



We have divided our report into 2 sections based on:

- Core activities for all disabled and older people; and
- Direct payments

Direct Payments is just one way of taking the steps to Independent Living but we feel it is important to provide support, as identified by disabled people, to meet the needs of all disabled people.

Hopefully the meeting of the two parts creates a synergy which is more than the parts. In each section we have used sub headings to show the different choices of activity we have provided in the year.

## *Our Vision*

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All disabled people are able to live independently as full citizens with equal rights and equal opportunities

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## *Board of Trustees 2014–2015*

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Clare Evans MBE	Chair
Faith Greenman	Vice Chair (elected July 2014)
Robert Dickenson	Treasurer
Maggi Bader	
Anthony Hughes	(resigned July 2014)
Dean Mackay-Morris	
Heather Tucker	
April Hammond	
Steve Marshall	
Audrey Ekstrom	(elected July 2014)
Robert Selkridge	(elected July 2014)
Brian Hollands	Co-opted December 2014

## *Staff Team 2014–2015*

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Geraldine Bentley	Director
Mary Reed	Business Development Manager
Caroline Finch	Direct Payment Operations Manager (Joined May 2014)
Polly Hannan	Office Manager
Joseph Brown	Direct Payment Adviser
Rebecca Clingan	Direct Payment Adviser
Alison Gamblin	Direct Payment Adviser
Pauline Bishop	Direct Payment Adviser
Natalie Yeates	Direct Payment Team Administrator (Joined November 2014)
Kathryn Woodlands	Team Leader Support Planning
Sophia Walton	Support Planner
Abbie-Jo Biggs	Support Planning Telephone Adviser
Junko Woodley	Support Planning Administrator
Lesley Entwistle	DP Accounts Analyst
Anton Prantl	Peer Support Worker
Matt Stabb	Peer Support Worker
Will Brodie	Communications Assistant (joined September 2014)
Julie Dyer	DBS Administrator (joined March 2015)
Carol Shirley	Office Support Worker (retired September 2014)
Sue Jackson	Home from Hospital Co-ordinator (Project ended Dec 2014)
Deborah Loader	Home from Hospital Co-ordinator (Project ended Dec 2014)

# Chair's Foreword

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I'm pleased to bring you our Tenth Annual Report to March 2015. This demonstrates the time and energy we have put in to working with Wiltshire Council on the implementation of the Personalisation policy, in addition to supporting individual Service Users as they choose to take more choice and control by having their support in the form of a Direct Payment. The staffing structure of the organisation is built round enabling them to choose the kind of support they wish to do this. The Trustees have been conscious of building on our first ten years to consolidate the role of the Trustee body. We have established a finance sub-committee in which we can look at detail in more depth and report back to the full board. We have carried out a Skills Audit of Trustee members and recognise a few areas we need to get more expertise in.

Disabled volunteers acting as Peer Mentors have been designing the paperwork to prepare Support Plans. These changes are happening all over the country and we are proud that Wiltshire CIL volunteer mentors have been able to work with Wiltshire Council on this. Other ways which we as a User-Led Organisation use Peer Support are by providing opportunities for disabled people to come together. Our social media presence has also increased as we find new ways of reaching people.

Although most of our funding comes from a contract for the support of Direct Payment Users, we do also reach out to all disabled people as much as possible with information and specific events. Following our Sports and Leisure day in March 2014, featured in last year's report, we repeated a similar event in Tidworth particularly making use of a climbing wall and had the attendance of Louise Hunt as a Paralympian tennis player acting as a Young Ambassador to support us. Group work is another feature of our work to support disabled people and several different interest groups meet across the County.

None of our activities or underlying achievements this year would have been possible without the hard work of our staff under our Director, Geraldine. Disabled volunteer mentors are fully embedded into our work and our Trustees give strategic leadership. I'm grateful to them all.

We are grateful to our chief funders, Wiltshire Council who have enabled us to fulfil our aim to support individual disabled people to have more choice and control in their lives particularly in the development of personal budgets. We look forward to further developments in policy in this year, in which we can participate to assist users. After ten years' of successful development, we look forward to consolidating our achievements and continuing to innovate.

*Clare Evans*

Chair of Wiltshire CIL

# Director's Overview

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Wiltshire CIL has continued to develop and respond to the rapid changing landscape in social care this year. It has been both challenging and rewarding in meeting deadlines and promoting the work of self-directed care in Wiltshire. With the usual cut backs threatening our work and that of all the voluntary and public sector we continually look at new ways to innovate and provide services but always with service users at the heart of what we do. We are fortunate to have a diverse range of skills and expertise on the

Trustee Board from whom I take my lead and I am steered diligently to ensure we do not compromise on service users wishes. Added to this the expertise and dedication of a superb staff team and I am indeed privileged to be a part of this dynamic and progressive organisation. My thanks go to all the staff and trustees who indulge the changes to ensure we are at the top of our game!

I would like to thank our funders and, in particular Wiltshire Council. We have our differences and we continue to challenge to ensure the voice of service users are heard but I believe on the whole we have a good working relationship which will hopefully allow us to continue to develop new ways of working to foster better integrated support for all service users in Wiltshire.

In the 3 years since taking over this contract Wiltshire CIL has worked hard to develop and foster good working relationships' with all stakeholders to ensure direct payments are successful and equitable across the county.

For Wiltshire CIL the aim within the direct payment contract is to produce and develop working patterns that are effective for both service users and the council; to embed the work as a robust service user organisation; to meet the changing demands within social care, and in particular within the legislation of the Care Act so that Wiltshire service users continue to have a voice and a place to influence the processes and procedures that effect their daily lives.

The aim of the Direct Payment service, commissioned by the Council, and the ethos of Wiltshire CIL is to provide the right support, advice and information to enable a person to make informed choices and decisions about their own lives; to create an environment in Wiltshire of less dependency on professional social care staff, shifting the balance of power to knowledgeable services users who are in control of their own lives and managing their own wellbeing in line with the Care Act.

Wiltshire CIL will continue to develop and implement the Care Act reform which covers all social care practice for adults and carers at all stages of their journey through social care. Historically, welfare provision has resulted in social workers being seen as the expert. However, the Care Act places the service user as the expert, with the social worker in an enabling role. We support adopting a whole person approach within social care, supporting adults to make decisions based on their perceptions of need and valuing and respecting individual choice. This is the ethos of user led work, and Wiltshire CIL will continue to forge the way forward and challenge in areas that are not working within the principles of the Care Act to ensure Wiltshire is truly user led under the banner of 'experts by experience'!

*Geraldine Bentley*

**Director**

**Wiltshire Centre for Independent Living**

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

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As an organisation led and managed by and for disabled people, we have ensured the membership truly and fully reflects the widest constituency of disabled people across Wiltshire. We continuously and proactively look for ways to increase the involvement of disabled people throughout the organisation. Therefore, we are confident that the membership is able to speak credibly on what is done and how it is done.

Everybody has the right to lead an independent life. The aim is to support people in achieving this. To be independent does not mean doing everything for yourself, it means having control over your life and having a say over what happens to you.

*The Principal 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.

*The core services provided by Wilts CIL strive to be of excellent quality and this year we have:*

- Maintained a legal infrastructure of a Limited Company & Registered Charity.
- Continued as a ULO with 75% of Trustees being disabled people and 30% of staff are disabled people.
- Worked with other ULOs locally and link with the national organisation of CIL's and Disability Rights UK.
- Developed our national partnership and training work with the King's Fund.
- Been cited as an example of good practice nationally as in a report published by Skills for Care.
- Been a finalist in the national 3rd Sector Care Awards 2014 for our 'Contribution to Sector Development Award'.

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

- Information to CIL members via newsletter.
- Information to DP users.
- Organising public events.
- Getting information into the local press.
- Liaison with other user led organisations.
- Supporting the increased involvement of disabled people in shaping social care.

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**Wiltshire Centre for Independent Living**

**Annual Report for the Financial Year April 2014–March 2015**

## *Some of the outcomes achieved within core work this year include:*

- A quarterly newsletter written and produced that is sent to 1,800 people and organisations.
- Provision of telephone, email, online, printed and drop-in information and advice on Independent Living & Self-directed Support to disabled & older people and their families on a daily basis.
- An informative and interactive website updated with opportunities for disabled people to join in national campaigning. We subscribe to Facebook and Twitter.
- Self-Funders Forums to reach people needing advice about planning their care etc. The forums run quarterly and attract from 15 – 20 people to the meetings. We signpost people to agencies and supply information booklets to approximately 5 -10 people per week.
- We updated and produced 2,000 booklets on FAQ for self-funders which are held within GP surgeries and community buildings etc., as well as being posted to people nationally whose relatives live Wiltshire.
- We facilitated 2 meetings on the closure of the Independent Living Fund linking people with Wiltshire Council to address their concerns. A report on each meeting was produced and sent to all attendees and members of Wiltshire Council.
- All disabled people we are in touch with, including all Direct Payment users, were invited to attend the consultation on Wiltshire Council's draft Personalisation Policy in May 2014. Andrew Osborn from Wiltshire Council, spoke about the policy and distributed copies of the draft. Participants gave their responses in group discussion.
- Maintaining a credible voice for disabled people in the different localities.
- An increasingly informed and trained membership of service users.
- Wiltshire CIL's membership has the ability to capture issues at a grassroots level that help to shape and influence all future social care work.
- We have a Learning and Research Centre from which to have discussions with colleges about DET training and Social Work placements. We had 1 student placement - one level 2 social work student from Bath University.
- We are part of the rolling programme of Induction training delivered 4 times a year by Wiltshire Council provided to all new staff to the Council. We deliver the 'DET Independent Living and concept of Personal Budget' for this Induction course.
- We have developed a number of skilled and qualified disability trainers and created a robust network of service users and Peer Mentors for peer support.

In the core work during this year we have continued to promote a strong and sustainable Centre for Independent Living in Wiltshire. We strive to promote independent living in its fullest sense to disabled & older people as well as with Wiltshire Council and partner 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 are working to achieve innovative services that support service users to have choice and control to become self-sufficient in managing their own care and support, which is a learning process for service users as well as Wiltshire Council staff.

# Direct Payment Support Service in Wiltshire

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# Introduction

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The information in this report is based on the actual statistics taken from Wiltshire CIL's bespoke management performance system - 'Libra'. It highlights the work of the service in line with the contract commissioned by Wiltshire Council to support the promotion of people on direct payments to achieve independent living through choice and control.

The figures for this period demonstrate the work of Wiltshire CIL within the contract.

In this year we updated the Libra system to incorporate further monitoring for the benefit of the contract, for example, we can now record all the work of the support planning as a separate team which had not been part of the original remit.

Wiltshire CIL has developed the support service to ensure people wishing to access, or in receipt of Direct Payments, can do so in a manner that is easy and manageable for their needs. This service ensures that a person centred approach is undertaken at all times to promote the independence of service users, the achievement of outcomes and a reduced dependency upon statutory services. We achieve this through Peer Support and Peer Mentoring and continually encourage and enable people to be innovative and creative in terms of how they meet their outcomes.

In this 12 month period we have supported the work of the council through their newly formed reassessment team. This partnership work demonstrated Wiltshire CIL's commitment to working in collaboration with the council to ensure customers are treated in a fair and equitable manner while ensuring funds are reimbursed back to the social care budget at a time when social care funds are so stretched.

The working arrangement developed with Wiltshire Council has been established based on a partnership of trust and openness and we continue to develop processes to meet the needs of customers in a more streamlined and personalised manner. We have developed DP Leads within each of the hubs, including mental health and CTPLD teams, which is proving beneficial to both parties. By further strengthening links between Wiltshire CIL teams and social care teams, we continue to forge a mutually respected partnership and together improve on good practice in Wiltshire.

The information and statistics that follow in the body of the report demonstrates the work carried out by Wiltshire CIL during 2014 -15.

## Total new referrals during 2014—2015



# Direct Payment Support

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Wiltshire CIL developed the direct payment support service based on a three tier model of support, as expressed in the table below:

<b>Level 1</b>	People encouraged to use their own resources including family and friends, support provided through our one stop info shop via our office, website and peer led training opportunities on all aspects of the direct payment process.
<b>Level 2</b>	Access to peer support via online community and telephone, workshops covering informative DP topics and other group sharing 'expert by experience' settings. Facilitated by peer support co-ordinators and peer mentors.
<b>Level 3</b>	Independent living advisers' 1:1 support, staff support, liaising with social care teams.

The Adviser Team has continued to develop its service and has expanded to meet the requirements of the increasing workflow from the Council. A part-time Adviser joined towards the end of the last financial year and the post of Direct Payments Operations Manager was filled in May. A Direct Payments Administrator started with us in August and fields all calls into Wiltshire CIL (apart from Support Planning). This has enabled us to develop the service to provide an informed element of assistance at the point of contact.

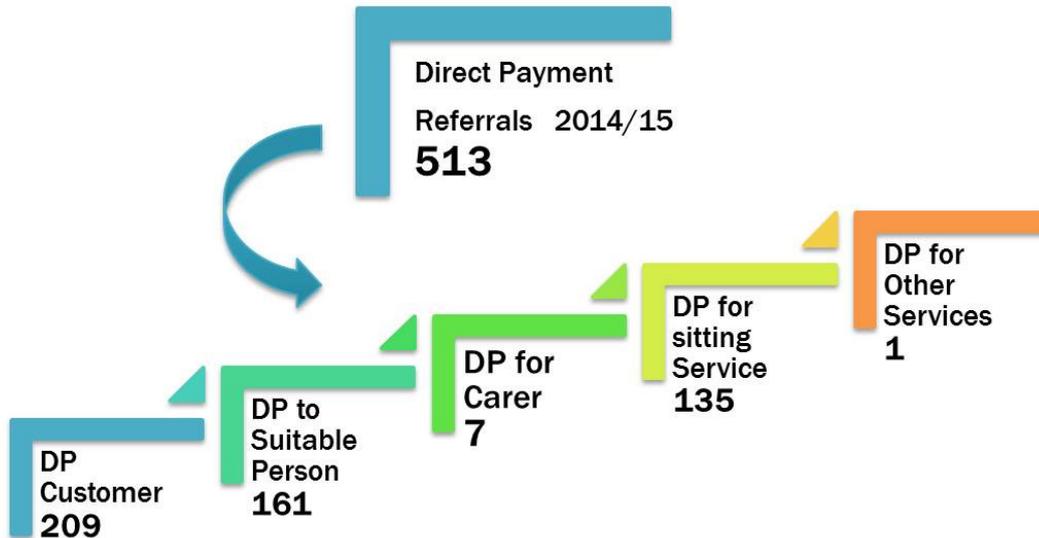
In October, following a change of personnel in the Council, there was no-one to process Disclosure & Barring service checks for DP Users' PAs. The Council therefore provided funding for us to employ someone part-time to undertake this work. PAs can now have their DBS applications processed by appointment, not only in our Devizes office, but also in Salisbury, Chippenham and Trowbridge.

We have made considerable efforts to raise the profile of Direct Payments within the Council and have instigated a group of DP Leads with representatives from each team within Adult Social Care, Mental Health, SEND, CTPLD and Direct Payments Finance, which meets monthly and was invited to provide input into the process review undertaken with the introduction of the Care Act. We also meet regularly with Children and Families. This regular contact is enabling headway to be made to resolve operational issues that arise.

Processes are constantly under review to ensure that we continue to enable people rather than encouraging reliance on our Advisers.

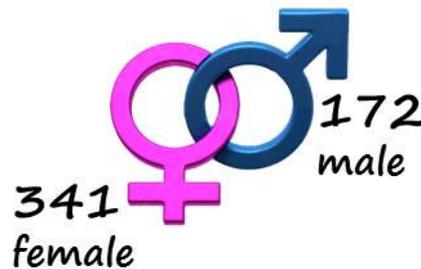
The following data and graphics show the work carried out in 2014/15 recording the new referrals to the service and the breakdown of types of direct payments:

### *Adult Services Direct Payment referrals received 2014/15*



### *Ratio of male to female new referrals*

This graphic indicates the ratio of male to female referrals this year and again indicates more female activity for referrals received as identified in previous years' statistics.



### *Comparison of Referrals within the 3 Year contract*



The work of the DP team this year has continued at a pace. However it is interesting to note that the new referrals were down on last year by 39, but the numbers of people being supported, who were already in receipt of a direct payment, increased significantly. This was due to the numbers of people who had reviews and reassessments taking place which had not been carried out for some time. People needed extra support as a result, with either closure of their direct payment or support with staffing/employment issues. This area of 'on-going' work spiked compared with last year. It was also noted that direct payments had not been set up properly in the first instance and so it fell to the advisers to support people to re-budget and re-define their package of care.

The tables below show this more clearly in the figures on active cases in this period and the breakdown of advisers' time compared with the previous year.

### *Year 3 of contract*

April 14 – March 15	Service Users	Advisers time spent directly with customer	Hours*
Adults	1,542	Adults	3,920
Children & Families	118	Children & Families	356
<b>TOTAL</b>	<b>1,660</b>		<b>4,276</b>

### *Year 2 of contract*

April 13 – March 14	Service Users	Advisers time spent directly with customer	Hours*
Adults	1,152	Adults	3,220
Children & Families	90	Children & Families	307
<b>TOTAL</b>	<b>1,242</b>		<b>3,527</b>

### *Breakdown in Age Range of new referrals in 2014/15*



We were encouraged by the numbers of new referrals for people in the 26 -54 and the 55 - 74 age range and we will continue to encourage people to become more involved in the Peer Support and Peer Mentoring activities of these groups, many of whom attend the peer mentoring workshops.

Again, this year indicates those over 75 remain the age range most in receipt and there is an increase on last years figure of 262. Last year's figures demonstrated that the majority of people in this age group had the sitting service however, that is not the case this year as less people are taking up the offer of the sitting service.

## Breakdown for Geographical Area Referral



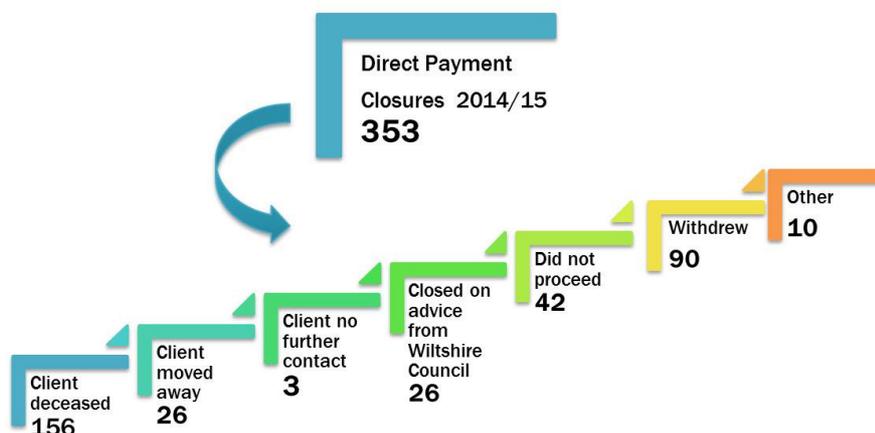
The graphic indicates the geographical area of referrals received from the social care hubs and continues to demonstrate for the third year that East refer half the numbers compared to the other three teams.

## Social Care Team Referrals as recorded on Libra Case Management System



## Summary of Direct Payment Closures in the 12 month Period

This graphic shows the **TOTAL CLOSED CASES** during this 12 month period and the reasons received for closure.

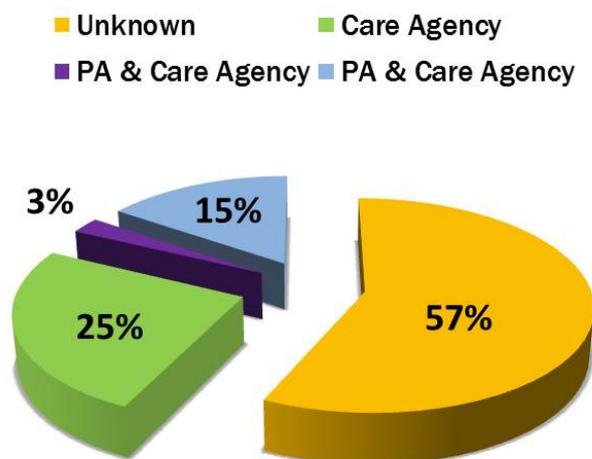


It should be noted that closure is not a simple process as it takes considerable time, depending on the circumstance of the closure. For example, a person may have been managing their DP for some years and not had the need for much support from Wilts CIL - however, upon closure employment law has to be adhered to and the process of redundancy, probate (in the case of a death), staff pay in lieu of notice and all the budgetary elements of a direct payment have to be negotiated and worked out before the direct payment can finally be closed, and any outstanding monies returned to the Council. This takes a considerable amount of the advisers time in any 12 month period.

The following pie chart shows the breakdown of those adults using either PA's or agencies and those who use a mixture of both.

The 'unknown' cases are for reasons such as sitting service, one off direct payments or carers' direct payment where we would not be informed on how the direct payment is being used.

### *Numbers of Adults using PA's and Agencies*



In this year Wilts CIL employed an extra member of staff for the 12 month period in the role of DP Finance Support to help reconcile DP accounts. The staff member worked alongside Independent Numbers and Wiltshire Council Reassessment Team, who were formed to catch up on the backlog of outstanding direct payment reviews that had not taken place in the Council for some 2 – 3 years due to a lack of capacity. This role enabled the worker to have a whole overview of a person's account and it stopped a reassessment taking place without full knowledge of the movement within a DP account in terms of what was owed or outstanding.

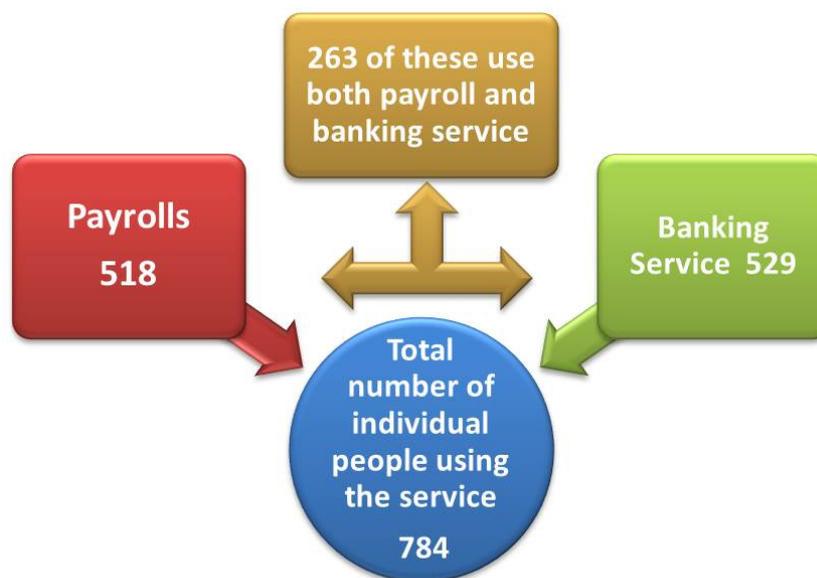
This worker collated information on the bank accounts of direct payment recipients' to assist the discussion on the status of the account so that issues associated with it were addressed at an earlier stage and prior to the reassessment.

In essence this role had a dual effect; it supported service users so that funding was not taken away and then had to be reinstated due to workers not knowing about outstanding invoices, causing less stress to the customer. It also had a huge positive impact for Wiltshire Council as the worker identified over £600k of unused funds within the account which was returned to the Council.

## Wiltshire CIL Payroll and Banking Service

We continue to subcontract Independent Numbers which is an accountancy and payroll service based in Chippenham to administer the payroll and banking element of the contract. This is working well and we have in this period developed a more streamlined service ensuring people are responded to quickly and they have the right access to information on their accounts including monthly statements which are sent out by email or post. The team there consists of 2 payroll staff and 1 staff member who administers the banking service.

We continue to re-inforce the fact that Independent Numbers do not 'manage' funds on behalf of people as is sometimes the view of both social care staff and customers but facilitate the service on behalf of Wiltshire CIL. This year through the Wiltshire CIL bank account, Independent Numbers processed:



The statistics provided give a clear view of the work carried out by the Advisers and on the use of direct payments in Wiltshire and demonstrates the diversity and level of work.

It records the level of commitment and challenges within the Advisers' role in terms of their capacity. They have, along with the social care staff at the Council, continued to work with the many changes in the council processes and the work of personal budgets as they continue to evolve and make the process more person centred, accessible and 'owned' by the individual service user.

The data demonstrates the level of work needed for people with more complex support needs while at the same time encouraging people to access more peer and self-help support through the different levels that we continue to offer direct payment recipients.

# Support Planning

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Following the start-up of the Support Planning Service in February 2014 the team have now completed their first full year of providing the service to support Direct Payment users in developing and working on their own support plans. Over the last 12 months they have continued to grow and develop the service and are working towards Direct Payments users becoming more self-reliant in writing and developing their own support plans, enabling them to have choice and control over their direct payments and identify ways in which they can utilise other services and resources within the community.

As with the direct payment team the support planning team offer a 3 tier level of support:

<b>Level 1</b>	<b>People encouraged to use their own resources including family and friends, support provided through our one stop info shop via our office, website and peer led training opportunities on all aspects of the direct payment process.</b>
<b>Level 2</b>	<b>Access to peer support via online community and telephone, workshops covering and other group settings. Facilitated by peer support co-ordinators and peer mentors.</b>
<b>Level 3</b>	<b>Support planners, staff support, liaising with formal services.</b>

In the 12 months there was a target to reach 700 support plans during the first year of service and although referrals were slow initially these soon picked up and we ended the year having received a total of 663 referrals and completed 433 support plans.

Of the 663 referrals 200 did not proceed into a support plan for the following reasons:

- Client deceased
- Client did not proceed with SDS
- Closed on the advice of the worker
- Incorrect referral
- Support plan put on hold
- Wiltshire Council worker completed the support plan

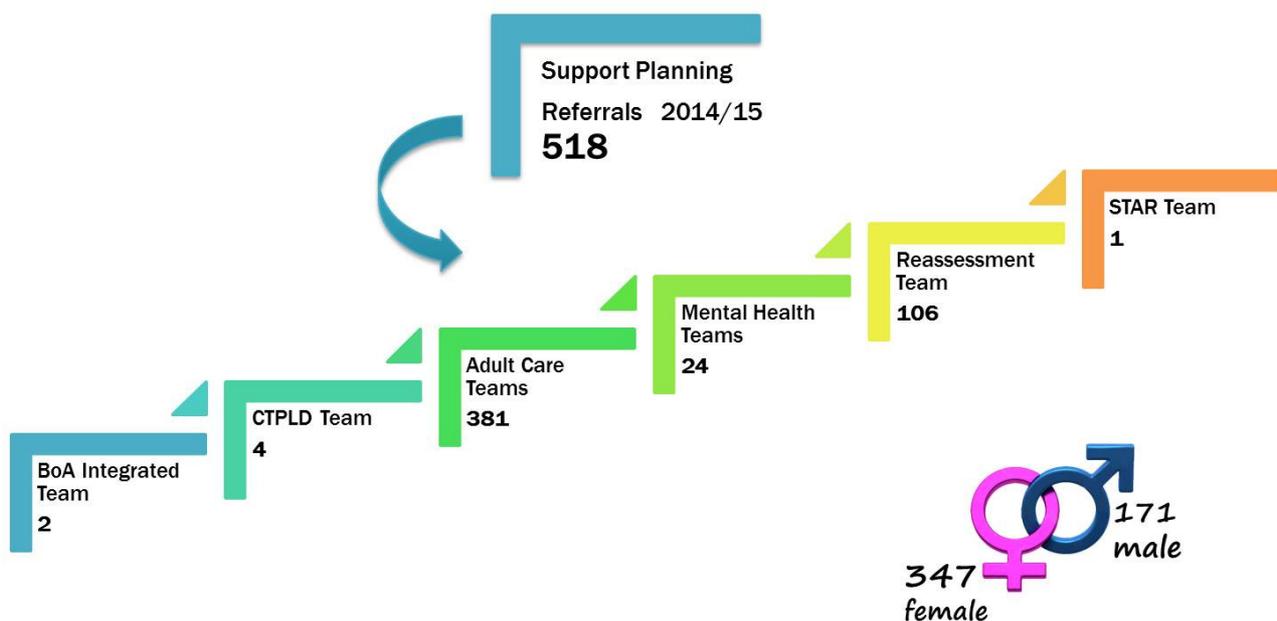
The Support Planning team worked closely with the Peer Mentors over the year and, following feedback from the first 9 months of service, the Peer Mentors and the Development Officer re-defined the support planning form to create a new streamlined plan which is simpler to use. The response to the new plan has been very positive and Wiltshire Council is looking to roll it out across all support planning services within Wiltshire.

In August 2014 the Support Planning Service was expanded to recruit a Support Planning Telephone Adviser, providing people with the option of having advice and support over the telephone and making the service more accessible.

They continue to offer the three levels of support and have expanded level 2 to include telephone support. However, Peer Mentors are a key part of the support planning service and we are continually looking to identify new peer mentors and ways to link service users so that they can support each other and share experiences.

During the year, figures indicated that there was still a large amount of reliance on having a home visit from a support planner, with over 50% of customers receiving level 3 support. In response to this, the Support Plan was refined and relaunched to make it more accessible for people to use at level 1 stage. Early indications show a marked increase in the number of people self-completing their support plan with minimum input. We will continue to monitor this area and respond accordingly to ensure service users are supported to continue their journey toward self-reliance.

### *Support Planning Referrals in this period with a Breakdown of the Source & Gender*



We had some really positive outcomes from support plans over the last year and some of these have included customers who moved from ILF to DP. It was brilliant to see experienced service users using the plan to develop their support from scratch and in one example the service user **moved away from live in care** to develop a plan which allowed him to be more independent and that fitted around him and his family. This is his story:



## Case Study—Support Planning

'My name is Scott, I have Cerebral Palsy, I'm 44 years old and I use a power chair to get around. My family is important to me. I've been married for 11 years to my wife, Nicola. We live in a bungalow in Wiltshire. I'm a very sociable person; I like going out and about, especially to gigs, football matches, pubs, restaurants and to the cinema. My friends are very important to me. I play power chair football. I also enjoy listening to music, particularly reggae, Motown, and Northern Soul.

Living in my own home and maintaining my independence is very important to me because I'm married and I want to lead a life as any non-disabled person would do at my age. It's taken me a lifetime to get where I am today. Obviously I love my partner and I wouldn't want to break that. Not having someone continuously in the house (24 hour care) will be of benefit to my relationship with Nicola. It is difficult having a different live-in carer in your home every few weeks. It will allow me to become more independent. This also takes the pressure off Nicola as she has a full time job and I've seen too many relationships break down when your spouse becomes main carer.

I work 3 days per week and this is also very important to me because I have achieved so much in my work role that it's given me a sense of wellbeing, a sense of purpose, pride and satisfaction. After being told so many times throughout my life that I would only be able to achieve certain things, I've been able to prove those people wrong.

I have been living independently for the past 15 years with Nicola having moved out of a residential 'home' and have come a long way, achieved so much. I am well known in my local community. I lead a life like any other non-disabled person, so as you can imagine it is very important for me to maintain this.

I want to continue leading a full life, going out with family and mates, to contribute more in family life by supporting Nicola. If I were unable to achieve this I would be stuck in my own home and it would have a knock on effect in the rest of my life, making me frustrated angry and I would lose my independence, choice and control!

Through listening and working with Scott, the Support Planner and Scott wrote a plan to suit his care package in line with the eligible outcomes the Council will fund – as well as those outcomes, Scott identified as important to him but will not be met through Council funds. Previously Scott had a 24 hour live-in care package through a direct service from the Council. Scott is now on a direct payment and he is in the process of employing his own PA's based on a daily rota but without the live-in element, considerably reducing the cost of the previous 24 hour package. He has used his large circle of friends, community and family to continue with his social life.

This case study demonstrates that giving individuals the money to enable them to arrange their own support in a flexible manner not only enables them to lead 'ordinary lives' but is also cost effective.

For the success of support planning there needs to be in place the simple belief that - people own their plan, and should be encouraged and supported to do it themselves. The support offered by Wiltshire CIL is based on the values of empowerment whereby people are given the skills, knowledge and confidence to do the support planning themselves.

# Personal Health Budgets

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In October 2014 everyone who is eligible for continuing healthcare has the right to have a personal health budget, if they want one. A personal health budget is an amount of money to support a person's health and meet their needs. Wiltshire CCG (Clinical Commissioning Group) has selected Wiltshire CIL to be one of two preferred support suppliers to people who have decided to use a PHB. This is exciting and innovative work for us, as we are at the forefront of a new way of providing person centred care to people with health needs.

We currently support six people who are at various stages of getting and running a PHB. We offer people help with the initial set up, including helping them with their support plan, through to the day to day management of their PHB, which includes recruiting and managing PA's.

We have been asked to speak twice at the Kings Fund about our experiences of delivering personal health budgets; our Chair, Clare Evans and our PHB worker, presented at a one day conference in November entitled 'People in Control of their own Health and Care', and our Director and Development Manager presented at a GSK winners network event, alongside Richard Humphries, Assistant Director of Policy at the Kings Fund.

To support our work we successfully applied for funding from NHS England's Gearing Up Fund. This grant enables us to meet up regularly with other organisations like ourselves, exchange good practice ideas and enhance our offer to people on a PHB. Currently our Development Manager attends meetings, hosted by NHS England, in Birmingham once a month and we are using the grant monies to forge good working relationship with Wiltshire CCG and find ways of promoting PHB amongst our service users.



## *Case Study—Personal Health Budgets*

Brian has been using his PHB for approximately six weeks now. It has been set up to provide care for his partner; Alice. Brian found out about PHBs through attending a carer's forum meeting at his local GP surgery and immediately knew this would suit his and his partner's needs. He then went to the CCG and started the process.

Before the PHB things were very difficult. Care was provided by a large care agency, who are one of the main providers of CHC care for Wiltshire CCG. Brian didn't get a choice in what agency to use. The first issue was that care was unreliable, with carers not turning up for shifts; in one of the worst months 96 hours of care were missing. But what Brian found most difficult was that the carers weren't able to provide the personalised service his partner really needed; there was no continuity to the care, with a range of carers attending and carers didn't have the time to get to know Alice and build up a relationship with her. A few examples of how care wasn't person centred was that in

the two years the company was providing care no carer called Alice by her name, one carer even asked Brian how long Alice had to live, in front of Alice. Brian and his main carer think that a lot of people who were employed by this big company weren't very interested in the job, or in Alice.

All this meant that Brian and Alice were very unhappy and stressed. Alice, who finds change challenging, found having different carers really difficult. Brian was also unable to work or have any sort of normal life; he didn't trust that care would be provided in the first place, as he was often let down, and when it was provided he didn't believe they gave Alice the care and attention she deserved.

Since Brian has received the PHB he has been able to get together a team of carers, with extra care being provided by a small, local agency. Because Brian had lived in the same place and has family and friends nearby he found it easy to recruit PAs (carers), and just used word of mouth to find people. All the people employed like to work on a 1:1 basis with Alice, so that they can build up a relationship with her. Alice really enjoys and looks forward to her care now; and because the PAs know and understand Alice they can do things that they know she will like, these are simple things like sitting with Alice in the sunshine, which she loves, bringing her some new tops so she feels smart, or hiding a teddy bear in their pocket so Alice can try and steal it! All agree that 'the same people coming in is magic!' Brian says the key to good care is making it **personal** and that is exactly what they have managed to achieve with a PHB.

Having a PHB has made everyone's life better; Alice is a lot happier and Brian is able to work and has worked more in the past 6 weeks than he did for the whole of the last year. His health has also greatly improved as he isn't so stressed and worried about Alice, and can trust that she is being well looked after.

Brian has received support from Wiltshire CIL to set up and run his PHB, this has included helping Brian with Alice's support plan, setting up the PAs with payroll and sorting insurances. Brian has really appreciated this support; he thinks we have a real understanding of what a person needs and wants as we are a disabled led organisation. He also praised our PHB worker highly, as she really helped him navigate the system and sorted out all those forms!

Brian's advice to anyone in a similar situation who is considering a PHB would be to "go for it!" He said "with it 'you get the choice' and can plan the care around the needs of the person."

(Names have been changed for the purposes of anonymity)

# Peer Support

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Peer support continues to grow and be developed and is a core part of Wiltshire CIL's work. We believe people should be encouraged to manage their own care, and we want to provide the right level of support and advice to do this. The best people to offer this advice are people who have direct experience of using a DP.

This year we have continued to expand and enhance our peer support 'offer' to include one to one support from a peer mentor, an active and engaging Facebook page, online videos giving advice on a range of issues and the development of new groups and forums, bringing DP users together.



We launched our very successful 18+ group, the first meeting being a BBQ in the summer and attended by 25 people. Since then we have held a curry night and this has provided an excellent opportunity for people with a younger outlook to come together, have some fun and give each other advice and support on managing their day to day lives.

Our peer support worker has also worked closely with one of our peer mentors to develop Salisbury Information Exchange. This new group takes place monthly and makes full use of the free meeting room provided by Tesco's in Salisbury, the first event took place in February 2015.

We continue to run quarterly meetings of the parent/enabler group and this year we arranged for a presentation by Devizes solicitor on making a will and setting up a trust fund for a dependant.

Our **Accessible Art Group**, which is also run by a peer mentor, attracts people with a range of ages and abilities. The Art Group takes place every Thursday at Calne Town Hall. The attendance varies but usually 6 people upwards attend every week. The participants are of all ages but share the same enthusiasm and passion for Art. The regular art teacher enjoys teaching the group different techniques and mediums and is brilliant at encouraging and getting people to be expressive with their art. At the end of the session, everyone has a piece of work they can take away with them.



When speaking to the group, it is clear to see that they enjoy attending each week. The art group gives them something to look forward to and a chance to get out and meet people. One participant said 'I went home and tried teaching my wife what I learnt last week'. There is a sense of achievement when talking to the participants, who are always keen to learn new things, no matter what their age.

Peer support workers have worked directly with individuals who are completing a support plan; this has involved phoning people and offering help and support, linking people up with a peer mentor for advice and finding community activities for people.

Part of our work has centred around providing face to face support to people initially and, when they are more confident, linking them into groups and activities.

Our peer support workers also regularly input into Wiltshire wide developments that will affect the people we support. This year, for example, they have attended several meetings concerning information provision to people in Wiltshire.



In this year, peer support workers organised and facilitated The Health and Leisure Day held at Tidworth Leisure Centre in October 2014 and it was the second such event by Wiltshire CIL. It follows the one run at Marlborough Leisure Centre in March 2013. The purpose of the day was to provide an opportunity for disabled people to learn about and try new kinds of sport and recreation and pick up information about where to take this further.

In particular, the aims for this event were three-fold:

- To encourage younger people to become more involved in their local user-led organisations (ULO's).
- To encourage all disabled people to access their local health and leisure activities.
- To increase providers' understanding of what disabled people want.

This day was made possible through the financial support of Wiltshire and Swindon Community Foundation which provided the grant through the Public Health & Wellbeing Programme, for which we thank them.

Our thanks are also owed to the many volunteers who assisted on the day. We also thank the Manager and duty manager at TLC.

In all, over 50 people came to the Health & Leisure event, not including Wiltshire CIL staff and those supervising stands and running demonstrations.

We are continually looking at ways to improve the service we provide and listen to what service users want from us. This year we will further develop the Peer Support offer to link much more cohesively with the work of support planning.

Through support planning people are encouraged to look at their own assets and that of their local community. This approach is also based on national evidence and redesigning our peer support will encompass this asset based approach.

### *Example to demonstrate new approach:*

**Issue:** A woman came to us with an interest in crafts and a keenness to meet new people and expand her current interests.

Through the existing peer support model we would have one thing to offer her; an art group in Calne. **BUT....**

She lives a long way from Calne and transport would be expensive

The group don't do the crafts she is interested in

Any relationships she makes with this group she would not be able to sustain except through phone calls.

#### **New approach:**

We discussed with her what she already does. She is currently involved in her own community - she goes to her local pub and was a school governor

**BUT** she has trouble getting to some of her local groups – we will help find a solution to this and enhance her existing networks & interests.

**IN FACT** she is now offering much needed peer support to a lady she met through the 'Introduction to Direct Payments Workshop', who has been recently diagnosed with a disabling condition and has 3 young children. Telephone numbers were swapped and she encouraged the woman to 'just call me when it gets tough or you need advice' - this is leading to on-going support with less reliance on 'professionals'.

This is peer support at its best; encouraging community engagement and promoting self-reliance, with less dependency on professionals.

## Workshops through Peer Support

Throughout the year we held workshops on Recruiting and Managing PA's in Devizes, Pewsey and Corsham and two PA Employers Groups in Devizes. A total of 47 people attended.

Feedback from participants stated they found the workshops friendly and welcoming; informative; met their expectations, suited their level of knowledge and skills and increased their knowledge and skill.

As with previous years we facilitated a rolling bi-monthly programme of workshops around Introduction to DP workshop and further new workshops this year included:

<i>Group Meetings</i>	<i>Date</i>	<i>Attendance</i>
PA Recruitment workshop	April 2014	8
PA Recruitment workshop	June 2014	6
ILF Support	June 2014	12
18 + Group BBQ	September 2014	25
DP Calne Art Group	From Spring 2014	10 bi-weekly
ILF Support	November 2014	11
Salisbury Group	November 2014	5+
PA Employers forum	December 2014	9
Parent/Enabler Group	October 2014	4
PA Recruitment workshop	November 2014	6
Parent/Enabler Group	January 2015	5
Curry Night 18+ group	January 2015	12
PA Employers Forum	February 15	5

We continue to develop this model of support, and have a dedicated worker, who is actively recruiting and training peer mentors.



### *Your comments on our Workshops ....*

“ ...extremely informative and helpful ”

“ Enjoyed listening and learning from other people's experiences. ”

“ Felt better informed .... ”

“ Excellent facilities.....good parking ”

## Peer Mentors

Wilts CIL peer mentors met six times over the last year. The group consists of 11 peer mentors and is used as a means of planning and developing the peer mentor service. In the last year we have run training sessions with the peer mentors on providing advice to people completing a support plan, re-developed our peer mentor recruitment pack and, in partnership with Wiltshire Council, reworked our support plan to make it more accessible and easier to fill in.

Peer mentors also worked one to one with service users helping them to fill in their support plans, offering support at their assessment and providing support to people interviewing for a new PA. Peer mentors continue to contribute to Wiltshire CIL's events, for example, they were present at the 2 day personalisation event we organised and produced in partnership with Wiltshire Council and 'In Control' on **'Personalisation & Personal Budget—What it means to us'**, contributing their views on how person centred care should happen in Wiltshire.

The event was a huge success with 162 people attending over the two days.



The workshop informed my learning for future work practice

> 90%

I gained a better understanding of personalisation from a service user point of view

> 90%

I would recommend a similar workshop to colleagues

> 80%

## Social Media & Information Sharing

In September 2014 we employed a Communications Assistant for 12 months to help with the development of our social media sites Facebook and Twitter, as well as keeping our website current with news and updates which are important to our service users. Our followers on Facebook and Twitter have doubled within this six month period and the numbers continue to increase. We recently installed Google Analytics on our website to show which of our pages are the most visited. The 'What's On' Calendar has received an encouraging amount of visitors.



Our newsletter 'Wiltshire Independent' is published 4 times a year and distributed to over 1800 disabled and older people and their carers in Wiltshire. From an environmental aspect, we have this year, been able to encourage more people to opt for the email version of the newsletter to save on postage and printing. It is also distributed via our website, Facebook and Twitter and is available in alternative formats on request.



## Personal Assistant Register

**Right People, Right Jobs, One Place**

South West Personal Assistant Register is an easy-access, secure online recruitment tool that empowers Employers and Personal Assistants to search for the Right Person or the Right Job, in one place.

It aims to provide an innovative and personalised 'one-stop-shop' recruitment initiative, creating a simpler and more effective way to recruit Personal Assistants and to find employment.

The SWPA Register enables a secure advertising/application process, as well as, a two-way communication tool to enable Employers/Personal Assistants' to communicate securely with each other regarding recruitment needs. It offers greater choice and control which enables individual Employers and Personal Assistants to access flexible and responsive recruitment provision aligned with their individual requirements.

There are currently **123** Employer's registered and **56** Personal Assistants.

## Annual Survey

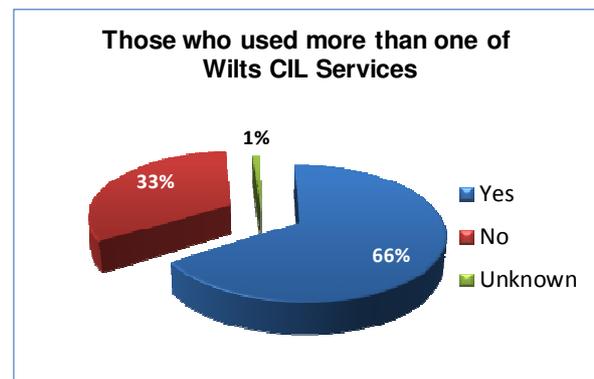
Between the Direct Payment Team, the Support Planning Team and the Peer Mentors we have assisted in developing new ways of working to create an environment of trust between partners to provide a more joined up and co-operative approach to the delivery of direct payments.

The feedback from the annual survey across the whole service, shows how we have slightly changed in the delivery of the service this year to encourage more people to take over the responsibility of direct payments by emphasising the onus is on them to receive the right information at the right time to make informed decisions.

<i>Service User Survey Results</i> <i>2014-2015</i>	<i>%</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Partially Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>N/A</i>	<i>Don't know</i>
		Wilts CIL took the time to understand my circumstances and my support needs	39	44	5	1	2	2
The advice I received was clear and easy to understand	31	51	7	1	1	2	0	
The support I received met my needs at that time	43	42	6	1	1	2	1	
The written information I received was clear and easy to follow	29	45	13	2	1	4	2	
Wilts CIL was easy to contact and available to help me with queries when required	43	27	16	4	0	4	2	
The staff were professional and treated me in a friendly and helpful manner	57	32	2	0	1	2	1	
I know I can contact Wilts CIL when I need to	49	37	6	0	1	1	1	
I have a range of opportunities to get support and advice from other people who use a Direct Payment	18	39	7	7	2	12	10	
The Direct Payment workshops and training are a valuable part of the Wiltshire CIL service to me	23	26	10	6	4	12	14	
My overall experience of Wilts CIL in this 12 months has been positive	46	36	7	1	1	1	0	

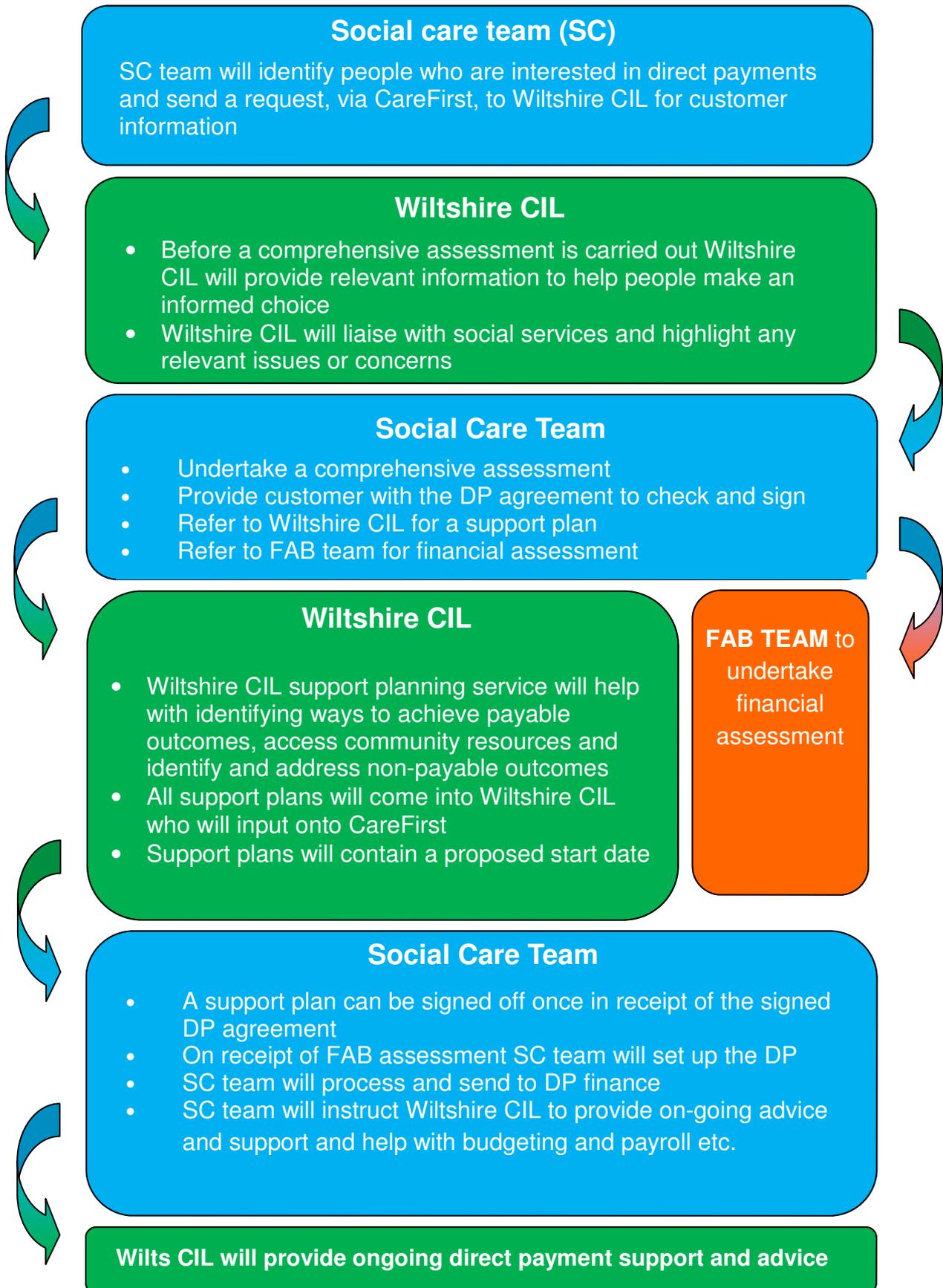
*A Breakdown of the list of services people identified as useful to them in this 12 month period:*

Finance; Support Plan; Carer provision; Advice and information on Direct Payments/ Respite/Sitting Service; Setting up a Direct Payment budget; Help with paperwork; Training; Carer employment advice; Banking/ Payroll Service



## Process Development

The following process map encompasses the 3 years' work and our commitment to the continued development of joint working for the benefit of all customers across Wiltshire



# Summary Statement of Accounts

## Wiltshire Centre for Independent Living

### Statement of Financial Activities [including Income and Expenditure Account] for the year ended 31st. March 2015

	Notes	Unrestricted Funds 2015 £	Restricted Funds 2015 £	Total Funds 2015 £	2014 £
<b>Incoming resources from generated funds</b>					
<b>Voluntary income</b>					
Investment income		2	-	2	17
Activities to further the charity's objects:					
Grants and contracts		84,815	447,537	532,352	400,496
Service delivery and other earned income		<u>21,771</u>	<u>-</u>	<u>21,771</u>	<u>9,625</u>
<b>Total Incoming Resources</b>		<u>106,588</u>	<u>447,537</u>	<u>554,125</u>	<u>410,138</u>
<b>Resources expended</b>					
	2				
Charitable activities		53,853	488,939	542,792	427,627
Governance costs		<u>6,462</u>	<u>-</u>	<u>6,462</u>	<u>4,787</u>
<b>Total Resources Expended</b>		<u>60,315</u>	<u>488,939</u>	<u>549,254</u>	<u>432,414</u>
<b>Net[outgoing]/ incoming resources</b>		46,273	(41,402)	4,871	(22,276)
<b>Reconciliation of funds</b>					
Total funds brought forward		35,520	114,347	149,867	172,143
Transfers between funds		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Total funds carried forward</b>		<u>81,792</u>	<u>72,945</u>	<u>154,737</u>	<u>149,867</u>



## Your comments ....

“ You were there when I needed you... ”

“ ... you do a grand job in supporting and helping so many people. ”

“ I am very grateful. Thank You ”

“ Excellent and very understanding ”

“ CIL was prepared to consider unusual circumstances ”

“ Excellent service, very friendly and understanding ”

# Celebrating 10 years



Working in partnership with

**Wiltshire Council**  
Where everybody matters



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**Wiltshire Centre for Independent Living**

**11 Couch Lane Devizes Wiltshire SN10 1EB**

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**Charity no. 1120611 Company No. 5480761**