

DLC

DISABLED LIVING  
CENTRE  
(WEST OF ENGLAND)

ANNUAL REPORT

2003/2004

10 Years of service since 1994



## BOARD OF TRUSTEES

The DLC is governed by a Board of Company Directors, also known as Trustees, who have a range of expertise including Education, Social Services, Banking, Management, Nursing and Allied Health Services and campaigning. At least 70% of the Board must be service users.

**DILYS DEAL**  
**Chair of the Board**  
**Business Planning Group**  
*2004 sub group*  
*Personnel sub group*

**SHEILA GILBERT**  
**Vice Chair**  
**Business Planning Group**  
*Health and Safety sub group*

**CEDRIC HARRIES**  
**Company Secretary**  
**Business Planning Group**  
*Personnel Sub Group*

**NIGEL WILLIAMS**  
**Treasurer**  
**Business Planning Group**

**SELINA COOK**  
Chair of Personnel Sub- Group

**DEREK HINTON**  
*2004 sub group*

**ROSEMARIE FORD**

**BAS CHOWDHARY**

**CAMPBELL POLLOCK**  
Disability Equality Forum

**BENITA WALLACE-LANGLEY**

**DR. SUE MCMULLEN**  
**Adviser**  
*2004 sub group*

**WENDY PATTERSON**  
**Adviser**  
*2004 sub group*

## STAFF

### CENTRAL

Sara Burgess	Director of Services
Ray Jaeckles	Accountant
Ched Quarry	Reception
	Administrator
Lisa Warrington	Reception
	Admin./Fundraising
Gary Stockham	Caretaker

### INFORMATION AND SUPPORT

Sally McGarry	Information Officer
Kate Coates	Information Support Worker
Vito Kovaks	Support Worker
Jen Cave-Ayland	Lead Occupational Therapist
Caroline Quintin	Occupational Therapist
Bruce Pilsworth	Equipment Support Worker
	<b>Sessional</b>
Nina Evans	Occupational Therapist
Teresa Stratford	Occupational Therapist
Jill Kirby	Occupational Therapist

### MOBILITY/DRIVING SERVICE

Clive Peters	Coordinator
Diana Wolsey	Occupational Therapist
Joanna Walsh	Occupational Therapist
Daniella Meucci	Information Officer
Barbara Howes	Secretary
Paul Farrall	Assessor/Driving Instructor
Adrian Dobson	Assessor

### MULTIMEDIA LIBRARY

Chris Goddard	Project Coordinator
Ben Badoo	Support Worker

#### Volunteers

Mark Enright, Alan Thackary, Norman Bentley, Edward Thomas, Sandra Wright, Barbara Chamberlain, Maureen Hinton

### planning and development management team

Sara Burgess  
Jen Cave-Ayland  
Chris Goddard  
Sally McGarry  
Clive Peters

## **MISSION STATEMENT**

To provide an excellent service which is skilled well informed and responsive.

The service is available to disabled and older people and their informal and professional carers so that they can have information and choice about equipment and products that can increase independence and enhance quality of life.

Managed by disabled people, it promotes equality of opportunity, the Social Model of disability and Disability Equality.

It works in partnership with all who use its service.

### **PRINCIPAL AIMS:**

To empower disabled and older people by providing information about a range of equipment and the practical opportunity to try it.

To make it possible for disabled and older people to increase their independence and have more control over their lifestyles.

To make information and testing of equipment available to carers to assist them in their activities.

To be a resource for professionals to enhance the effectiveness of their service to disabled and older people and carers.

To show ways of reducing dependency of disabled people and older people and challenging prevalent social attitudes about this.

To demonstrate ways of reducing disability as defined by the Social Model by modifying the environment and/or changing the tasks to be undertaken.

## INTRODUCTION

The past year has brought some surprises, some disappointments and a great deal of much appreciated hard work from the Staff and Volunteers of the Disabled Living Centre (West of England). The surprises included an unexpected and very welcome legacy to boost our funds and a better than hoped for result from the Bristol Half Marathon. The disappointments included an inflation only increase in our statutory funding which meant our hard working staff could not be given the pay rise they deserved and our hopes of continuing the service at the level it was currently at had to be put on hold.

During this year (April 2003 – March 2004) I was elected Chair of the Trustees. There have been two main areas of work for me in this role. We have started planning a celebration for September 2004 when the Centre will have been open for ten years. What began its life in 1994 as a small group of Staff and Trustees had grown by 2003 into an organisation of twenty paid staff, seven regular volunteers and ten Trustees. The numbers may change but the enthusiasm of all remains constant and was given a boost at the end of this year when the 50,000<sup>th</sup> service user was put on the records.

It would be encouraging to record the certainty of our being able to provide an even better service in the coming year but the other area of my work has been to take a hard look at our finances and to recommend to the Board of Trustees that we modify the service in line with our funding. We felt obliged to freeze the post of Clothing Advisor when the person in that post left (for the happy reason that she now has a baby boy). A reduced clothing service is the result, but our creative staff are continuing to provide basic information and support so hopefully our users have not lost out too much and when (not if) funding permits the full service will resume.

We also made the hard decision to reduce the space we rent but once again the staff have moved things around in the reduced space and the service has continued much as before. Everyone, staff and trustees alike, have been attempting to save resources wherever possible so that our service users do not lose out. We don't yet ration the paper clips but we are very careful with them and as you can see the Annual Report is not an expensive glossy booklet but a more economical affair.

By January 2004 we were delighted to have a report from our Treasurer showing that our efforts were paying off and our budget deficit had reduced to less than anticipated. But with no guarantee of an increase in funding we had to continue to look for ways to reduce expenditure.

Whilst determined to continue to provide a service that reflects the ideals of the organisation the Trustees and the Director of Services felt it necessary to produce a plan for further reduction in service if the financial need arose. I am pleased to report that thanks to the careful monitoring of our resources by the Director we are in our tenth year and still able to provide an exciting service with minimal reductions. Fortunately part of that service is funded by restricted funds ( those which provide for a specific project). For this reason the Driving, Multimedia and Volunteer Services are buoyant and able to contribute to our core expenses (phones, cleaning and so on.)

As this year ended and our 50,000<sup>th</sup> user came to the Centre it has felt very positive knowing that so many people appreciate the service. This is an excellent reward for the effort put in. For that effort I should like to thank our Staff, Volunteers and Members who all support the Disabled Living Centre in so many ways.

**Dilys Deal**  
**Chair of the Board of Trustees**

## WHAT WE DO - HOW WE DO IT

The Disabled Living Centre serves the West of England from Bristol and in particular delivers its unique and expert service to users in four Local Authority areas and PCT areas. We provide a range of services to disabled people, older people, and their carers. Our goal is to increase independence and enhance quality of life. The centre is managed, and largely staffed, by disabled people. We have a positive view of disabled living as promoted by the Social model of disability.

An appointment service is offered with professional and qualified advisors to identify need putting the service user in control of the process. Appointments include personal care, communication, mobility, driving and access to work. There is a dedicated service to children and families and we even have roll on Scales for wheelchair users.

The DLC is recognised beyond its local brief as a centre of excellence. It was visited by the Government Strategy Unit of the Cabinet Office in February 2004 as part of their research into improving the Life chances of disabled people. Their summary report is out for consultation on their website.

DLC has extensive, well equipped and up to date displays of products and assistive equipment available to look at and uniquely to try under supervision 5 days per week. The service offers the chance to see equipment that may be provided by the Local Authority plus a much more extensive range of choices backed up with prices and information on where to obtain the equipment and how to get financial help.

A well maintained and efficient information service uses traditional paper-based resources in addition to databases. The internet is also used to research items requested. It is also available five days per week. Information is provided by post, email and may be given immediately over the phone.

The Centre can also be hired for training purposes and has a drop-in service unique to North Somerset.

DLC is currently working closely with the Disability Rights Commission.

It is also regularly used by UWE as a resource for Occupational Therapy year 1 and 2 students during term time as well as a compulsory visit by medical students each year.

# IMPACT *Sara Burgess*

During 2003/04 the DLC saw success in areas of work that helped expand its core services.

In Clevedon the drop-in service once a month found increasing numbers of people popping in to ask questions and get ideas. Many of these are completely new users.

The multimedia library started offering visits to people in their own home helping set them up on the Internet and on email and brought the world to people who cannot always get out.

The revamped service for children and their families was launched in the new year at an open day which was well attended and received.

More medical students attended than ever before. Some found to their cost that doing wheelies in a wheelchair is not as easy as it looks!

Our new Lead Occupational Therapist came in and took the bull by the horns, weeding out lots of old and obsolete equipment and in many cases finding another home for it. She cast a fresh pair of eyes on the whole Centre and couldn't wait to get stuck in. The changes are very noticeable.

Lots of very small organisations and some small businesses started asking us questions about how to change their environments to remove the barriers that prevent people from using them. We started doing access appraisals making suggestions and the pointing people in the direction of those who could help. This service is going to expand and we will find a way to further this work.

## *Director of Services*

### ££££££££s

There was a new regime in the Board room and with new members involved a plan of campaign for securing the financial future of the Centre was mapped out.

This has involved ongoing negotiation with our statutory funders and the recognition on both sides that DLC could no longer operate as it was at its current levels of income. By April 2004 the Local Authority auditors had confirmed DLC was operating effectively – it just didn't have enough money to carry on into the future as it was.

Lots of measures were put in place including the need to reduce some of the space rented and to freeze staff posts as they became vacant. This and some other housekeeping arrangements have shown good results. In addition we were very fortunate to have been remembered in the will of a keen supporter for which we are most grateful and very flattered.

In the coming financial year more measures will have to be implemented and our discussions with the LA funders are ongoing. We have been very lucky to have been given help by a volunteer through the Cranfield Trust and this will help us rethink our methods of costing which again will help us stand up in the future.

2004 is DLC's tenth year of operation. It intends celebrating that fact and will be toasting the next ten years with its friends on the anniversary of its opening.

## Occupational Therapy Annual Report April 2003 to March 2004

There have been many changes to the occupational therapy (OT) Team this year. A huge loss to the centre has been Lindsay Sandhu's return to Social Services. She is greatly missed by staff and clients alike.

Lindsay leaving and changes for some of the pool OTs enabled a restructure of the OT team. The lead occupational therapist post hours were increased and the number of pool OT hours was reduced. We have unfortunately lost the paediatric skills of Rachel Earnshaw, but Teresa Stratford, who has worked in paediatrics and Social Services, has returned to the DLC for one day a week. Nina Evans took a six-month contract at Social Services, but returned to work with us on a Thursday. Jill Kirby continues to help us out, often at short notice.

Many thanks to all the pool OTs whose diversity of backgrounds ensures we meet the needs of the variety of clients attending the centre. Thank you also to the volunteers who support the DLC staff.

I was appointed to the post of lead OT in September and my main aim has been to update the equipment displays. We have made a good start, having re-arranged the "GIS" spur and the kitchen display. I am already getting the reputation of tidying everyone up!

Caroline Quintin continues to work 2 ½ days a week and did a great job holding things together between Lindsay leaving and me starting. The children's project has been co-ordinated by Caroline and her enthusiasm has enabled it to go from strength to strength. Caroline has completed the Invacare Impetus course this year, which has furthered her knowledge of specialist seating.

It is third time lucky with the appointment of an Equipment Support Worker. Bruce Pilsworth joined us in February following two unsuccessful attempts to find someone. This post is generously funded by St. Monica Trust. Keeping the displays current will be Bruce's main role and is greatly appreciated by all. The removal of out of date equipment has enabled us to replace it with new products. The manufacturers have more often than not allowed us to sell the discontinued items, which means some more money for the DLC!

The North Somerset drop-in was launched in Clevedon in May 2003 and as of May 2004 will alternate between Clevedon and Weston-Super-Mare. We bring down many small pieces of equipment and ask clients to contact us if they wish us to bring anything specific. Brochures, fact sheets and the laptop are also taken with us. Pauline Cornish, an Occupational Therapy Assistant from North Somerset, is able to offer advice on what is available from Social Services and volunteer Molly completes the team. The response from clients, carers and professionals has been positive.

The children's project was launched with a children's open day in January. This was well attended, with over 70 families giving up their Saturday morning to see what we had to offer. The main themes were trikes and bathing, but all the paediatric equipment in the centre was on show. Noah's Ark brought a menagerie of animals for the children (and adults) to see and there was face painting, colouring competitions and music. The smiles on the children's faces made all the hard work worthwhile. We now have a designated children's room with a height adjustable chair and table for assessments. Our resource folder is ever growing along with the number of children seen in the centre.

We offered a first year occupational therapy student a placement in the centre during March. This keeps us on our toes and informed of current practice. It also improves the links with the University of the West of England. We feel we have a lot to offer students in what is a unique learning experience.

A huge challenge for us is the increasing number of complex assessments. We are being referred to as specialists, but at the same time seeing clients of **all** ages with a variety of impairments and needing to be knowledgeable about 1000s of products!

Our plans for next year are to continue to offer a quality service to clients, carers and professionals. The need for us to be proactive in establishing better links with health and social care is imperative along with keeping the service client-led.

**Jen Cave-Ayland**  
**Lead Occupational Therapist**



## **Volunteer Coordinator/Multimedia Development Officer's Report 2003-2004**

*Chris Goddard*

It has been an eventful year, but as they say, 'twere ever thus'! In last year's Annual Report I mentioned that we now had five computers in our Multimedia Resource Area rather than the two for which we had originally planned. At which point the fickle finger of fate intervened in the guise of some local scallywags who broke into the DLC and in one fell swoop reduced that number back to two!

This burglary caused a certain amount of disruption to the smooth running of the Resource Area, and for several weeks until the insurance claim was settled there was a commensurate reduction in activity.

It was disappointing to say the least to be burgled a second and then a third time in quick succession a few months later, but hopefully our new, improved security measures should help us see off local larcenists for the foreseeable future.

So now, onto more positive matters. Despite these minor irritants, there has been a steady increase in the number of people using the Resource Area over the past year, and we're well on course for meeting our projected targets. An internet café specifically aimed at disabled and older people is something of a novel, even unique service and we still have work to do to encourage yet more individuals to come along to the Centre on a drop-in basis. But appointments to see and try the equipment, from Access to Work referrals and others are on the increase and the Resource Area itself continues to generate a lot of interest.

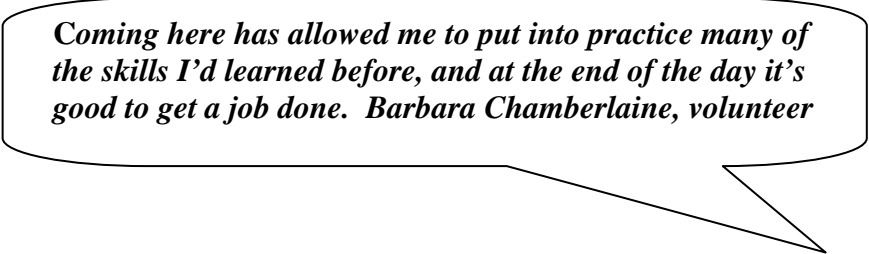
We have been involving the local media as much as possible in promoting both the DLC and the Multimedia Area. In recent months we were pleased to welcome distinguished visitors like the Duke of Kent, the Lord Mayor and of course our 50,000<sup>th</sup> service user into the Centre, and have felt most encouraged in our efforts by the highly favourable feedback we receive. It's good to know we're on the right track and providing a range of services that people really do want and benefit from.

The Home Visit service has proved as popular as we had expected it to be – so much so, in fact, that the Community Fund was happy to allow us to use its grant towards developing the service into 2005. So far we have made over 50 house calls to help people in a variety of ways – fixing technical problems, setting people up with email and the internet, giving training in different software packages and so on. It is undoubtedly a worthwhile service and not one that, as far as we are aware, is available anywhere else – not least because in addition to everything else, it's free!

The continuing growth and relative success of the whole Multimedia Project does have implications for future staffing within the Resource Area. Clearly omnipresence is a quality not all of us possess, and it has proved difficult at times to juggle the different aspects of the work. We can't, of course, be sure of any further specific funding for the Multimedia Area, but our best calculations indicate that we can keep it going for perhaps another year. We therefore intend to look at recruiting further

volunteers to ensure that the outreach service and the day to day functioning of the Resource Area can both be realistically sustained and developed.

In the meantime we are very lucky to have such a dedicated and motivated team of volunteers, and a real debt of gratitude goes out from all the paid staff to Alan, Barbara, Mark, Maureen, Norman, Sandra, and Ted who between them come in to the Centre each day and make such a valuable contribution to the life and work of the DLC. We had revised our volunteer programme a little in the past year to reflect the practicalities of life at the DLC. It seemed sensible, given our limited human and financial resources, to concentrate on providing appropriate and suitable work for our existing volunteers rather than try to invent unnecessary and irrelevant work for a larger volunteer team. At the present time we feel the balance is about right. The expectation for the coming year and beyond is to recruit people for specific projects, like the Home Visit Service and the Disabled Living Centre Magazine, of which, more below.



*Coming here has allowed me to put into practice many of the skills I'd learned before, and at the end of the day it's good to get a job done. Barbara Chamberlaine, volunteer*

## Magazine Editor's Report

I am happy to report that the Disabled Living Centre Magazine – Newsletter as was – is also going from strength to strength. We now produce four editions a year, with a print run of 2000 each time. Furthermore, it has grown to 40 pages!

Our regular advertisers show no immediate signs of abandoning ship, and indeed more are coming on board without any distress calls from the Captain! It was hoped that the Magazine might act as a conduit through which people might express their views on anything in general but on the quality of the delivery of our services and other DLC related matters in particular. However, although we are satisfied that more people enjoy our humble organ than not, we have yet to receive the flood of mail, articles and letters that would make the Magazine an even more reader focussed publication. We are, though, getting there, as Lord Beaverbrook might well have said.

The Magazine at present pays for itself through advertising and hopefully this will continue to be the case for all future issues. We do ask visitors to the Centre for a small and entirely voluntary contribution to its production costs, given that it is not technically a service for we receive any funding but which is nonetheless done in DLC time.

Whilst I do not wish to become a hostage to fortune, or to find myself hoist unnecessarily by my own petard, my hope is to delegate the bulk of the work involved to interested and able volunteers – keen Annual Report readers will know I said this last year! So, to finish on one further hackneyed phrase... watch this space!

## **THE POWER OF INFORMATION....**

There has been a distinct change to the nature of the enquiries we receive to the Information Service during the last year. With more mobility shops opening, increased advertising on television, and more people accessing the Internet, it seems that information on basic aids like jar openers and chair blocks is being asked for less and less. The requests for information we receive these days seem to be for the more specialised equipment on the market, like stair climbing wheelchairs and the latest access equipment. Enquiries can sometimes take days to research.

Businesses and organisations are at last becoming aware that they should be preparing for the changes that the Disability Discrimination Act will mean to service providers in October 2004. As a result, we have been asked to carry out access consultations in a range of buildings, from village halls to insurance offices, and from a new school in Bath to trendy restaurants in town. This has been an excellent way of promoting the work of the DLC, and has also been a source of revenue for the Centre.

Chris Goddard and I attended an intensive seven week Facilitating Learning course, which we hope to put to good use organising more Disability Awareness and Equality training courses in the Centre. Up to now we have facilitated training courses for a group of students at the City of Bristol College, Bedminster and for an organisation that manages high security prisons.

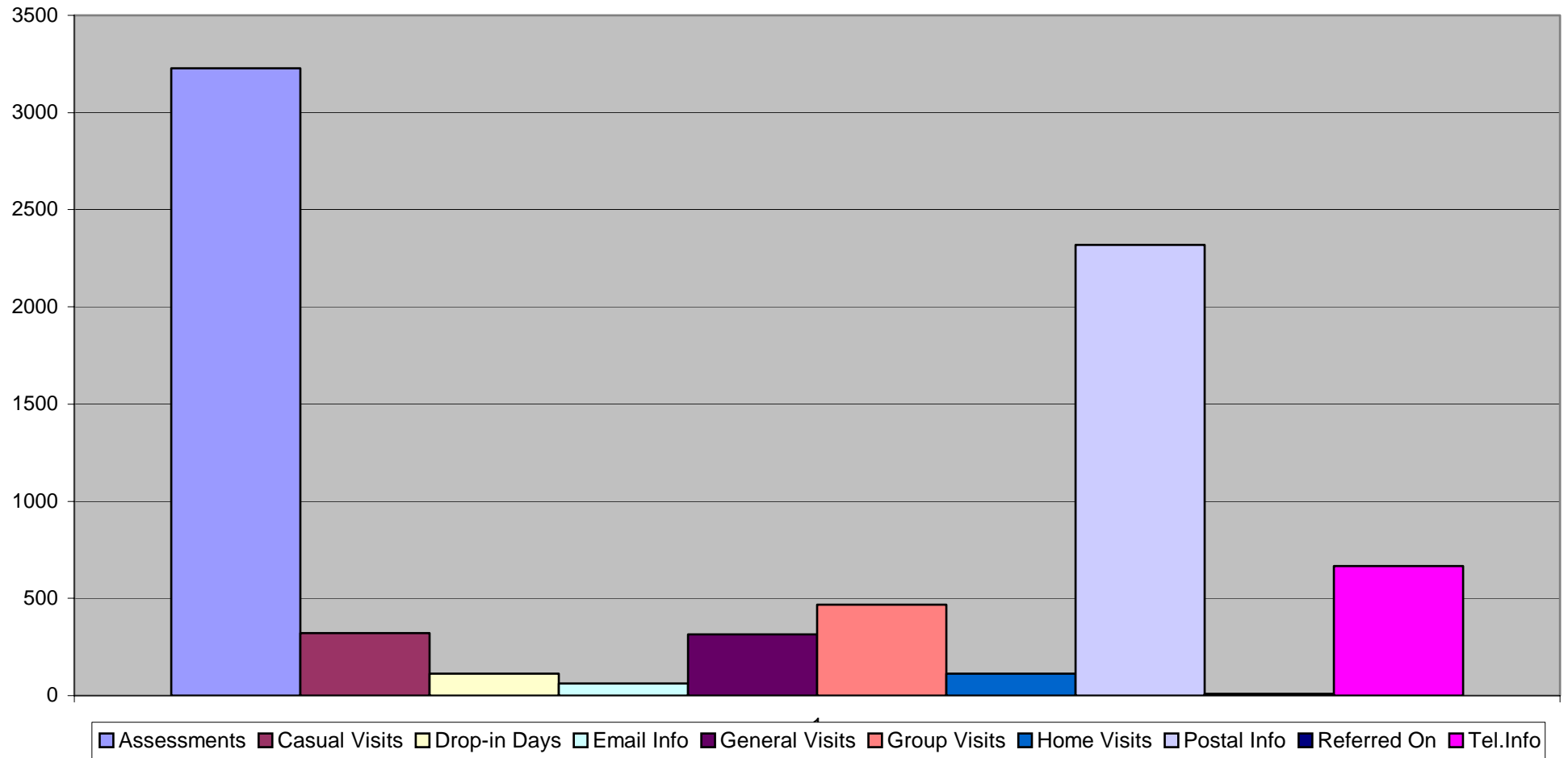
I have also been having training with Chris in the Multimedia Resource Area. He has been teaching me about the various software packages available, as well as the wealth of computer equipment that makes computers accessible for all. I have been able to accompany Chris on several home visits to people having a problem accessing computers.

Among the many organisations we have worked with this year in an outreach capacity are the Disability Rights Commission, the MS Society, a local Muscular Dystrophy Group, Oldland Common Community Group, the Thornbury Day Centre, the Bristol Arena Project, Bristol University, U.W.E., Frenchay Paediatric Dept, and Bath County Council to name but a few.

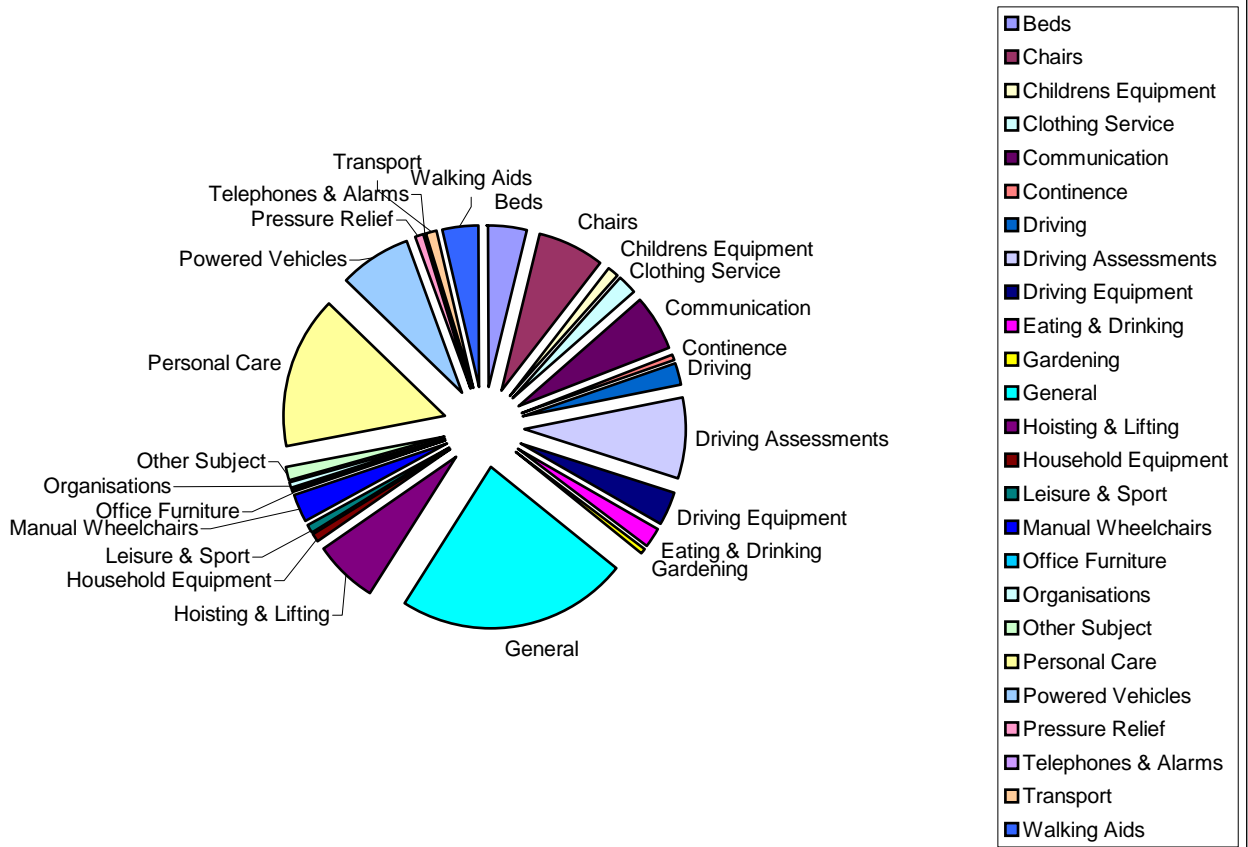
In the last financial year, the Information Service was up by 23%, the Driving Service up by 40%, and the Multimedia Resource Area up a staggering 456% on the previous year's figures - a really positive sign that people are doing more research into what equipment is available and where is the best place to get it.

*Sally McGarry*  
Information Officer

### What Services Does the DLC Provide



### What Do People Ask About?



# **THE MOBILITY SERVICE OF THE DISABLED LIVING CENTRE**

The Mobility Service of the Disabled Living Centre (West of England) is one of 17 members of the national Forum of Mobility Centres. This is a network of organisations, which aims to help elderly and disabled people achieve independent mobility as drivers and passengers. The Centre has focussed on car Driving Assessments, with a small proportion of Passenger and Wheelchair Assessments.

## **Centre Vehicles and Equipment**

The Centre owns a Vauxhall Astra  
Fitted with single combined lever push/pull hand controls, twin flip left foot accelerator, infra-red switching system, wheelchair hoist, thigh raiser

A Fiat Stilo has been on loan for most of the year from FIAT, and was replaced by a Panda in March 2004.

Fitted with instructor's dual controls.

A Nissan Micra arrived towards the end of the year, on long-term loan from Forum.

Fitted with push/pull hand controls with external brake rod.

A Ford Focus has been on loan throughout the year from FORD Magic.

Fitted with twin flip left foot accelerator, hand controls and instructors dual controls.

During this period staff in Bristol had demonstrations of new vehicles and equipment from Gowrings in May 2003, Nissan in August 2003 and Autochair in February 2004.

## **Activity**

The focus of this past year has been capacity building for the future, whilst steadily continuing to expand the service. To this end the telephone and computer systems have been upgraded, and a 30-hour per week Information Worker has been appointed. This has enabled the information and filing system to be overhauled, and refinements to the data recording system to be developed. The capacity of the administrative arrangements has been increased by nearly 100%, so that the planned near 100% growth in Driving Assessments in the next two years can be efficiently administered. This year has seen a growth of 5% in inquiries and 22% in assessments, without any increase in waiting times. It has also been possible to investigate the feasibility of developing an outreach driving assessment service to the Salisbury area.

## Information Enquiries

This year we have had 2077 enquiries.

## Assessments

The total number of assessments has increased by 22%, from 187 in 2002/3 to 228 in 2003/4. Of the 228 clients seen for assessment, 158 were male and 70 female. We also saw 58 clients for follow-up appointments.

Of the 228 clients, 210 were for Driving, 11 for Passenger, and 7 for Wheelchair assessments.

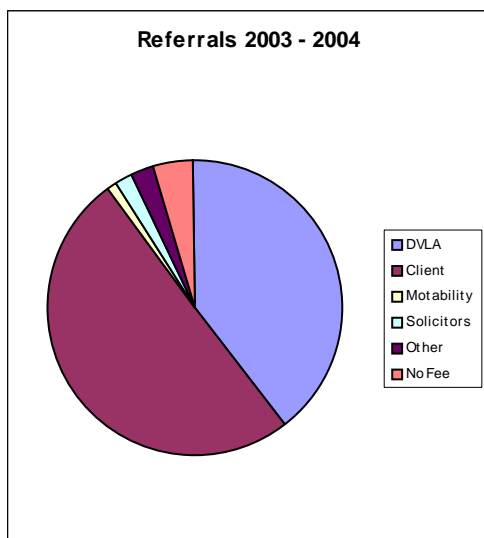
Previously Bristol has not counted all of the Passenger and Wheelchair Assessments done. This was because due to staffing levels we were not able to produce reports to Forum standards. In the period April 2003 to March 2004 we actually assessed 77 clients. This should be reflected in future, as we are now able to do reports for them all.

**Assessment Process**

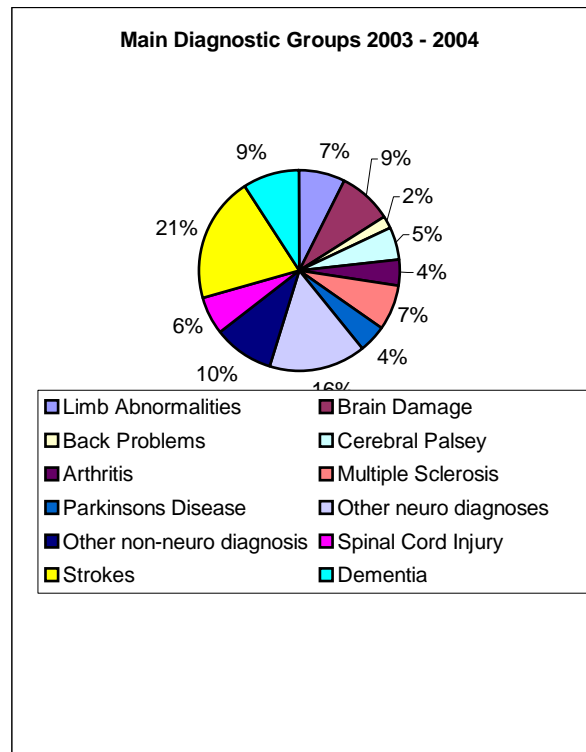
An area of the car park is now coned off during assessments to provide an area free from public access.

**Referrals**

The majority of clients still come from self-referrals (115) and the DVLA (90), with the proportions remaining very similar to last year, 51% client/family and 39% DVLA.



**Diagnostic Groups**



**Finance**

The Service had a budget of £107,910 for the year. A revenue grant of £84,000 from the Department of Transport ensured that key staffing and premises costs were fully funded. The balance of £23,910 was raised from charges for services, plus a small grant from NLCB for training volunteers and paying their costs of travel to and from work.

## PRIORITIES FOR THE FUTURE

**Secure** and sustain the financial stability of the DLC. Without this there can be no development. Work has already been started with statutory funders and there is a planned branded appeal in the pipeline. The Business plan will be reviewed to ensure key areas of service continue to be available to as many people as require it.

**Support** the multimedia project in its development and to see it thrive as a key element of the DLC package.

**See DLC** settled in its accommodation following the next stage of building regeneration and able to use this as a base for its outreach work.

**Launch** and development of the new website.

**Support** the successful implementation of the DDA.

**Promote** the independence of disabled people by challenging attitudes and demonstrating good practice.

**Enable** more people to attain and retain independence through driving and mobility.

**Maintain** and continue to update displays ensure stocks are relevant to user needs.

**Build** on our expertise in children's needs and expand to meet this with suitable funding.

**Re-establish** a dedicated clothing service for the Bristol area.

**Be informed** and knowledgeable in our field of work for another 10 years.

**DLC will have been officially running for 10 years on 30<sup>th</sup> September 2004. It's aim is to carry on responding to need and adjusting its services accordingly within its means and to be celebrating 20 years in 2014.**

## **THANK YOU**

In particular for the very generous legacy received early in the new year and which is a significant contribution to the core funding of the Centre.

Not least to 20 friends of the Centre including a member of staff who trained very hard and then ran 23 miles on a very hot sunny day in the Bristol Half Marathon. Everyone completed the course and they raised over four and a half thousand pounds for the DLC. Well done all.

To all our volunteers who give their time and their energy for free and who make such a big difference to our work

For all the generous donations made by service users when they come to the Centre and all our members for their ongoing support.

To the Vassall Centre Trust for being a great landlord and for bearing with us while we make some changes and difficult decisions.

To everyone who has supported us, visited us and spread the word about us in 2003/04. Stay with us we're going to need you even more in 2004/05.

## **OUR SUPPORTERS**

BRISTOL CITY COUNCIL

B&NES

SOUTH GLOUCESTERSHIRE

NORTH SOMERSET

PCT'S

**DEPARTMENT FOR TRANSPORT**

THE COMMUNITY FUND

JOHN LAY

ST MONICA TRUST

CHERRY D

**GREATER BRISTOL FOUNDATION**

20 MARATHON RUNNERS

MAXWELL CHARITABLE TRUST

LLOYD FAMILY FOUNDATION

UNUM PROVIDENT

ROLLS ROYCE

AXA SUN LIFE

T B MCMULLEN

DENMAN CHARITABLE TRUST

BRISTOL UNIVERSITY RAG FUND

and many more....

**DLC**

**REGISTERED ADDRESS**

The Vassall Centre  
Gill Avenue,  
Fishponds  
Bristol BS16 2QQ

Tel: 0117 965 3651

Fax: 0117 965 3652

Email: [info@dlcbristol.org](mailto:info@dlcbristol.org)

Website: [www.dlcbristol.org](http://www.dlcbristol.org)



The Disabled Living Centre (West of England) is a Registered Charity No: 1025783 and a Company Limited by Guarantee No: 2848685

Partially Funded by -

