

Working for Choice, Independence & Lifestyle

WILTSHIRE CENTRE FOR INDEPENDENT LIVING
ANNUAL REPORT

2015 - 2016



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Caroline Finch	DP Operations Manager	
Polly Hannan	Office Manager	
Pauline Bishop	Direct Payment Adviser	
Natalie Yeates	Direct Payment Telephone Adviser	
Kathryn Woodlands	Support Planning Team Leader	
Abbie-Jo Lawrence	Support Planning Telephone Adviser	
Junko Woodley	Direct Payment Finance Support	
Matt Stabb	Peer Link Worker	
Julie Dyer	DBS Administrator	
Frances Hanafin	Office Support Worker	[joined Nov 2015]
David Bolwell	Direct Payment Adviser	[joined Sept 2015]
Louise Maddox	Direct Payment Adviser	[joined Sept 2015]
Dee McFadden	Direct Payment Adviser	[joined Oct 2015]
Lucie Glander	PA Development Worker	[joined July 2015]
Poppy Witts	Support Planner	[joined Oct 2015]
Nicola Harris	Support Planner	[joined Aug 2015]
Joseph Brown	Direct Payment Adviser	[left Aug 2015]
Rebecca Clingan	Direct Payment Adviser	[left June 2015]
Alison Gamblin	Direct Payment Adviser	[left Feb 2016]
Sophia Walton	Support Planner	[left Aug 2015]
Will Brodie	Communications Assistant	[left Sept 2015]
Anton Prantl	Peer Support Worker	[left Aug 2015]
Lesley Entwistle	Direct Payment Finance Support	[left April 2015]

Chair's Foreword



Clare Evans MBE
Chair

It has been another busy and successful year developing our role in delivering support to Personal Budget holders in Wiltshire and reaching out to support all disabled people in their local communities. Through our various feedback mechanisms for hearing the views of disabled people and co-producing with them policy and practice, we have sought to develop a Support Service evermore able to meet their needs. In addition to our Direct Payment Advisers and Support Plan staff, for example, this year we appointed someone to develop our work with Personal Assistants and improve our Register of PAs to provide more choice for disabled people.

This year has seen the emergence of a strong management team working under our Director, Geraldine Bentley to ensure all aspects of our work are carried out efficiently. In addition, Independent Numbers, contracted by us to process the Payroll & Banking Services for those employing their own staff, have continued to work alongside us and have dealt with the complexities of auto-enrolment for pensions.

As well as this ongoing work we have continued to work alongside disabled people and respond with innovative solutions to the needs they identified to assist them to overcome the barriers to Independent Living. We have a growing understanding about the role of supportive and diverse communities in enabling disabled people to connect and contribute locally in ways meaningful to them. In short, Independent Living means "having a life"!

The Trustees, of whom over 75% are disabled people, meet bi-monthly to give strategic leadership and oversee policy and finances. A new venture for us all has been working on the PQASSO quality award. I am grateful to them for their wisdom and energy. The enthusiasm and energy of our skilled staff team, under Geraldine's leadership, together with our volunteers enables them to deliver a service we hope you feel we can be proud of. Despite the current climate of austerity, we must look positively to the future and I thank them for all they contributed during the year.

Clare Evans MBE

Director's Overview



Geraldine Bentley
Director

The year 2015 – 2016 has proved another eventful period for Wiltshire CIL. We are ever evolving and changing to ensure we deliver on the service and support we offer people. We regularly invite feedback and actively encourage comments on delivering a better service and we look to streamline work in order to become as efficient and effective as we possibly can within the capacity we have. A number of staff moved on this year for varying new opportunities and I would like to thank them for their work with us. We have been fortunate to recruit excellent new members to continue to develop the work. I would like to thank each and every one of the staff, trustees and peer mentors for their hard work, dedication and passion in the contribution they make to the success of Wiltshire CIL.

They ensure our service is responsive and in line with what service users need to manage their own lives. I would also like to thank Independent Numbers for their work processing Wiltshire CIL's payroll service and the banking service and ensuring all payments run smoothly.

Thank you to our funders and Wiltshire Council with whom we continue to work in partnership but who we routinely challenge to ensure service users' voices are heard. In our role as a User Led Organisation (ULO) we strive to make the most of ever-decreasing resources while all the time staying true to our grass roots organisational aspirations to make a difference to people's lives.

At CIL we continually look at new and innovative ways to support people, ensuring they have the right knowledge, skills and confidence to live the lives they want. As a team we have not expanded in terms of numbers of workers but we do challenge ourselves to work differently and support people to become experts at managing their own lives. This, as you will read in the main body of the report, is done in a variety of ways but always ensuring the person is at the heart of how they want us to support. The outcome is a confident and more informed person that is no longer dependent on our support.

In March this year we held a morning session to ask people how they felt personalisation was progressing in Wiltshire following the introduction of the Care Act 2014. The resulting report was not overly surprising in terms of people's experience and highlighted that there were still lots of unresolved issues for people especially the need to be listened to by social care staff [see Core Activities page 8]. We have worked closely with the Council in these 12 months to help address some of those issues and continue to work in partnership so that our joint aim to support people in a meaningful way is

achieved. We know that there is reduced social care funding, however, not everything is about funding and sometimes just the act of listening and being heard is what is required.

No one in society defines their life or their ambitions in terms of receiving social care. People want and need to live rounded, fulfilling lives in supportive communities and they want to define those lives themselves. This year we rolled out the work of 'asset based community development' (ABCD) to run a very successful pilot named – 'My Life, My Choice' - alongside the work of support planning. This is about working closely with people using asset based conversations to ensure they have a life and not just a service. Staff were trained in motivational conversation techniques to encourage people to talk about their assets and the valuable contributions they can make, instead of the deficits or needs that are so often associated with people using social care. The stories and collective experiences to date demonstrate that people value more than just menus of social care services. People value access to their community resources. People want to have a sense of purpose.

At the same time we launched the #Make Someone Welcome Campaign which encourages local community groups large and small to welcome disabled and older people to their membership. We believe communities flourish when they welcome full and diverse membership and support the active participation of everyone, whatever their personal circumstances. Throughout our lives we all need extra help at some point whether through disability, old age or ill health. This is accepted and it is an opportunity for us to recognise that need for support and our mutual reliance and interdependence within our communities.

We have great ambitions for this area of our work and we have attracted much local and national interest in its development. We are excited about its future role in supporting inclusive vibrant communities and without the need or intention of creating more services but by simply using all the resources that are currently at our disposal locally.

It's not rocket science, let's not make it so!

Geraldine Bentley

**WCIL have been very helpful for several years in giving me advice –
thank you for what you have done...**

I was treated as a person, not an algorithm to fit checklists or tick boxes ...

Excellent support all round...

... prompt, efficient and compassionate yet professional service

Great service, thank you...

... keep doing what you're doing...

The work of the Core activities for all disabled and older people



In the core work we continue to promote a robust Centre for Independent Living in Wiltshire. We strive to promote independent living in its fullest sense to disabled and older people as well as with Wiltshire Council and partner voluntary & community organisations.

Wiltshire CIL is continually developing its reputation as a deliverer of high quality services and is recognised both locally and nationally for its work and responsive service. We have developed innovative services that support disabled people to have choice and control to become self-sufficient in all aspects of independent living, not just through direct payments and packages of care but through community engagement.

The core services and governance provided by Wilts CIL aim to be of excellent quality, therefore we:

- ▶ Maintain a legal infrastructure of a Limited Company & Registered Charity
- ▶ Continue as a ULO with 75% of Trustees being disabled people and 30% of staff are disabled people
- ▶ Develop our national partnership and training opportunities with organisations such as the King's Fund, Skills for Care.
- ▶ Work with other ULOs and link with the national organisation such as In Control and Disability Rights UK. An example of this joint work was our successful 'Personalisation' events last year, chaired by Julie Stansfield, Chief Executive, In Control. Wiltshire Council, after meeting Julie, made the decision to take part in the POET (Personal Outcomes Evaluation Tool) survey. This survey has been developed by In Control and Lancaster University. It is designed to measure how Personalisation is working in England. Wiltshire Council asked for both Wiltshire CIL's and Wiltshire & Swindon Users Network help in gaining the views of Help to Live at Home service users and direct payment service users. All were assisted by both organisations to fill in the questionnaire. The results of Wiltshire's survey will be published next year.

We support disabled people to have the right to independent living through:

- ▶ Information to all CIL members via newsletter and interactive website
- ▶ Facilitating events for users e.g. leisure day events and taster sessions to get involved in community activities
- ▶ Getting information into the local press and radio, e.g. this year our Director spoke out about the cuts affecting disabled people's benefits on Wiltshire Radio

- ▶ Liaison with other user led organisations as well as partnership working with relevant local voluntary sector partners, such as Carer Support, Age UK Wiltshire and HealthWatch.
- ▶ Organising public events regarding health and social care and supporting the increased involvement of disabled people in shaping social care e.g. the response to The Care Act in Wiltshire - One Year On

Care Act One Year in Wiltshire—How was it for you?

Wiltshire CIL considered it important to give people the opportunity to share their experience of the social care process since the Act was introduced in April 2015. In March we held a morning session to give people the opportunity to come together and discuss what challenges remained for them that should have been addressed under the Act.

Over 500 people in receipt of a personal budget during this period were invited to attend. Nineteen people attended the event.

We highlighted the significant changes in social care law for over 60 years and the relevant points under the Act significant to people with a personal budget.

The question posed to people, for discussion, was:

‘Choice, control, flexibility and innovation lie at the heart of the Care Act. Is this your experience when being assessed and reviewed by Wiltshire Social Care Services?’

Following the meeting a report was collated and the main highlights include:

- ▶ Information and guidance explaining the key features of the Care Act rarely emphasise choice and control and the universal entitlement to a personal budget.
- ▶ Wiltshire Council are generally not yet meeting their duties to ensure the provision of clear, accessible, accurate and locally tailored information regarding accessing a personal budget to have care and support.
- ▶ There is concern about the lack of consistency in both social care staff approach and the assessment process for peoples’ personal budgets across the county. Those present did not feel the Care Act had significant effect on the service they received and few had any idea about what the Act had proposed or what it should have meant for them in practice.
- ▶ Information provided by Wiltshire Council needs to reinforce the central expectations of the Care Act in relation to peoples’ rights to a personal budget. Care Act guidance
- ▶ is extensive in the expectations it creates of local authorities in relation to assessment eligibility and control over support.

- ▶ In general it was acknowledged that local authorities are struggling to adjust to massive cuts in their budgets and it is expected that this will impact on the scope for choice and control of those who require care and support.

The full report was sent to Wiltshire Council and we will organise a follow up meeting with the Council this year to discuss the findings and address future working concerns around the comprehensive and successful implementation of the Act in Wiltshire. Copies of the report are available from the Wiltshire CIL office on request.

Wilts CIL is modelled on existing Centres for Independent Living which fulfills the Governments '*Life Chances*' commitment. That is:

- ▶ A place with lots going on
- ▶ Part of the community – a sense of belonging
- ▶ A place where you can find out about other organisations and services
- ▶ A service that goes out to people and helps them through their journey to whatever they want to achieve
- ▶ A place where you can find out what is possible
- ▶ A place that influences change and learns from experience
- ▶ A place that gives others energy and support
- ▶ An organisation that stands up for people's rights

The vision continues to be that of a vibrant local community centre, a place and organisation where a whole community comes together, not just people who need immediate support in their daily lives but those thinking of future needs. In order to achieve this, the service will continue to link into wider local and community networks.

The Principle Aims and Values of Wilts CIL core objectives are:

- ▶ **To provide the means by which disabled people may take control over their own lives, achieve full participation in all spheres of society, and make changes to how they are viewed and treated.**
- ▶ **To provide encouragement, assistance, advice, support and facilitation to individuals or groups wishing to live independently.**
- ▶ **To raise the expectations of disabled people, individually and collectively, and ensure that their voices are heard.**

Direct Payment Support Service



There have been a number of changes to the team this year. We said goodbye to 3 DP Advisers and welcomed 2 full-time and one part-time adviser. We have also added a new role of telephone adviser which was taken on by our administrator. This was made possible with the introduction of a receptionist who now is the first port of call for all telephone communications and has enabled us to increase our adviser resource.

We have continued to monitor and improve our processes particularly in light of the new perspective brought by the new staff with their different experiences.

The Direct Payment Leads Group has continued to meet regularly throughout the year and now includes representatives from Carers Support and Children & Families, as well as Adult Social Care staff. Our last meeting was at the end of the year, just prior to the re-organisation of the Council's social care teams, when we thought the group might be in jeopardy. However, all members plus the Heads of Service have indicated that it is considered to be one of the most valuable groups and wish it to continue, albeit under a personalisation label.

In conjunction with the Council's Direct Payment Finance Team, we have introduced quarterly induction sessions on direct payments and the role of WCIL for new social care staff. These have been well-attended and raise our profile with new staff. We have also provided similar sessions but with more of a question and answer format, for existing teams and have completed a round of team meetings including CTPLD and hospital social workers. We do feel this has engendered more co-operative working across the two organisations and we are now regularly invited to joint visits which benefit from having the social worker and adviser together with the customer.

The role of a Direct Payments Adviser (DPA)

The DPA will assist individuals to realise the aim of having a DP which enables them to have increased choice and control over their social care support, whether they are the cared for person, a carer or parent of a child requiring support.

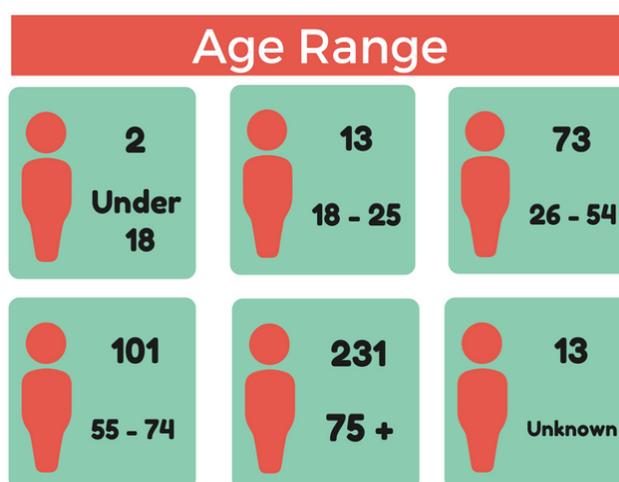
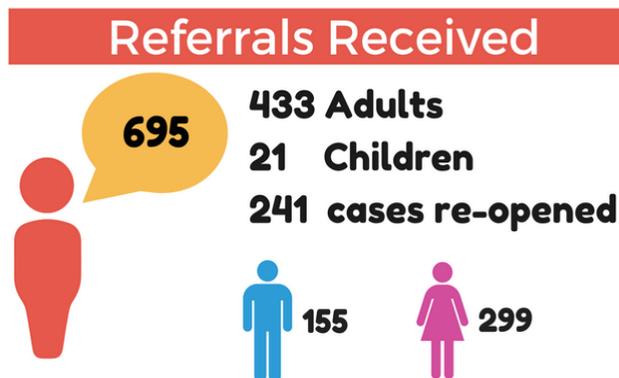
Using a person-centred approach, the DPA will provide information by phone or by email or they will make a home visit – whatever the recipient prefers (and it can be all three).

Whilst DPAs provide guidance to all DP users whether they use an agency or whether they employ PAs directly, it is this latter group where they provide the most advice and support – for example on such things as budgeting, payroll and how to be a good employer.

All referrals are allocated to a DPA who will support the individual as follows:

- ▶ discuss their responsibilities as a DP user
- ▶ provide guidance on setting up a DP bank account
- ▶ assist in putting together a sample budget
- ▶ discuss the use of agency or employing a PA directly
- ▶ provide guidance and advice on how to recruit and employ staff
- ▶ provide basic health and safety advice
- ▶ provide a service for processing DBS (Criminal Records Check) applications for prospective staff.
- ▶ provide guidance on obtaining employer's liability insurance
- ▶ offer a payroll service, including liaison with the tax office on the individual's behalf
- ▶ provide advice on keeping financial records

The DPA will ensure that all processes are completed so that the transition into managing the direct payment runs as smoothly as possible, enabling the individual to gain and maintain control and independence over their care and support. The DP Adviser Team is then available at the end of a phone for any ad hoc situations, problems or other matters on which the DP user may require advice or guidance.



Wiltshire CIL Banking and Payroll Service

We continue to subcontract the banking and payroll services to Independent Numbers.

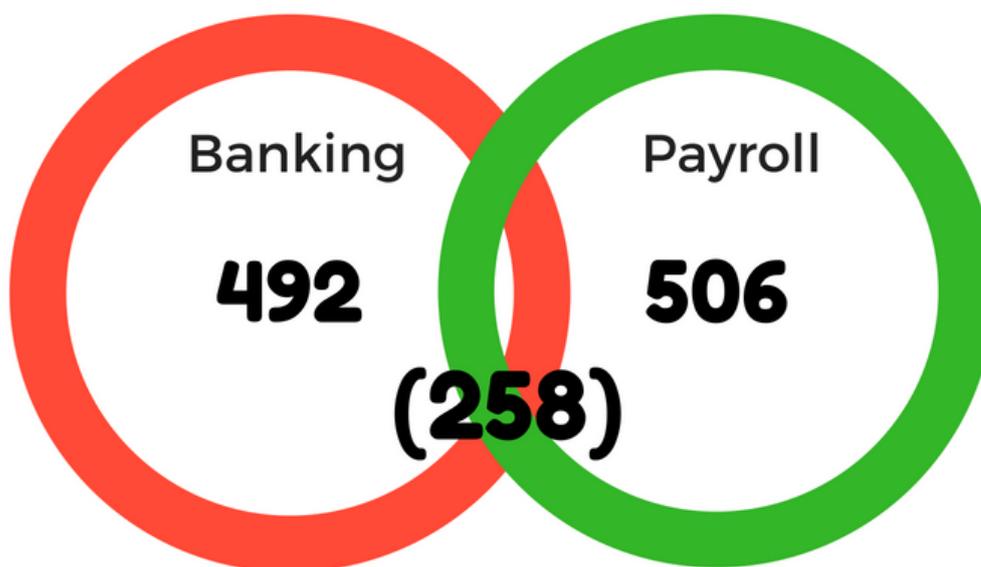
Once again the year has been busy for Independent Numbers, which in turn has brought its own challenges but none that could not be overcome. The most significant of these was the introduction of Workplace Pensions which is a requirement for all employers. Staff attended a number of workshops and issued information sheets on this new Government initiative and are now running a number of schemes through the payroll system.

The workplace pension is mandatory and has had a significant impact on the payroll service as there is no resource to cover the additional work this has engendered, not only with the set-up but also the on-going maintenance of the system. As a user-led organisation, however, we could not just leave our customers without any guidance and so have re-assigned our resources to enable us to provide an element of guidance as well as the payroll tasks that have to be undertaken as a result of this new legislation.

A part of this was to introduce a new role to provide support to both customers and advisers on the financial aspects of the DP. This role has enabled us to free up some of the Independent Numbers' resource so that it can manage the increased work in payroll because of workplace pensions.

It has also enabled us to identify accounts which are running into trouble and to alert the Council or customer, as appropriate. We feel, therefore, that we are providing added value to the service.

As at 31st March 2016 there were 492 users of the banking service and 506 users of the payroll service of which 258 use the banking service i.e. part of the 492, as demonstrated below.



Story 1



Z is blind and has also lost feeling in her hands and feet due to a secondary disability which also affects her mobility. She engages a care agency who visits 4 times a day to meet her basic personal care and meal preparation requirements but spends most of the day in her chair as she is unable to move unaided and is therefore unable to access the community and activities in order to have a fulfilling life. Z described herself as 'existing' but what she wanted to do was to 'live'. Employing a PA would enable her to access a computer club, scuba diving, get outside to enjoy the sunshine, visit the seaside and also enable her to get to appointments without the use of unreliable hospital transport. She is very well travelled and loves to experience new places. She has many hobbies which she has been unable to enjoy since her mobility has deteriorated.

Wiltshire CIL first advertised on her behalf in December 2015. As Z did not have any support around her, Wiltshire CIL fully supported her with the recruitment and employment process - we drafted and agreed an appropriate job description, advertised the job on Z's behalf, dealt with applicants' queries, assisted Z to sift applications, arranged interview venues and transport to enable Z to attend, co-ordinated all aspects of the interview process and attended the interviews with her and took notes. She attracted some high quality candidates to her position but after getting to the interview and appointment stages on the first 2 rounds of recruitment the successful candidates withdrew. We collated feedback from the successful candidate on the 2nd round and from this were able to work with Z to further tailor her advert and approach. The vacancy was then advertised for a 3rd time and the interviews proved to be a success with the appointment of an extremely well suited PA providing the assistance she needs to start living again.

Story 2



Y is unable to speak so relies on email but also has condition which limits his opportunities to email. He employs PAs and uses the Payroll Service but had his own bank account. However, his condition has deteriorated and one of his PAs was threatening to leave because there are times when Y is unable to sign cheques to pay the wages on time.

Y had been in touch with an Adviser on a number of issues all of which were causing him considerable stress and not all were within our power to assist but when he told the Adviser about this situation, she was immediately able to offer a solution by helping him to arrange to open a Wiltshire CIL Banking Service account and transfer over his direct payment money.

This took some considerable time but the Adviser was able to work successfully with Y and his particular condition and has just been able to report back to Y that the Council's funding and his client contribution have been received into the account and the PAs have all been paid on time.

My Life My Choice: Support Planning & Peer Support



This year we have been developing 'My Life My Choice', a new structure for our support planning and peer support service. 'My Life my Choice' is underpinned by the principals of Asset Based Community Development (ABCD). This approach starts with the premise that everyone has gifts and strengths and enables people to find individual solutions to unique issues that they may have. Communities are at the heart of this; helping those who are often isolated find support and, vitally, ways of contributing to and enhancing their own community. Ultimately the approach encourages people to work together to find sustainable and locally relevant solutions.

Support planning has seen two new faces this year, Nicky and Poppy, and the whole team has embraced this new way of working. All the team, including Matt and Abbie from peer support, have been trained in motivational interviewing techniques and have an asset based conversation framework which they now use. This enables them to work with people on a 1:1 basis and use these methods to help people identify their own unique set of assets and think about ways to use these in their community, enabling them not just to have a service but to have a life!

We have had some excellent results from our pilot work, and below are examples of some of the outcomes:

- ▶ Helping a man with learning difficulties source volunteer work with a view to reducing his hours of care
- ▶ Supporting a young woman with learning disabilities, who has a real talent for public speaking and loves to engage with others, to talk to groups about her experiences.

**A home visit was great and made me feel at ease.
Thank You.**

... the additional support will help me to cope better.

My support planner was very helpful.

The service was very useful to me.

Referrals Received

- ▶ Linking a person with dementia into a 'singing for the brain' group
- ▶ Helping a young woman with learning difficulties, who was new to the area, to find college courses and volunteer roles
- ▶ Helping a woman with multiple disabilities, including sensory issues, take up scuba diving



94 Level 1
234 Level 2
242 Level 3

The common thread in all these examples is the individual nature of this approach. This work isn't about imposing 'service-based solutions', it is about truly listening to people and finding out what their own unique gifts and talents are and helping them find ways in which to use them.

This year also saw the launch of our 'Make Someone Welcome' campaign, which is part of our asset based approach. The campaign encourages organisations to sign up, making a pledge to welcome disabled and older people to their group. Everyone is welcome, from skate parks to darts teams in a local pub, football teams to flower arrangers and we have received an enthusiastic response, with groups signing up on a weekly basis. We have groups big and small including Wiltshire Wildlife and Calne Flower arranging, and interests as diverse as ukulele playing and scuba diving. We support groups by offering free training and advertising, advice on small grant funding and matching them up with new members. All we ask in return is that they nominate an in-group 'buddy' who can welcome new members and make sure they feel settled in the group.

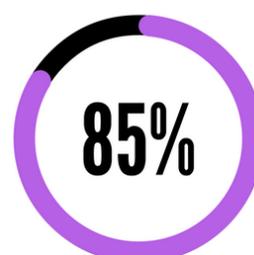
Under My Life My Choice the successful elements of peer support still continue to thrive. For example, we still have our 18+ social group which continues to grow with



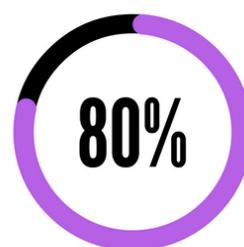
understood the purpose of their support plan



felt the support plan changed the way they thought about and planned their support



received an adequate level of support to complete their support plan



felt it was a good experience and simple to complete



felt the Support Planning Service was useful

every event we put on. We organised two more events this year; bowling followed by dinner and at Christmas, we held a Christmas party at Pizza Express, where we had around 13 people attend. We will continue to expand this social group and welcome more members in the next 12 months.

My Life My Choice has attracted widespread attention from both statutory and voluntary services, and as a result we have developed a large scale project which we have submitted to the Big Lottery and are anticipating more success with this initiative. We have been working with 3 area boards, Tidworth, Devizes and Salisbury, to enable us to test My Life My Choice in a distinct geographical area, before rolling it out Wiltshire-wide. We have received some excellent support and enthusiasm from the three area boards and look forward to working more closely with them in the future.

Training and Development

Wiltshire CIL continues to be called upon to provide training to a range of audiences. This year training sessions were delivered to Children and Families social work teams and to parents attending the Wiltshire Parent Carer Council conference. The training centred on personalisation, and we used the sessions to explore how assessment outcomes and support plans could be personalised to the individual, taking into account their unique web of resources. We endeavour to make our training sessions lively and interactive and always enjoy being challenged in the workshops. For example, we were delighted when a social worker asked whether the landlord of a pub should have a DBS (formerly CRB) check if someone with learning difficulties joined his darts team. It gave us a great opportunity to discuss 'risk' and the rights of disabled people to evaluate their own risks, a right that non-disabled people take for granted!

Social care staff who had referred to the support planning service were asked to complete a short survey evaluating our work. Feedback was overwhelmingly positive.

"Enables customers to have choice and independence and express their needs"

"It reduces my work load and frees up time to complete other work"

"Helps customers to access appropriate support needed to complete support planning"

"Has helped me to work closely with the support planners"

"It enables the customers to have a specialised service with all the correct information"

"Support plans are completed in a timely manner"

"It can highlight alternative methods if not already identified"

"Thanks to everyone in the team, you do a great job"

The questionnaire also highlighted some issues and we continue to work with Wiltshire Council to address these.

Matt Stabb, Peer Link Worker, Mary Reed, Business Development Manager and Abbie Biggs, Support Planner continue to present regularly on Wiltshire CIL's work. This year we have presented to a range of organisations including Wiltshire Council, Carers Support Wiltshire, Alzheimer's Support and South Wilts Mencap.

Matt Stabb also runs regular training sessions for people new to direct payments.

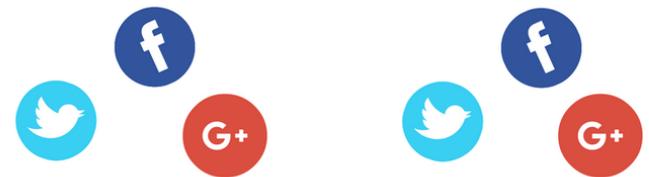
Finally, the support planning team continues to work closely with social care teams in Wiltshire Council. This year we have attended Care Act Training, and training on developing outcomes. Support planners also regularly do joint visits with social care. This all provides a great opportunity to work together and learn from each other.

Co-production Group

To help with our work Wiltshire CIL has reformed the peer mentor group into a co-production group. The group has 12 members who are disabled people themselves or support someone who is disabled. They use their personal expertise, gained from lived experience, to feed into the planning, development and delivery of projects and initiatives within Wiltshire CIL. They are also able to provide feedback on both local and national plans that will affect disabled people. This year, as well as our regular meetings, the group also had two meetings with Wiltshire Council to discuss the delivery of direct payments in Wiltshire.

Media and awareness raising

Wiltshire CIL have taken part in several radio interviews this year with BBC Wiltshire and Spire FM, Abbie Biggs and Matt Stabb have been interviewed for both Spire FM and BBC



Wiltshire to promote our Make Someone Welcome campaign and our new PA Register. Geraldine Bentley was also asked by BBC Wiltshire to provide a response on behalf of the organisation regarding the proposed cuts to disability benefits.

In the past year we have concentrated on increasing our social media output. Social media is a very powerful tool, helping us to link in with Wiltshire initiatives as well as national campaigns. It is a great platform to increase awareness of our organisation and promote our work locally and nationally. Facebook and Twitter posts cover a diverse range of subjects, including information on accessible holidays, inspiring videos, latest national news that concerns disabled people and advice on what to do about pensions.

A mother of a child with learning disabilities reflects on what inclusion really means:

I really sincerely hope that by the time [my son] grows up we will live in communities that don't just look inclusive on paper but actually truly live it and breathe it. What do I mean by this? I don't want for [my son], to have pity pals, or 'special' services and activities to fill his time with; I think he has a brilliant personality and tons of energy and would be a credit to any mainstream activity, whether that involves hanging out in the pub or playing football on a Sunday, and he deserves to meet people and have friends from any walk of life.

So if I was going to march on the streets with a placard to fight for proper inclusion what would it say? Probably something along the lines of.....'Don't just try and include people because the 'powers that be' tell you it's a good thing, do it because, actually, you might surprise yourself and find it enriches your life'.

A disabled person vents the frustration of trying to get himself and his wheelchair on a train in 2016!

The passenger assistant could not be bothered to move people out of my space because he said it was too full. He said he was unable to move anyone so we asked if first class was free but he didn't go and check. As you can imagine we were pretty angry at this point because it was the second time within a month I was unable to board a train that I had booked a space on! The language on my part was a bit ripe by this point, he told us we had to wait for the next train and then walked off.

Our Make Someone Welcome campaign has a **hashtag #** enabling people to link together and form an online community by simply adding **#MakeSomeoneWelcome** to their tweets.

As a result of our focus on social media our presence continues to go from strength to strength, and this year we have seen a marked increase in the number of followers on both Twitter and Facebook, as well as launching a new blog. We now have 333 followers on Twitter and 194 likes on Facebook.

We have also gained some great followers to our Twitter page, including local MPs and councillors, disabled people living in Wiltshire and local Wiltshire organisations, Nuffield Trust, Simon Duffy, the Director of the Centre of Welfare Reform, paralympians, national organisations involved in independent living and NHS England departments.

Wiltshire Wildlife Trust



Calne Flower Group



Able Hands Together



The Dive Zone



I am a Support Planner ...

and I love my job...no, really, I do! You see there aren't many roles in life where you can get to know the individual for who they really are. I am not conformed to sit in front of them filling out an obligatory form. I can actually chat, hold a conversation and listen face to face.

On first meeting with the customer there is generally a disgruntled sigh and you know what's to follow "well I been though all this before" comment. But I can stop that feeling, just by having a positive talk and listening to the customer. And as conversation rolls along I can motivate the customer to think positively and futuristically about having some control over their lifestyle and choices.

As a Support Planner there is no reason for me to get in the middle of bureaucracy and red tape. Yes I have an Assessment of Care and Support Needs to follow, but there is always more to an individual than what their needs are.

Support Planning is a positive role, a chance to encourage the person or family to tell me who they really are.

Meeting someone who when you say "tell me a bit about yourself," firstly they look at you and may say "but I'm 87 years old." However, once the conversation starts you can encourage the flow to continue. I've heard some wonderful stories like people with Dementia who in their well life had worked for the Queen. All this means that when anyone reads a support plan they see the whole person and not just a list of needs and deficits.

As the conversation flows I am able to encourage feelings to come in to the equation. Asking questions about whether people are happy or sad and what is important to them. People start to light up, have hope. Families start to feel comfortable, relaxing in the knowledge that there is some support for their loved one. Most importantly people can start to think beyond their care needs, and think about what type of life they would like.

It's great to explain to people the flexibility of Direct Payments, telling someone who hasn't had care before, and who is apprehensive, that they are able to choose someone they know and feel comfortable with to support them. That you can assist them to devise a support plan meaningful to them, that holds their thoughts and wishes and encourages positive change in becoming independent and a chance to be part of their community....now that's job satisfaction.



PA Assistant Development Worker & PA Register



The PA Development Worker role was introduced this year to further support people who wish to become employers. It has evolved and has been shaped by what our customers need.

Lucy joined the team in July 2015 and initially spent time analysing the recruitment tools we used in order to establish what needed to be prioritised and developed further ensuring people got the right support at the right time. The existing PA Register needed improvement and it was decided to start from scratch and re-design a new register. The new site was developed based on customer feedback and input, as well as lessons learned from the previous register.

The PA Register is an important tool for employers and it needs to be fit for purpose. It provides another choice for employers when they are on their recruitment journey and enables employers to recruit independently and self-sufficiently. It is also convenient as it can be accessed at any time of the day.

The new Wiltshire CIL PA Register was launched in March 2016 and was publicised widely throughout the county. The number of registered users on the PA Register is growing weekly and in the first 2 months we had registered 62 new employers and 48 registered PAs.

Lucy applied for and was accepted on the Skills for Care PA Framework Steering Group who meets four times a year in London. This role gives Wiltshire CIL access to a wealth of information and knowledge from its members. Highlights this year have been a talk from Job Centre Plus about how they hope to improve their Universal Job Match website (where we advertise PA vacancies on behalf of employers). The Steering Group were able to have an influence on how improvements are developed and shaped. Also featured were training pilots conducted by other organisations which we can learn from when advising customers and when looking to pave the way for our own training courses, as well as learning from the expertise and many resources Skills for Care have to offer.

Throughout the year Lucy and Matt Stabb (Peer Link Worker) have attended Careers Fairs at local schools to raise the profile of the PA role and to promote the PA Register. They have facilitated employer workshops to broaden the knowledge of employers throughout Wiltshire and equip people to not only be good managers but to ensure PAs are supported in their valued role.



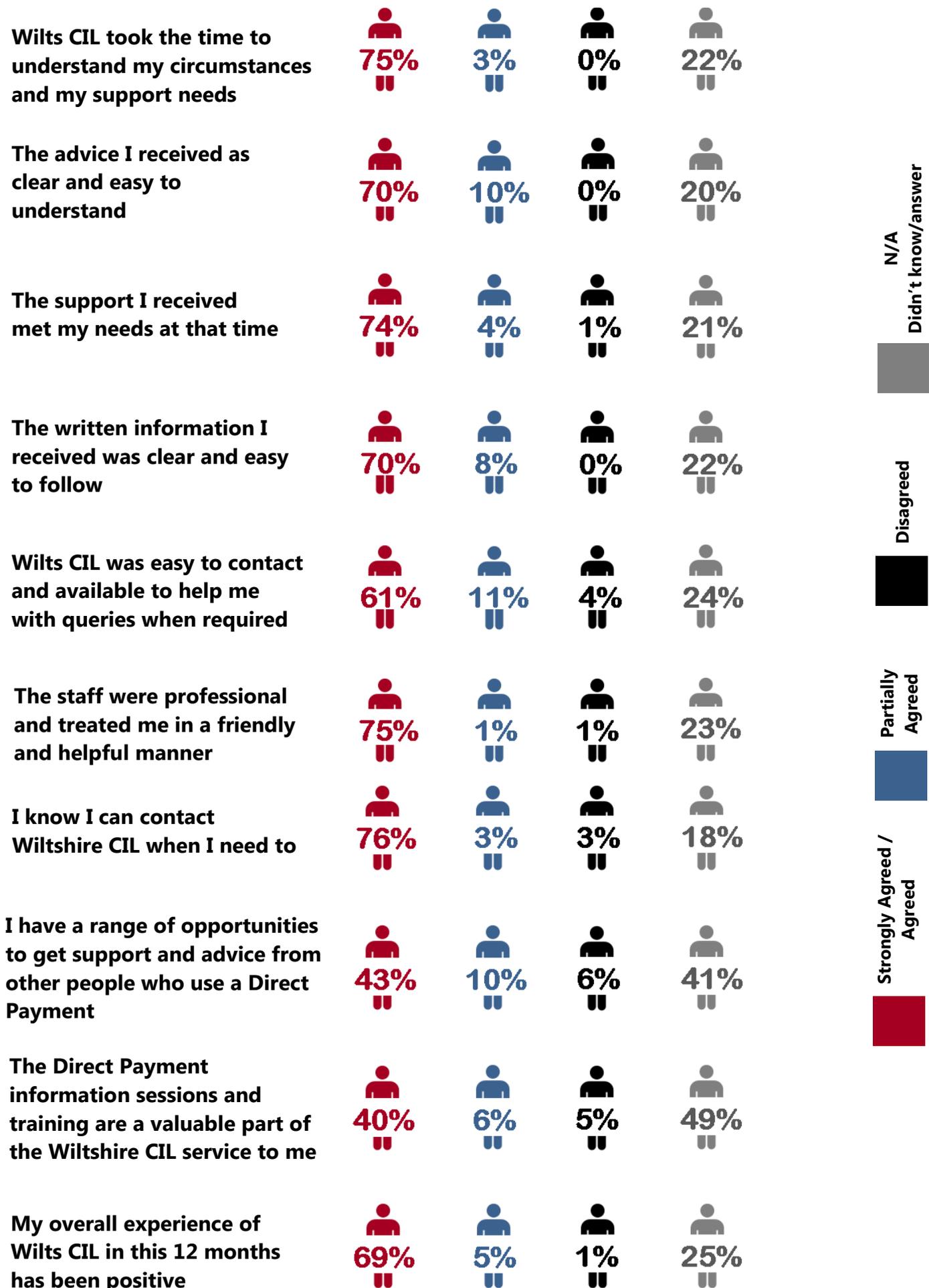
Summary Statement of Accounts



Statement of Financial Activities for the year ended 31st. March 2016

Notes	Unrestricted Funds 2016 £	Restricted Funds 2016 £	Total Funds 2016 £	2015 £
Income from				
Donations	500	-	500	-
Investment income	-	-	-	2
Activities to further the charity's objects:				
Grants and contracts	45,000	427,294	472,294	532,352
Service delivery & other earned income	321	-	321	21,771
Total	<u>45,821</u>	<u>427,294</u>	<u>473,115</u>	<u>554,125</u>
Expenditure on				
Charitable activities	83,033	454,223	537,256	549,254
Total	<u>83,033</u>	<u>454,223</u>	<u>537,256</u>	<u>549,254</u>
Net [expenditure]/ income	(37,212)	(26,929)	(64,141)	4,871
Reconciliation of funds				
Total funds brought forward	81,792	72,945	154,737	149,867
Transfers between funds	12,316	(12,316)	-	-
Total funds carried forward	<u>56,896</u>	<u>33,700</u>	<u>90,596</u>	<u>154,737</u>

Annual Survey Results 2015–2016



The following services were found to be the most helpful:



Home visits



Newsletter



Setting up a Direct Payment



Budgeting



Information & Advice



Payroll Service



P.A. assistance



Banking Service

20.7%

reported they had not required support from Wiltshire CIL in the past 12 months



Everyone has been so helpful and prompt...

WCIL have been very helpful for several years in giving me advice—thank you....

Thank you for your support...

Excellent support all round...

Whenever I have contacted Wiltshire CIL they have been extremely helpful...

I received great support...

The service is invaluable... thank you





Caroline Finch
DP Operations
Manager



Pauline Bishop
Direct Payment
Adviser



David Bolwell
Direct Payment
Adviser



Junko Woodley
DP Finance
Support



Louise Maddox
Direct Payment
Adviser



Julie Dyer
DBS
Administrator



Dee McFadden
Direct Payment
Adviser



Mary Reed
Business
Development
Manager



Abbie-Jo
Lawrence
Support
Planning
Telephone
Adviser



Polly Hannan
Office Manager



Nicola Harris
Support Planner



Frances Hanafin
Office Support
Worker



Poppy Witts
Support Planner



Lucie Glander
PA Development
Worker



Matt Stabb
Peer Link
Worker

Wilts CIL Team 2016



THE 3RD SECTOR CARE AWARDS 2014 FINALIST



Working in partnership with

Wiltshire Council

Where everybody matters



Working for Choice, Independence & Lifestyle

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