



» **FAST FORWARD**
YOUR SOCIAL ENTERPRISE

CASE STUDY

WORKING WITH
DEVELOPMENT IN
SOCIAL ENTERPRISE

Business Support
Sustainability
Consultancy
Social Value
Asset Transfer

KEY FACTS

MISSION

To provide a range of person centered information, advice and support services for disabled people and their support networks.

SERVICES

Information, Advice and Advocacy; Debt Advice Service; Personal Skills Development; Counselling; Social and Lesiure Activities; Employment Preparation; Volunteering; Conference and Meeting Room Hire; Gardening Service; Accessibility Audits

BUSINESS CHALLENGE

To review earning potential of DRC's portfolio of services and present robust business plans to re-model the organisation for financial sustainability.

ESTABLISHED

1992

LEGAL STRUCTURE

Registered charity and Company Ltd by Guarantee

www.disability.co.uk

Disability Resource Centre



Adversely affected by spending cuts, Disability Resource Centre (DRC) knew it was time to work towards financial independence through greater trading activity and commisioned DISE to help assess and develop their ideas.

In 2011 DRC secured transition funding to re-model the organisation for long-term sustainability, while remaining true to its mission of supporting disabled people to lead fulfilling lives.

Louise McKiernan, chief executive, says: "We asked DISE to undertake an honest appraisal of our fee-paying accessibility services, but also research fresh ideas and new market opportunities that could generate significant income streams.

"DISE delivered three business plans for us, grouping together smaller activities into coherent and distinct services, expanding our horizons outside of Birmingham. Our Board was presented with the information they needed to make informed decisions about how and where to invest our resources. They also looked at how our health and wellbeing services could be promoted to »



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» new markets, and suggested alternative money-saving approaches to achieve our goals,” says Louise.

DISE also assisted DRC to implement and test ideas, training staff and managers as they move towards a social enterprise model. Training in Customer Service, Marketing and Sales was being rolled out so that all staff could play their part in helping DRC reduce its requirement for grant funding.

“DISE are very professional and the type of consultants that get stuck in. They always go that extra mile, but understand the boundaries of their role as consultants. Their versatility and flexibility has been invaluable.”

DISE supported DRC with an office move which has brought about new opportunities to generate income from

meeting room hire, back office and virtual office solutions for smaller organisations.

“The launch of our new services, move to new premises and a marketing re-fresh have brought about an exciting period of change in our 20-year history.” ■



Development in Social Enterprise CIC

provide bespoke business support and consultancy services for social enterprises, charities, voluntary organisations and start-ups.

Our mission is simple.

Do Good Business and Create Social Value

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