

2014 GSK IMPACT Awards
in partnership with The King's Fund



Working for Choice, Independence & Lifestyle



Annual Report and Summary Financial Statement 1 April 2013 — 31 March 2014

Wiltshire Centre for Independent Living

Annual Report for the Financial Year April 2013—March 2014

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BOARD OF TRUSTEES 2013—2014

Clare Evans MBE	Chair
Maggi Bader	
Thelma Bailey	(passed away August 2013)
Ian Fletcher	(resigned November 2013)
Anthony Hughes	
Dean Mackay-Morris	
Heather Tucker	
Robert Dickenson	Treasurer
Gwen Webb	(resigned November 2013)
April Hammond	
Steve Marshall	
Audrey Ekstrom	Co-opted February 2014
Faith Greenman	Co-opted February 2014
Robert Selkridge	Co-opted February 2014

STAFF TEAM 2013—2014

Office:

Geraldine Bentley	Director
Polly Hannan	Office Manager
Joseph Brown	Independent Living Resource Advisor
Rebecca Clingan	Independent Living Resource Advisor
Alison Gamblin	Independent Living Resource Advisor
Pauline Bishop	Independent Living Resource Advisor
Kathryn Woodlands	Support Planner
Sophia Walton	Support Planner
Lesley Entwistle	DP Accounts Analyst
Mary Reed	Development Worker
Anton Prantl	Peer Support Co-ordinator
Matt Stabb	Peer Support Co-ordinator
Carol Shirley	Office Support Worker
Junko Woodley	Support Planning Administrator

Projects:

Sue Jackson	Home from Hospital Co-ordinator
Deborah Loader	Home from Hospital Co-ordinator

CHAIR'S FOREWORD



In this financial year, we have taken seriously the need to strengthen the infrastructure of the organisation to back up our rapid growth and our role in relation to disabled people to reflect the growth in our size last year. This has enabled us to improve the range and depth of services to direct payment users while continuing to support all disabled people aspiring to Independent Living. Supporting Independent Numbers take responsibility for the Payroll and Banking Service

under our direction, has enabled us to provide an holistic Direct Payment Support Service more quickly able to respond to queries which arise. The integration of IT systems with Wiltshire Council in relation to Direct Payments has also streamlined the service offered. The formalisation of Wiltshire Council's Personalisation Policy, we hope, will encourage even more social care users choose to control their own arrangements for support.

Our commitment to the strength of peer support for all disabled people and particularly direct payment users has led us to diversify the ways we introduce this – particularly successful have been the Sports and Leisure Taster Day in March and the Introductory Direct Payments Workshops repeated throughout the year. You can read more about all our work in the following pages.

None of this would have been possible without the strong commitment of our Director, Geraldine Bentley, and the staff team working for her. During the year the team has developed in line with need as we take on a new role in Support Planning and consolidate our support to direct payment users. In March 2014 we were thrilled to win £30,000 as one of ten winners nationally in the prestigious GSK Impact Awards. Lisa Weaks, Third Sector Manager at The King's Fund said: 'Service users are put at the heart of the work that Wiltshire Centre for Independent Living does – it is clear that they are passionate about their work they do. They are a well-run organisation and have grown significantly in recent years. This is an excellent example of a local organisation providing much needed support for disabled people.'

We are grateful to all our funders who have made this work possible. Our core funding grant enables us to reach out to all disabled people, including self funders, in relation to Independent Living together with small one off grants, for example, for training. Our service to direct payment users is funded by a contract with Wiltshire Council.

Clare Evans MBE—Chair of Trustees

Wiltshire Centre for Independent Living

Annual Report for the Financial Year April 2013—March 2014

REPORT OF THE YEAR'S ACTIVITIES

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

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

THE WORK OF THE CORE ACTIVITIES FOR ALL DISABLED AND OLDER PEOPLE

Introduction

As a disabled people's user led organisation we are committed to supporting disabled people with all impairments work towards Independent Living. We aim to do this by the following means:

- Enabling people to campaign and influence
- Providing peer support to each other
- Providing information and advice
- Providing user led services to specific groups – e.g. direct payment support and Home from Hospital project



As a trustee body we have taken seriously our role to monitor the organisation's activities as well as lead it strategically and maintain quality standards. In addition to our regular bi-monthly meetings,

we had a training day in February when we considered the contribution we each made and how to learn new skills. We have sought advice from our auditors about putting in place systems to check expenditure. In this report the work of the organisation during the year April 2013 to March 2014 is recorded under the objectives described above.

Enabling people to campaign and influence

This year has not been so busy in relation to influencing the Welfare Reform agenda and benefit changes but we have sought to keep people informed of developments, as they have been announced, on our website and Facebook, giving people links to consultation documents at DWP and encouraging them to respond. The changes to the Disability Living Allowance will not occur in this region in the current year.

Influencing Local Changes

We have been part of a Wiltshire working group concerned to minimise changes in council tax for vulnerable people and have supported the subsidising of the "Bedroom tax" for those disabled people with spare bedrooms. It is hoped this working group will continue to meet as other changes are implemented in Wiltshire.

Consultation

A meeting of the Self Funders Forum addressed by Andrew Osborn, Head of Commissioning, Adult Care Wiltshire Council briefed members on the 2014 Care Act.

Influencing Professionals

We continued to contribute to the operational staff Induction Course four times a year enabling Wiltshire Council social workers, occupational therapists, resource officers and customer co-ordinators to learn about the background to Independent Living from disabled people's perspective, direct payments and the role of user led organisations.

We have continued to be a year 2 social work placement for students from The University of Bath and Wiltshire College. Our placement provides the opportunity to work alongside disabled people as group facilitators, as well as work with individuals to plan their direct payment spending.

Supporting Independent Living Fund Users

We continue to support ILF users as they approach closure of the ILF Fund in June 2015. In May 2013 we arranged a meeting for them to meet with senior operational staff to ask questions about the future and also brought the closure to the attention of elected members. The idea of a working group of ILF users to link with Wiltshire Council was established. During the legal challenge to the ILF closure, no discussions were held but a further meeting was held in March 2014 with Lucy Stansfield, Head of Operations where much discussion was based on the planned National Eligibility Criteria still to be published. Further meetings will be held in this year and publicity is given to relevant publications on our webpage.

Providing information and advice

We have continued to provide information and advice to disabled people contacting us by drop in, by telephone, email and also put useful information in our newsletters, Facebook and on our website. During the year we published four editions of our newsletter distributing 1800+ hard copies of each edition to disabled people and allies, and reaching many others electronically, nationally and locally.

Self Funders Forum



The Forum has continued to meet to enable self funders to gain information and advice, much of which they feel is not available to them currently from Wiltshire Council. The publication of our research into the needs of self funders, "Where do I go for Help?" on May 1st 2013 was well received nationally and locally and some of

the recommendations have been followed up, such as the production of the Guide.

However despite two grant applications – one local, one national, it has not been possible to find funding to expand our work ongoing in this area despite the identified need for more formal ways to gain advice beyond forum meetings. The new responsibilities placed on councils to provide information and advice to all who need it even if not receiving other services in the new Care Act 2014, may bring changes to assist those in this group and other self funders in the future.

We produced a short A5 booklet about "Where to go for Help! Self Funders' Frequently Asked Questions Answered" which has been widely distributed and is already in its second edition with 3,500 copies printed. It is hoped to revise the publication before a further reprint.



"Very pleasant presentation and as clear as it could be at this stage!"

"It is quite a worrying time for Self Funders regarding the Care Bill"

"What is discussed is very important and I wonder how we can arrange for more people to attend, and my concern is that we as a group should consider how we are going to tell people about the Cap and assessments."

The Forum has continued to meet on issues of concern. The Care Act 2014 introduces a cap on payments made by social care users and other changes in charging will affect many self funders so this was the topic of one of the group meetings this year. We hope to continue the dialogue as the processes needed for implementation are set up by Wiltshire Council.

Providing user led services to specific groups

We aim to provide flexible and responsive services to assist disabled and older people achieve and maintain Independent Living.

Home from Hospital Service

The Home from Hospital service was set up to ensure that vulnerable people have a safe and successful discharge from hospital, and are able to continue to live independently and well in their own homes and community.

For this service, vulnerable people are defined as anyone who doesn't meet the threshold for statutory support (ongoing Intermediate care, social care, continuing health care), who finds it difficult to maintain their home and access their communities and who don't have adequate support from informal support networks.

The Home from Hospital service under the management of Wilts CIL has worked to promote the health and safe discharge from hospital of 414 patients throughout Wiltshire in this 12 month period. The service is provided by two Home from Hospital Coordinators, who are based between the three acute hospitals which serve Wiltshire: Great Western Hospital, Swindon; Salisbury District Hospital and the Royal United Hospital in Bath. The coordinators role is to identify people being discharged home without the assistance of social care. These people are often anxious, vulnerable and have a need which is significant, but, falls below the social services threshold for qualifying for care.

The home from hospital scheme can offer practical help and support for when the person is returning home, following a hospital stay. The scheme offers advice and information at the hospital bedside and as well as those 414 people who took up a referral for support another 1,129 patients were visited by the coordinators at the bedside and given information and signposted to other organisations. This involved signposting to agencies which will help the patient should they decide they need support once they are home.

The coordinator will arrange for one of the four Help to Live at Home providers to go and visit the service user. The Provider will ask what the patient would like them to do and this could include: basic food shopping; home environment check, making sure the property is warm and clean and assist to make so; collect prescriptions and offer reassurance. This initial visit could last up to two hours. However, if the service user requires further support there is the option of having another visit for one hour during the following week.

The home from hospital scheme was initially a pilot project however, due to the success of the service it was extended for a further 12 months. New developments to work in partnership with other voluntary sector organisations are currently being investigated to provide a broader spread of support across the county and to ensure that people who use HfH will have a timely, safe and successful discharge from hospital into comfortable and secure homes, and will be linked into the appropriate community services and resources. This service will continue to:

- Reduce anxiety and feelings of isolation.
- Keep people in their own homes and delay the need for additional statutory support
- Reduce the number of re-admissions into acute hospitals



"I felt very reassured that when the care agency visited they did all they could to make sure that I was ok. It was good to know that someone was looking out for me."

"You gave me a wonderful service and I am very grateful for all you have done."

"A Godsend. You made such a difference as I was so worried about going back home. Thank you."

DIRECT PAYMENT SUPPORT SERVICE IN WILTSHIRE

Introduction

In the second year of the contract Wiltshire CIL has continued to develop the service to deliver and meet the needs of people using direct payments. The statistics shown in the following pages clearly indicate the level of work carried out and the continuing development of the service across peer support and peer mentoring support.

In this first 12 month period we concentrated on embedding the work of the Independent Living Resource Advisors while in the second year we have continued to develop this as well as the other main focus on the transfer of the payroll and banking service from the previous provider. We have worked closely with Wiltshire Council to address the issues and to ensure better systems are in place in order to work productively together while ensuring service users are at the heart of the work while being accountable for the public funds going through the accounts.

The payroll and banking service is administered through a local partner organisation—Independent Numbers, who are based in Chippenham. We have redesigned processes to streamline the work and develop good links with Direct Payment recipients, some of whom drop into the office.

The Peer Mentoring and Peer Support groups have continued to develop the workshops and 1:1 support offered by Wilts CIL and this is recorded in the following pages. The statistics show the rise in numbers of people accessing both the workshops and the Peer support.

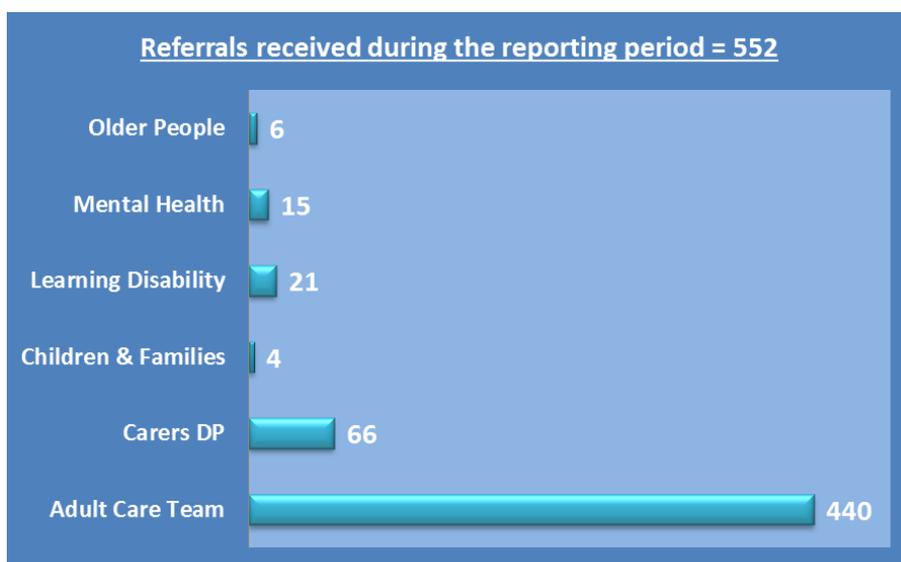
This year has seen the development of Support Planning take off at Wiltshire CIL and we have a new Support Planning team in operation. It began in January of this year and, although there were initial teething problems with ensuring all were on board with this part of the work we are now confident that we are working well and we are on target to develop at least 700 support plans in this first 12 month period.

In line with the direct payment contract Wiltshire CIL has ensured we remain true to the development of people's self-reliance to manage their own support and we have this year received national recognition for this area of work by winning the GSK Impact Award 2014 in partnership with the Kings Fund.

The Work of the Advisors

In the first eight months up to November 2013 three full time Advisors were in post. The level of work continued to be significant as the graphs indicate. In November there was a change of direction as we started to think about developing support plans. It was agreed that we could use the support plans which had been designed by Wilts CIL Peer Mentors and in line with Helen Sanderson Person Centred Planning. A new post of DP Manager was developed and this has freed up some of the time for Director to become more involved at a strategic level locally. The following charts progress the work carried out in 2013 – 14 recording the new referrals to the service and the specific breakdown of these referrals:

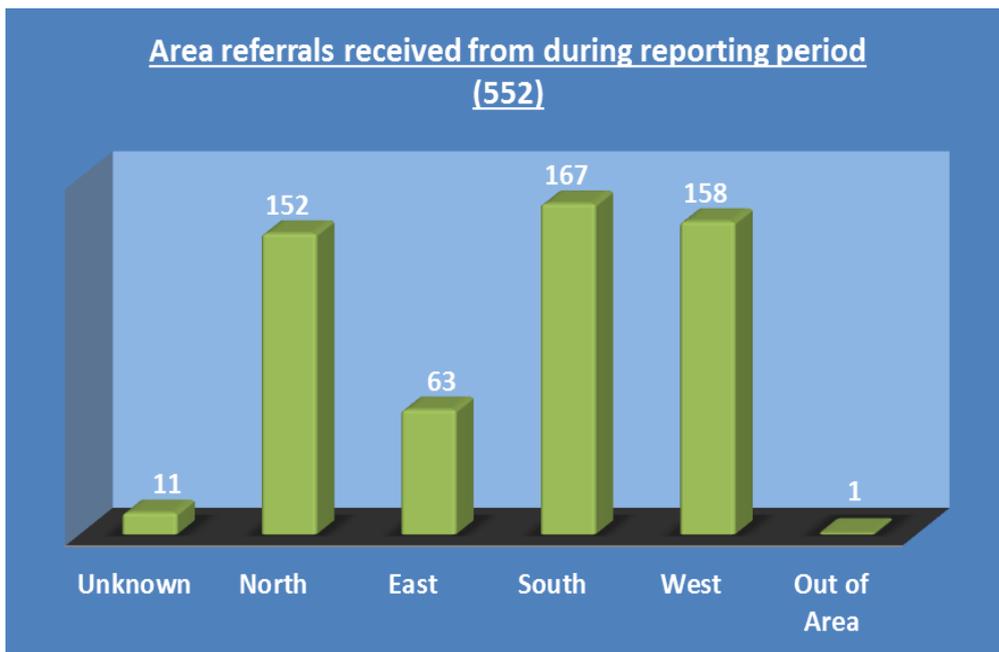
New referrals received in this period:



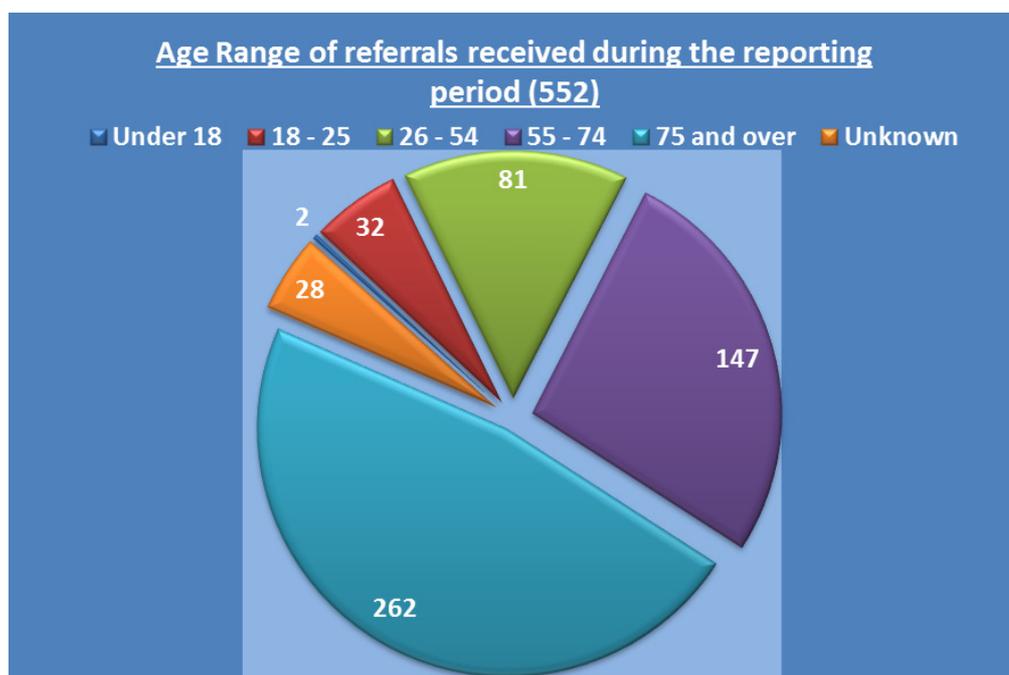
The graph demonstrates the comparison from the first year and shows an increase of 63 new referrals this year with the same level of Advisors in post who support the set up the direct payments.



The following graph indicates the geographical area of the referrals within the social care hubs.



This chart below shows the age range of new direct payment recipients and again this year indicates those over 75 remain the age range most in receipt. However, this number has decreased since last year when there were over 400 people new to a direct payment. This coincided with the Help to Live at Home contract being rolled out across the county when people did not wish to move from their provider at that time.

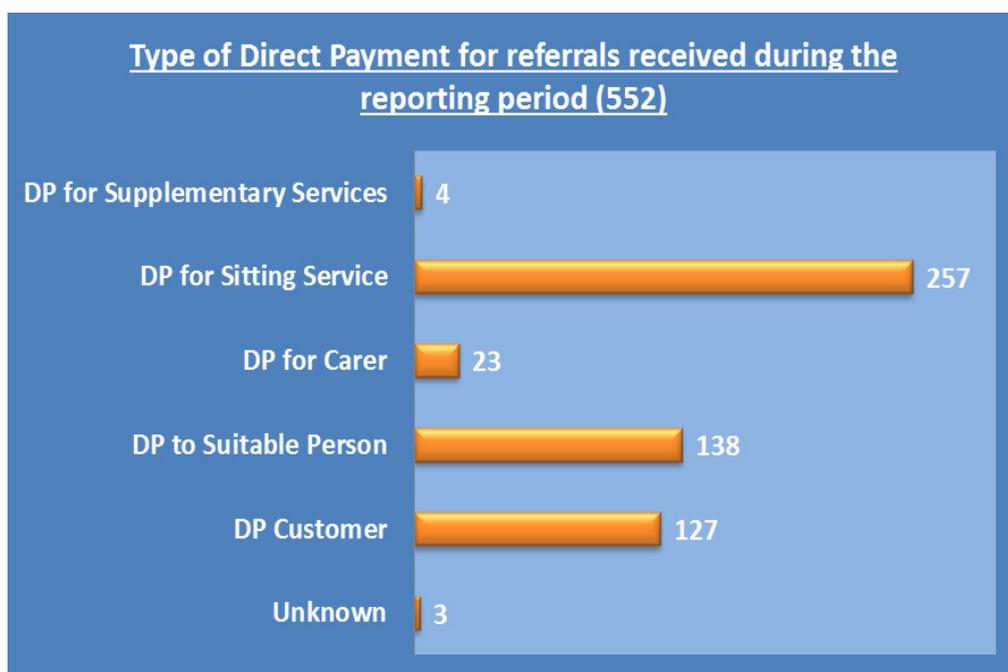


It is also within this age range that more people are in receipt of the sitting service which has seen an increase this year in the number of referrals from approx. 156 last year to 257 referrals in this period.

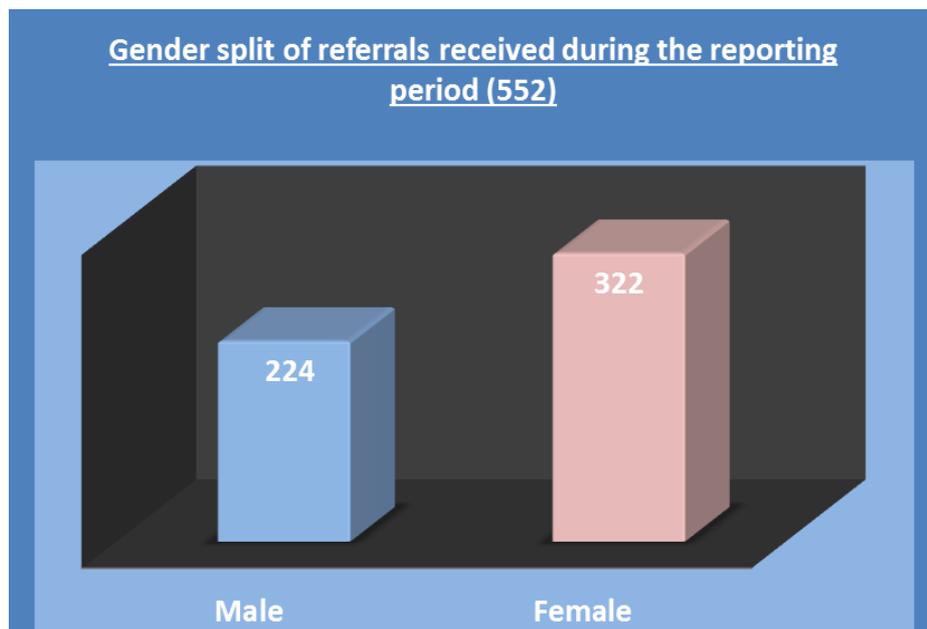
The first graph (page 12) highlights that only 6 older people were referred however this is reliant on the referral form received from social care staff when this information is not filled in and is then categorised under the heading of 'Adult care team' on the referrals. It is only when we input onto our 'Libra' monitoring system that we capture this information which is an area to improve between Wilts CIL and social care to ensure correct data is measured on an annual basis.

We are encouraged by the numbers of new referrals from people in the 18 – 54 age range and anticipate that we will work to encourage more involvement in the Peer Support and Peer Mentoring activities of these groups.

This graph indicates those people referred for different components of the direct payments and as mentioned the majority have been for people referred to the 'sitting service' with 138 people having a direct payment through a suitable person.



This graph demonstrates the ratio of male to female referrals this year and again indicates more female activity for referrals received also identified in last years statistics.



As well as those new referrals received the on-going support to people returning for further advice is recorded as follows. The reasons for this vary but can include, an increase in hour's therefore new budgets and job descriptions have to be amended, as well as PA's moving on and people needing further support to recruit again.

The table indicates the level of on-going activity in the period 1 April 2013 to the 30 March 2014:

TOTAL ACTIVE CASES ON LIBRA MANAGEMENT SYSTEM AS AT 31/03/2014

Adult Services	1786
Children & Families	134
TOTAL	1920

The next table gives a breakdown of the work carried out by the three Advisors on a month by month activity level including time spent with the customer, time travelling to appointments and time spent on writing up reports etc.

Adult Services		Client	Time	Time Spent	
	TOTALS	Admin	Travel	With Client	Mileage
Grand Total for Clients Time Apr 2013	222.02	75.08	43.2	103.73	892
Number of Clients	250				
Grand Total for Clients Time May 2013	234.72	80.03	55	99.68	1285
Number of Clients	268				
Grand Total for Clients Time June 2013	205.4	72.38	48.03	84.97	1027
Number of Clients	238				
Grand Total for Clients Time July 2013	249.85	109.18	39.92	100.75	833
Number of Clients	318				
Grand Total for Clients Time Aug 2013	238.53	98.58	50.3	89.65	706
Number of Clients	296				
Grand Total for Clients Time Sept 2013	187.45	83.65	32.33	71.47	797
Number of Clients	252				
Grand Total for Clients Time Oct 2013	371.33	157.53	71.25	142.97	1569
Number of Clients	316				
Grand Total for Clients Time Nov 2013	280.95	110.28	48.75	121.92	1135
Number of Clients	290				
Grand Total for Clients Time Dec 2013	340	120.95	50.33	168.72	886
Number of Clients	235				
Grand Total for Clients Time Jan 2014	360.37	160.23	60.58	139.55	920
Number of Clients	254				
Grand Total for Clients Time Feb 2014	254.55	116.58	32.42	105.55	678
Number of Clients	192				
Grand Total for Clients Time March 2014	278.92	150.25	25.73	102.93	639
Number of Clients	250				
TOTAL (Decimal hours)	3224.41				11367

The statistics provided in the previous pages gives an indication of the use of direct payments in Wiltshire and demonstrates the diversity and level of work. We have not been able to capture information relating to ethnicity as we rely on input of such data from the referrals forms from social care staff which to date have not been provided in this part of the form. Wiltshire CIL now has access to Care First and we will endeavour to capture this information in the coming year to address this data requirement.

This information records the work of the advisors and the level of commitment and challenges within the role in terms of capacity. Along with the social care staff at the council we have continued to work with the many changes in the council processes and the work of the direct payments as they continue to evolve into personalisation and the offer of personal budgets in the next year.

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.

Peer Support Network, Peer Mentoring and Workshops

A major commitment from Wiltshire CIL to the direct payment support service contract with the Council has been to concentrate our efforts on developing people's own self-reliance and to use the resources of local facilities wherever possible. To this end we have continued to develop the work of the Peer Mentors and offer people new to direct payments the early opportunity to meet others experienced in using direct payments to share and gain support and knowledge from that expertise. This work has continued to surprise and enthuse us with inspiration from service users and their ability to deliver this support in innovative ways which we hope to further develop with new opportunities for people. Informal workshops on sharing learning and examples of using direct payments bring together disabled people and carers who are new to the concept of receiving cash to purchase their own care together with experienced direct payment users.

For the purposes of this part of the work we firmly believe in the value of social capital as identified within the national work of Think Local, Act Personal to include the following:

- Social networks – of friends, neighbours, family and others
- Membership of groups – that are run by and for local people
- What it's like to live somewhere – the quality of the interactions that people have with others when they are out and about in the local area
- Being able to contribute – being able to make a contribution, help others, give time and skills, be valued for their contribution.

However, at Wiltshire CIL, this social capital relies on the 'expertise by experience' of customers adept and confident at using the health and social care systems.

The following table defines the Wiltshire CIL three tier model of support:

Level 1	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.
Level 2	Access to peer support via online community and telephone, workshops covering and other group settings. Facilitated by peer support co-ordinators and peer mentors
Level 3	Independent living advisors, staff support, liaising with formal services.

The expertise to develop the service lies with the service users themselves and at Wilts CIL we have actively encouraged and recruited peer mentors and staff to enable this to evolve. We employ staff to support and deliver the required and legal advice to set up direct payments but firmly believe in the ethos of the Peer Support Network and Mentoring and all that has to offer.

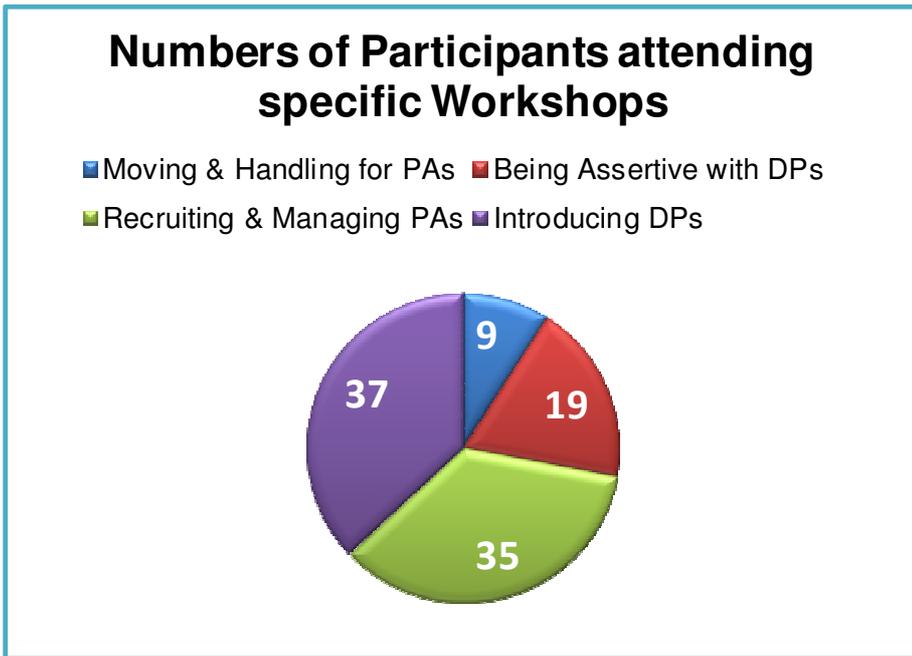
Peer Mentoring and Workshops

The following table gives a breakdown of the workshops held this year, the numbers of those attending and the geographical spread of each:

WORKSHOP	LOCATION	ATTENDEES
Introducing Direct Payments	Trowbridge - The Hub	14
Being Assertive with DPs	Potterne Wick - Scout Centre	10
Recruiting & Managing PAs	Corsham - Fire Station	9
Recruiting & Managing PAs	Potterne Wick - Scout Centre	6
Being Assertive with DPs	Corsham - Fire Station	5
Introducing Direct Payments	Potterne Wick - Scout Centre	5
Introducing Direct Payments	Devizes - Sports Club	4
Recruiting & Managing PAs	Trowbridge - The Hub	7
Being Assertive with DPs	Wilton - Fire Station	4
Moving & Handling for PAs & their Employers	Devizes - Sports Club	9
Introducing Direct Payments	Chippenham - Museum	7
Introducing Direct Payments	Wilton - Fire Station	7
Recruiting & Managing PAs	Wilton - Fire Station	13

The table shows that 100 people attended workshops this year compared with 47 last year, we are pleased with the increased take up of new people referred who use the resources of the workshops facilitated by the Peer Mentors. We will continue to encourage support in this manner which builds on the confidence and skills of people to manage their own care and support into the future.

The following pie charts give a breakdown of the workshops provided:



Peer Support Group Network

This year the Peer Support Coordinators have responded to direct payment recipients and the requests made to support them with using local community led resources and activities.

There are fifteen DP users currently involved with an Art Class developed in Calne through the Peer Support Coordinators' network group. A peer mentor facilitates the sessions along with the art teacher. It has been running since January 2014, with four sessions held.

The Parent Enabler group was set up in response to pressure from DP users. The

first meeting was in August 2013 and there have been five to date. Numbers attending have ranged from two to five DP parent enablers across all ranges.

Following a presentation to Wilts CIL staff in July 2013 by Fish Insurance, it was decided to hold similar workshops for DP users in Salisbury and Melksham. Numbers attending each session were ten and seventeen respectively.

These courses were complemented by two workshops on 'DP Finance Explained', held at Chippenham and Wilton with representation from Independent Numbers & the advisors and peer support co-ordinators at Wiltshire CIL. Twelve and nine DP users attended each event respectively.

A further development is direct support for clients by peer mentors using their knowledge and experience of managing a DP. Initially contact is made by phone and email but one pair have also met in a local cafe. For example - A member of the parent/enabler group with a query about 24-hour live-in care was put in touch with a peer mentor, and a mentor who has been through university has contacted a teenage DP user about continuing education to tertiary level. Likewise there are several users of the sitting service who have been put in touch with mentors who can advise. The Peer Support Coordinators are also contacting new referrals the total number of all those contacted in this way comes to **seven hundred** during this 12 month period.

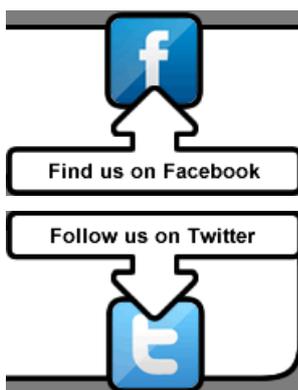
The Coordinators organised a Sports & Leisure Taster Day, held at Marlborough Leisure Centre in March 2014. In the three months' preparation prior they advertised widely through the local press and radio, free newspapers, Wilts CIL newsletter and on various web-sites and Social Media. The aim of the day was to show older and disabled people living in Wiltshire what is available in the community to encourage participation and forward thinking when developing their support plans in the future. They liaised regularly with the twenty organisations exhibiting. Louise Hunt, paralympian tennis player and DPULO Young Ambassador for the Office of Disability Issues supported this event and has been an ambassador for Wiltshire CIL in this 12 month period. Louise supported us by promoting the event throughout Wiltshire and by attending and opening the event. BBC Radio Wiltshire broadcast live (and conducted interviews) throughout the afternoon. Twenty stands were set up in the Sports Hall.



The diversity of organisations ranged from Wiltshire Wildlife Trust, art class, carriage driving for disabled to 3D Scuba Diving. There were also eleven demonstrations including Swindon Rockets Powerchair Football, Kaya Drumming and Wiltshire Inclusion Team. The day was a brilliant success, with over 105 people of all ages and abilities attending the event. There was lots of participation in the activities. A lot of people have made enquiries about various events and are linking in with the organisations that attended. The Coordinators have been asked to organise a similar event this year in the Salisbury area.

The work of the Peer Support Coordinators and the workshops has hugely developed this year and we are pleased with the numbers of people coming to Wiltshire CIL with ideas for the new groups and activities. It is anticipated that in the coming 12 month period we will develop the notion of 'pooled budgets' to further explore community opportunities especially in line with personal budgets and this is an area that will massively enhance and promote self-reliance as we continue to develop this important element of our work.

Social Media



The Peer Support Coordinators have set up a Facebook page, a Tumblr blog account and a Twitter account. People are kept informed about events and peer support workshops. It also enables people to post news items and topical articles regarding disability and open discussion. The Coordinators continually promote social media to reach as many disabled people; young and old, throughout Wiltshire with social media as possible.



"I'M A WATER SKIER!!!!..... I was born with Cerebral Palsy... When I was 19 years old, my brother and his mate introduced me to water-skiing... I now volunteer at Heron Lake to help others to learn to ski as well as sitting on the British Disabled Water-ski and Wakeboard Association committee to help improve the charity."

"Scandinavian summer for a WAV, a wheelchair and its occupant... Travelling with a wheelchair is still not totally stress free, but it is much better than it used to be, and probably no worse than for any other holiday maker."



According to the stats Wilts CIL has over 100 followers and we are continuing to attract a younger age range due to this development. It is anticipated that we will develop Youth Focus groups through social media activity in partnership with the ODI (Office of Disability Issues) in the coming 12 month period.

Personal Assistant Register



The current active registration of people securing jobs between the 2 categories is:

- 23 for employers
- 67 for PAs

As well as the PA register we use the Job Centre to recruit and advertise for customers. During 2013/2014 we advertised 76 positions through the job centre, this number included those positions that were re-advertised.

- 575 application packs were sent out
- 229 completed application packs were received back and processed for the customer.

Support Planning

Over the last year the Peer Mentors and Development Officer have been working towards designing a Support Plan which can be used by Direct Payment users and self-funders alike. This along with various toolkits and resources can be accessed on the website to support disabled and older people and their carers who wish to develop their own support plans.

The aim of a Support Plan is to encourage people to take control of their support by thinking about their outcomes and how these can be met creatively to get the most out of their Direct Payment. The toolkits on the website are designed to get people to think about their network and the support and services that they have access to within their community. The aim is to work with Wiltshire Council and encourage all Direct Payment users to develop their own Support Plans.

Wilts CIL offer people three levels of support as follows:

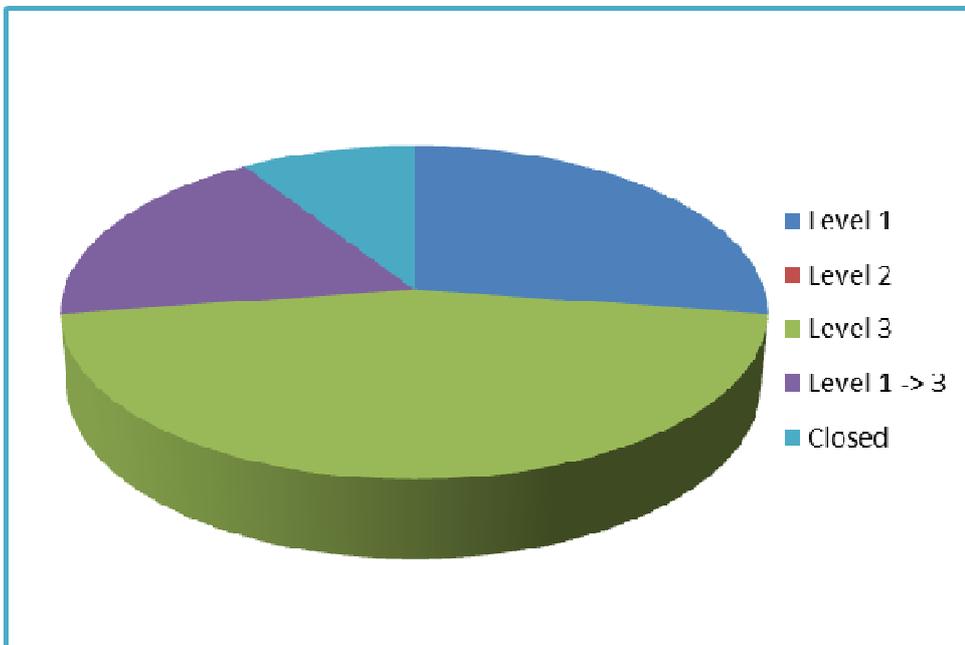
- **Level 1** - People are encouraged to develop their own Support Plan with the support of our online and office based resources.

- **Level 2** - In addition to the online and office based resources people can get assistance through the Peer Support workshops and Peer Mentors.
- **Level 3** – People with more complex needs can have 1:1 support from one of the Support Planners.

The Support Planning service went 'live' on 24th February 2014 and from then until 31st March 2014 we received a total of 33 referrals.

Of these:

- 9 level 1
- 2 level 2
- 15 level 3
- 6 started as Level 1 but were increased to level 3 support



Two of the 33 received Peer Support and over the next year we will be looking at ways of increasing the uptake of the level 2 support band and encourage more service users to access our Peer Support Mentors and workshops.

The Support Planning team consists of two full time Planners and one full time Administrator.

Extract from Support Plan template:

Questions 1	What is important to you?
	<p><u>Things to think about</u></p> <p>In this section you need to think about who you are and what and who is important to you. This will help you create a picture of your life and identify things that you would like to change and things you would like to stay the same</p>
	<p><u>Toolkit</u></p> <p>What is important to me and my history Diary of the last seven days Good day/ Bad day What is working and not working Dreams Perfect week How I like to communicate My support and staying safe</p>

Payroll and Banking Service

The Payroll and Banking service was formally transferred fully from Compass in June 2014.

Customers were informed by letter early on in the process and full details were given about the transfer. Working in partnership with Independent Numbers (IN) and Wiltshire Council we set clear guidelines for the payroll and banking service. New Agreements were drawn up and it was highlighted and reinforced that individual recipients were responsible for managing their own direct payments.

IN attended Peer Support meetings and held workshops to explain their role. They are currently working with the Peer Coordinators to produce short videos on key information for the service to relay messages e.g. the importance of getting timesheets in on time for PA's to be paid. A number of customers now also call into IN office in Chippenham on a regular basis.

The numbers of direct payment recipients now using the financial support are as follows:

- **Banking** **383**
- **Payroll** **478**

Not all those on the banking service use the payroll and not all those on the payroll use the banking service.

Wiltshire CIL, IN and DP Finance are working well together to deliver a good, sound and robust service although it is recognised that parts of this process need to be more streamlined.

Conclusion

The first two years of the contract gave us the opportunity to unravel some of the issues and complexities within the processes and in particular areas of unnecessary bureaucratic systems which left little room for person centredness. At Wiltshire CIL we embrace the ability of people being competent to make informed decisions about their own lives. It is the role of Wiltshire CIL to continue to foster this attitude and work to ensure a fuller understanding of the principles of self-directed support.



Wiltshire CIL are pleased to have been recognised on a national scale for the commitment and innovative approach to this aspect of the work. We were one of the 2014 winners of the GSK IMPACT Award. From over four hundred charities nationwide who applied to be part of GSK's flagship UK community investment programme, as one of only ten winners we stood out for its approach in meeting the needs of disabled people. The GSK IMPACT Awards, run in partnership with The King's Fund are seen as a mark of achievement in the health and social care charity sector.

A judging panel of health and charity experts who chose the winners includes broadcast journalist Fiona Phillips; Professor Steve Field, Chief Inspector of Primary Care at the Care Quality Commission; Gilly Green, Head of UK Grants at Comic Relief; Sir Christopher Gent, Chair of GSK, and Sir Chris Kelly, Chair of The King's Fund.

The name 'IMPACT' derives from the criteria that winners must have demonstrated: **I**nnovation, **M**anagement, **P**artnership, **A**chievement, **C**ommunity Focus and **T**argeting Need.

Wiltshire CIL wish to continue to work with all its partners both voluntary and public sector to continue to develop this work as we move into the next phase of introducing personal budgets in Wiltshire in the coming 12 month period. With the implementation of the Care Bill alongside this, there is real opportunity for service users to come together and have a voice on what choices matter to them in Wiltshire. We look forward to the challenges this brings and ensuring service users are at the heart of self-centered support in Wiltshire.

Wiltshire Centre for Independent Living

We would like to thank Wiltshire Council, Lloyds TSB and the South West Foundation for the funding this year. We look forward to working with the CCG and developing Personal Health Budgets in this coming year and meeting new and interesting people who are striving toward independent living.

We thank you one and all for such a rewarding and successful year, and we look forward to your continued support.

Geraldine Bentley - Director

SUMMARY STATEMENT OF ACCOUNTS

Wiltshire Centre for Independent Living

Statement of Financial Activities [including Income and Expenditure Account] for the year ended 31st. March 2014

Notes	Unrestricted Funds 2014 £	Restricted Funds 2014 £	Total Funds 2014 £	2013 £
Incoming resources from generated funds				
<i>Voluntary income</i>				
Donations	-	-	-	50
Investment income	17	-	17	200
Activities to further the charity's objects:				
Grants and contracts	45,339	355,157	400,496	450,067
Service delivery and other earned income	9,625	-	9,625	5,766
Total Incoming Resources	<u>54,981</u>	<u>355,157</u>	<u>410,138</u>	<u>456,083</u>
Resources expended [2]				
Charitable activities	58,071	369,556	427,627	286,110
Governance costs	4,787	-	4,787	4,015
Total Resources Expended	<u>62,858</u>	<u>369,556</u>	<u>432,414</u>	<u>290,125</u>
Net[outgoing]/ incoming resources	(7,877)	(14,400)	(22,276)	165,959
Reconciliation of funds				
Total funds brought forward	39,808	132,335	172,143	6,184
Transfers between funds	3,588	(3,588)	-	-
Total funds carried forward	<u>35,520</u>	<u>114,347</u>	<u>149,867</u>	<u>172,143</u>



Winner of the
2014 | **GSK IMPACT Awards**
in partnership with The King's Fund

funded by



 Lloyds TSB | Foundation for England and Wales

Wiltshire Centre for Independent Living

11 Couch Lane Devizes Wiltshire SN10 1EB

01380 725400 info@wiltshirecil.org.uk www.wiltshirecil.org.uk

Charity No. 1120611 Company No. 5480761