enormously proud of our committed and dedicated workforce.

(The Bronze Investors In People Award) is a tribute to the hard working, unspoken heroes who give so much of themselves to ensure service users are cared for.

Investors in People assessor

Maintaining high standards throughout our services is important to us so we make sure our employees are properly trained. We pay course fees for employees in certain job roles, such as care support workers, to gain nationally recognised qualifications. We also make sure they keep up to date with procedures and encourage further study.

We are very proud to have achieved the Investors in People Bronze Award. The assessor highlighted the very positive culture in Livability around supporting service users, noting that staff expertise, skills and commitment is seen as vital to our success.



Caroline Armitage
Livability Chair

"What drew me to the organisation is the real passion and unrelenting dedication that everyone at Livability, at all levels, has for looking after the less able. This is a very rare quality and I am really excited by the idea of helping the charity go from strength to strength."



Dave Webber
Chief Executive,
Livability

"When I see our service users, those in our care homes and services, those in our school and colleges developing their independence and thriving, that to me is the most rewarding part of working for Livability. I look forward to leading the organisation towards even greater achievements in the years to come."



Royal connection

We are honoured to have Her Royal Highness The Princess Royal as our Patron.

This year she attended several of our events to voice her support for our charity, find out about our latest achievements, and meet service users and guests. The children are particularly delighted to get the chance to show off their newly-found skills to the Princess.

HRH The Princess Royal also endorses our staff and supporters' Awards scheme and presents the winners with their well-deserved award certificates at a special celebratory event. This makes our awards very special indeed.



2013/14 – a future in the making

The coming months promise to be an exciting time for Livability as we embark on our new strategy and five-year plan. Key activities include:

- delivering a wide range of high quality, cost-effective services through our six new operational hubs and becoming the provider of choice in our chosen geographical areas
- continuing to drive efficiency and reduce costs without affecting the quality of our services or our ability to grow and innovate
- increasing our income through developing our fundraising activities
- making sure that everything we do offers disabled people choice and value for money
- listening to and acting on feedback from service users
- developing our campaigning activities to champion inclusion and challenge injustice
- using our links with Churches to have a real social impact on communities.

Money matters

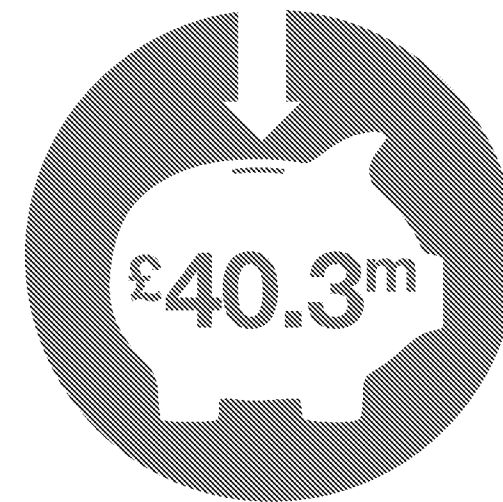
As a charity, we need to make sure that we use the funds that are available to us wisely and that we focus our resources towards supporting the disabled and disadvantaged people who are our primary concern.

The Trustees confirm that the financial information above is taken from the full set of financial statements, comprising the Trustees' report and accounts, which were approved on 26 September 2012.

This summarised financial information may not contain sufficient information to allow a full understanding of the financial affairs of Livability. For further information, the Annual Report and Accounts should be consulted.

A copy of this document, upon which the Auditor has reported without qualification, will be delivered to the Charity Commission and Companies House after Livability's Annual General Meeting on 13 Nov 2012.

By order of the Trustees,
24 July 2013



Where our money comes from

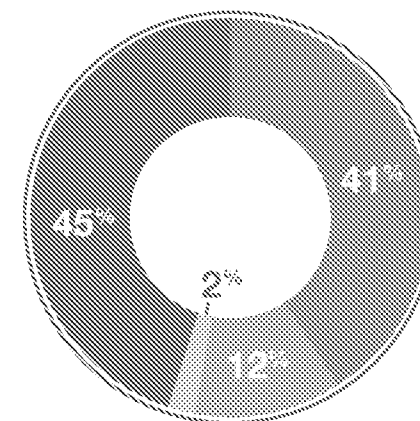
We were given £40.3 million last year to run our services.

Most of this money came from local authorities for...

Our services for disabled adults	£18.2m
Our education services	£16.6m

Some of this money came from...

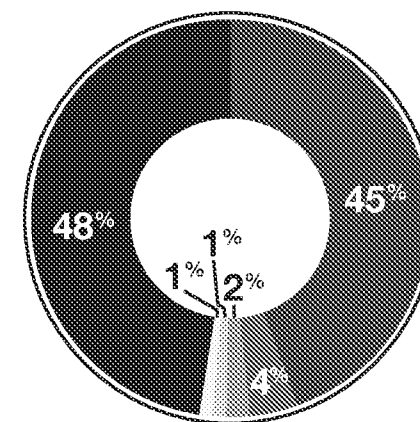
Fundraising	£4.8m
Other sources	£0.7m



How we spent our money

We spent £38.4 million last year on...

Our services for disabled adults	£18.4m
Our education services	£17.3m
Fundraising	£1.4m
Community Mission and linked churches	£0.6m
Trusts and other charitable purposes	£0.4m
Governance (making sure Livability is run properly)	£0.3m



Thank You!

We would like to thank the organisations below for their generous contribution towards our work. Those organisations who wished to remain anonymous, the families of those who remembered Livability in their will and the thousands of generous individuals whose support makes such a huge difference to our work.

Andrew Anderson Trust
Audrey Earle Charitable Trust
Awareness Fund
Bedford Borough Council
Big Lottery Fund
Bournemouth Collegiate
Preparatory School
C W White Discretionary Trust
D G Albright Charitable Trust
Dudley and Geoffrey Cox
Charitable Trust
Edith Murphy Foundation
Eveson Charitable Trust
Friends of Livability Brackley
Friends of Livability Dolphin
Court
Friends of Livability John
Grooms Court

Friends of Livability Nash
College
Friends of Livability Treetops
Gresham Charitable Trust
Gwyneth Forrester Trust
Harrow School
Homelands Charitable Trust
Knighton Heath Golf Club
Lions Club of Poole
Meadow House Trust
Montague Conn Thompson
Charitable Trust
Olympus KeyMed
Peter Harrison Foundation
Rokill
Rosca Trust
Talbot Village Trust
The 29th May 1961 Charity

The ACT Foundation
The Band Trust
The Beatrice Laing Trust
The Bernard Sanley Charitable
Foundation
The Childwick Trust
The City Bridge Trust
The Emmaus Christian Fund
The Haberdashers' Company
The Harpur Trust
The Marjorie Purser Trust
The Nora and Olive Brewer
Memorial Trust
The Rank Foundation Limited
The Royal Bank of Scotland
The Simon Gibson Charitable
Trust
The Wixamtree Charitable Trust

livability
Choices for disabled people

Central office: Livability, 50 Scrutton Street, London EC2A 4XQ

Phone: 020 7452 2000

Email: info@livability.org.uk

www.livability.org.uk

Patron: HRH The Princess Royal

Charity registration no. 1116530

Company registration no. 5967087

Livability is the new face of John Grooms and the Shaftesbury Society

Name

Address

Date

Dear Councillor,

I am writing to you on the matter of the planned purchase of the Russell Hotel in Bognor Regis by national disability charity Livability and its redevelopment into a modern residential home.

Livability has just submitted a planning application for the project and I would like to share with you more information about our exciting plans for the redevelopment of the hotel and how we believe they will benefit both our disabled residents and the wider local community.

I am the manager of the current Ashley House care home, Aldwick Road, and our residents are vulnerable people with high levels of needs and disabilities. The refurbishment of the Russell Hotel would give our residents the opportunity to move into a more spacious and modern facility that meets their care and support needs better and increase their independence.

Our Ashley House care home is a long-established, local residential home and its disabled service users, and their families and carers, are an integral part of the local community.

The new Ashley House care home, once the hotel is converted, will be able to offer an even wider range of services to even more local disabled people, including potentially partially-sighted individuals.

We are aware that there have been concerns around the sale of the hotel resulting in the loss of its swimming pool as a public facility.

We have listened to and heard the concerns of the pool's current users and we are keen to explore funding opportunities to keep this facility open to the public, including potential medical use through GP referrals. We therefore have included in our planning application that we will do our best to keep the pool open.

We strongly believe that Livability purchasing the hotel is the best possible outcome for the local community. The alternative for a hotel which is failing to attract sufficient visitors would be for the premises to simply close permanently. Also, without a buyer, the use of the pool would definitely be lost.



Livability is the new face of John Grooms and the Shaftesbury Society

Patron: HRH The Princess Royal President: Baroness Howard of Breckland OBE
Interim Chief Executive: Dave Webber Registered Officer 50 Scrutton Street,
London EC2A 4XQ. Registered Charity No: 1116530. Registered in England No: 5967067
Livability is a company limited by guarantee



John Grooms
Working with Disabled People



Shaftesbury
Creating a better world

Our plans for redevelopment and for maintaining the benefit of use to the local community are of course depending on us being granted planning permission for change of use for the premises.

I would like to invite you to visit our current Ashley House care home and to meet the residents and staff so they can share with you their long held hope for a new home. If you wish to do so you can contact me on [REDACTED]

I am also enclosing with this letter copies of our annual review and new five year strategy document, so you can find out more about Livability, a major disability charity with a passion for supporting the most vulnerable in society carrying on in the tradition of the founding charities, John Grooms and The Shaftesbury Society.

Yours sincerely

Trudy Lockyer

Ashley House manager