

Working for Choice, Independence & Lifestyle



WILTSHIRE CENTRE FOR INDEPENDENT LIVING

Annual Report & Financial Statement 2016 - 2017

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Board of Trustees 2016–2017

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Faith Greenman	Vice Chair	Robert Selkridge	
Robert Dickenson	Treasurer	Brian Hollands	
Dean Mackay-Morris		Geoff Woollan	
Heather Tucker		Anton Prantl	[Resigned 2016]
April Hammond		Steve Marshall	[Resigned 2016]

Staff Team 2016–2017

Geraldine Bentley	Chief Executive Officer	
Mary Reed	Business Development Manager	
Caroline Finch	DP Operations Manager	
Polly Hannan	Office Manager	
Pauline Bishop	Direct Payment Adviser	
Abbie-Jo Lawrence	Support Planning Telephone Adviser	
Junko Woodley	Direct Payment Finance Support	
Matt Stabb	Peer Link Worker	
Julie Dyer	DBS Administrator	
Frances Hanafin	Office Support Worker	
Louise Maddox	Direct Payment Adviser	
Dee McFadden	Direct Payment Adviser	
Lucie Glander	PA Development Worker	
Poppy Witts	Support Planner	
Nicola Harris	Support Planner	
David Bolwell	Direct Payment Adviser	
Natalie Yeates	Direct Payment Telephone Adviser	Resigned June 2016
Kathryn Woodlands	Support Planning Team Leader	Resigned August 2016

Chair's Foreword



Clare Evans MBE

Chair

Last year we had another successful year delivering the support services for people in receipt of direct payments and developing our work supporting disabled people be active in the community in which they live. I would like to thank all the volunteers, staff, trustees and of course our Chief Officer for their contributions towards this being achieved- a successful year doesn't just happen but is thanks to the commitment and focus of all involved!

The Trustees have met as a board several times to monitor the budget, discuss our strategic plan and support the Chief Officer on a number of other issues. During the year we needed to decide to apply for the tender for the contract for Direct Payment support and were very pleased to be awarded this again in January 2017. Whilst much of this work around tendering is done in privacy, behind closed doors, it is time consuming and requires imagination as well as accuracy. We are grateful to Geraldine and her management team for their hard work on this.

A growing part of our work has been developing an Asset Based Community Development approach within Wiltshire and working in partnership with others locally and strategically to develop this aspect of work which links closely with enabling disabled people to lead full, Independent Lives in their local communities. The support planners are able to show many examples of peoples' lives who have been enhanced in this way.

Sadly, in this time of austerity, some of our work has been supporting people preparing for reassessments to clarify their need to purchase services and have their needs met despite increasing demands on Wiltshire Council's budget. This has been a particularly difficult year for disabled people in Wiltshire because of the extra changes nationally, rolled out in Wiltshire this year, from the Disability Living Allowance to Personal Independence Payment within the benefit system. Our webpage has hosted useful tips and examples of evidence to guide those involved.

I hope you enjoy reading this annual report which shows our commitment to supporting disabled people live Independent Lives. We look forward to another year of working to support people on Direct Payments and with our colleagues, in other User Led organisations, to provide opportunities for co-production and engagement to all disabled people in Wiltshire.

Clare Evans

Chair

Chief Executive Officer's Reflections



Geraldine Bentley

Chief Executive Officer

This year marks the end of the initial 5 year contract with Wiltshire Council who commissioned Wiltshire CIL to deliver the Direct Payment Support Service. In 2011 we ambitiously tendered for the contract with only 3 part-time members of staff in place at CIL. We ended 2016/17 with 19 members of staff employed. Not a big organisation by any means but we can never be accused of not having big ideas! I am proud that we have developed the service purely to support service users to become confident in managing their own DP's. We were in danger of becoming another 'do unto' or 'fix people' charity if we went against the ethos of CIL to give people choice and control over their own lives. This was not the case largely due to the effective management of the DP team under Caroline Finch, DP Operations Manager, who joined us in 2014. Caroline ensured the Advisers were just that – Advisers only. They became efficient in ensuring people had

the right advice and information to set up and manage their own DP's from the outset and it is testament to that team that the vast majority of the DP recipients we support today ably manage their own care packages and have become expert employers in their own right, because they have been treated as people with the capacity and resources of capability that each of us possess when given the right support and opportunity to take control of our own lives.

The Disclosure and Barring (DBS) checks were not part of the original contract but as Wiltshire Council were closing this valuable service to people, Wiltshire CIL took on the role. It is an explicit function in order for the DP fund to be released within the Children & Families area of work as it is a safeguarding element for people employing their own PA's. Julie Dyer was employed for this role and she is flexible in arranging the checks at the social care hubs across the county.

Support Plans were part of the original contract but I can safely say not to the extent that CIL have developed the service. Support Planning is a vital part of the direct payment and the Support Plan itself has taken many forms over the years, from its initial development by CIL's Peer Mentors which was in booklet form, to the present refined plan that has been adopted by Wiltshire Council and used generically in producing the individual plans relevant to individual lives. The Support Planning Team under the management of Mary Reed has become a responsive and creative hub that has changed the dynamics of how we provide the service. A support plan is no longer just an irrelevant plan, it is a living document that lays bare peoples aspirations alongside their daily care needs. It has changed the conversation from viewing people as a 'needs' led problem to solve, into a view that people can look beyond their care to the strengths and assets they have to offer back to their local community. The Support Planning team enshrines the mantra of - a life not a service! Mary developed the strengths based approach founded on Asset Based Community Development (ABCD) which works from the premise that everyone regardless of age or disability has assets to offer – whether it is a good sense of humour or telling a story to volunteering at a local community group – everyone can, if they choose to, contribute to the rich tapestry of life, especially within their own community. In the past year the support planning team working alongside Matt Stabb our Peer Link Worker has shown excellent examples of this way of work. Mary continues to develop and innovate on the role of people and community in its purest sense of engagement.

PA Development work is another area that Wilts CIL developed which was not part of the original contract. The need for both prospective employers and PA's to be supported was evident early on in the work. It went beyond just developing a PA register – people needed the right support to access the register, write job descriptions, adverts, manage and train their staff. Lucie Glander, our PA Development worker fulfils that role skilfully and has made it into a huge success in the time she has been with CIL. Once people have the right support at the right time – they are off - and they become competent and capable managers of their own employees.

Wiltshire CIL office is proficiently managed by our IT and Office Manager Polly Hannan, who also manages the daily finance role and is kept busy with ensuring the smooth IT functioning within the teams.

As a ULO we work in partnership with many other voluntary sector organisations forming close allies in developing a shared approach for our work across Wiltshire. I was pleased this year to have been elected onto the Strategic Engagement Group to represent the broad views of the voluntary sector within Health & Social Care alongside colleagues from Age UK and Wiltshire Community First. It is the first year of the group and we have made initial developments with our public sector partners to ensure the sector was engaged as a strategic partner and at the centre of developing an integrated care and support system for people living in Wiltshire.

As we ended this year 2016 – 17 and following a second rigorous tendering process, we were delighted to have been once again awarded the contract for another 5 years from April this year. I consider it an endorsement of our work from Wiltshire Council not only that we won the contract for a second time but that the council have incorporated all the aspects of the work we developed outside of the original contract into the new service provision.

I would like to thank many people for their support of me personally but more importantly of the work of CIL. In particular, the service users who make our job a pure pleasure to work alongside. Thanks to the Board of Trustees who continuously support and encourage the development and innovations in CIL, particularly Clare Evans who continues to support me on my ever changing path while responding to local and national challenge. To Wiltshire Council whom we regularly challenge in terms of process but with whom we work in partnership to develop better ways of delivering social care. I don't believe anyone came into the work of social care to create problems for people. Rationalising funding and budgets have a tendency to get in the way of good social care, however, the strengths based approach is not a new concept. It is at the core of the principles behind the social work profession. I am excited that CIL is at the forefront of the long awaited change in how social care is delivered – that the people we serve are at the heart of all we do, there is no more time for rhetoric, we aim to make the next 5 years count in supporting people have a life and not just a service.

Finally, my thanks go to all the staff who make Wiltshire CIL the motivated and vibrant ULO we strive to be, especially in making self-determination a reality for the many people we work with.

Geraldine Bentley
CEO

The work of the Core activities with disabled and older people

Principal Aims and Values of Wilts CIL core objectives:

- ▶ **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.**
- ▶ **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. Independence means having control over your life and having a say over what happens to you.**

Key objective of the service requirements:

To support disabled people living and working in Wiltshire to have the best opportunities to live as independently as possible and remain active members of their community.

Wiltshire CIL provides support to both service users and social care staff in a number of ways:

In this 12 month period we have supported customers and Wiltshire Council:

- ▶ Wiltshire CIL website has been re-vamped to ensure ease of use for customers and we have included a 'professionals' page for ease of accessible information.
- ▶ We have worked with Wiltshire Council staff to update – 'Your Care, Your Support' on all aspects of disability related issues and suggested amendments to site areas for ease of access by all.
- ▶ We provide telephone, email, online, printed and drop-in information and advice on Independent Living & Self-directed Support to disabled people and their families on a daily basis with telephone calls for information averaging 15 per day.
- ▶ We have written, produced and had printed 2,000 copies of an updated January 2017 – Self-Funders Guide for all Wiltshire residents. This has been distributed widely across the county to all GP surgeries, libraries and public centres. It has been highly praised as a long awaited,

valuable booklet. We worked with voluntary sector organisations, public sector and providers to update and fund the booklet.

- ▶ The CEO of Wiltshire CIL was elected onto the Strategic Engagement Board of the Health & Social Care Forum alongside public sector members from both the Council and CCG. The group represents an opportunity for senior commissioners and VCSE (Voluntary & Community Social Enterprise) leaders to share information regarding a medium/long term strategy. The group aims to facilitate effective co-commissioning across the system and ensure VCSE assets are a key partner in the development and delivery of strategic health and wellbeing goals locally.
- ▶ We were part of the Wiltshire Council Peer Review process to report on the aspect of 'commissioning for better outcomes' and were invited to attend and contribute at two of the review meetings:
 1. to discuss the work of User Led organisations' (ULO) in Wiltshire; and
 2. to discuss the strategic work of the voluntary sector in supporting the aims of the council with commissioning outcomes.
- ▶ Alongside Wiltshire Council senior staff and the two HTL@H (Help to Live at Home) providers we presented at the Civil Service Live Events in Cardiff and two events in London. As a result of this we received a letter from Alistair Burt, the then Minister, to thank Wiltshire CIL for the contribution to inspiring civil servants by the enthusiasm and service we provide.
- ▶ More recently we have been involved in the response to the implementation and impact of the Charging Policy introduced last year by Wiltshire Council. This has proved difficult and tested our resolve as a ULO. Thirty five people contacted Wiltshire CIL about the policy. The CEO worked with Healthwatch Wiltshire to ensure a Focus group specifically for service users/direct payments customers was facilitated to ensure people voices were heard by the council.
- ▶ We continue to promote Independent Living in its fullest sense to disabled people, Wiltshire Council and community organisations.
- ▶ We work 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.
- ▶ Part of our core work is to maintain a legal infrastructure of a Limited Company and Registered Charity.
- ▶ We produce audited accounts annually together with an Annual Report and hold an Annual General Meeting.
- ▶ We are a ULO with 75% of Trustees being disabled people as volunteers.
- ▶ We work with other ULOs and VCSE groups locally and link with the national organisation of CIL's, In Control and Disability Rights UK.

We have developed and implemented a strategy to embed the strengths based approach to working with people and communities in Wiltshire:

- ▶ We organised and facilitated an annual conference at which Cormac Russell, an acclaimed international speaker talked about the importance and role of Asset Based Community Development in Wiltshire. Cormac is widely considered to be at the forefront of leading on this work and he travels across the globe to promote ABCD as the way forward in supporting communities to work and develop to find local solutions together.
- ▶ As a result of Wiltshire CIL's work and links with Cormac Russell we were invited to participate and facilitate at a 2 day event at the Kings Fund in London alongside Cormac to showcase the work of CIL at a national level.
- ▶ We have developed a formal working partnership with Age UK Wiltshire to promote and support the work of ABCD under the banner of a joint partnership – 'Connections – Living Well in Your Community'.
- ▶ We provide local and national information on the strengths based approach to over 2,500 health & social care customers and staff working in this field via a quarterly newsletter, monthly e-bulletins, Facebook and Twitter campaigns. Use of social media to promote examples of this way of working has been particularly successful (we have doubled our Twitter followers in the last year).
- ▶ We continue to develop the Make Someone Welcome campaign with over 60 community groups now signed up (using #MakeSomeoneWelcome extensively).
- ▶ We have delivered training on strengths based approaches in community development and in working with individuals to over 300 people, from voluntary and statutory organisations including staff from social care and HTL@H providers. Feedback has been overwhelmingly positive; with 100% finding it a good learning opportunity, comments include: 'Amazing speakers, very confident, lots of knowledge.' 'Super, really cannot fault this.' 'Super enlightening.'
- ▶ We were awarded a Disability Research on Independent Living and Learning (DRILL) bid in partnership with Wiltshire Council SEND team manager and the University of the West of England and will be running a research project co-produced by young disabled people examining how they imagine their future lives as part of their community.
- ▶ We have applied for an Army Covenant bid, Awards for All, The Big Lottery and Tidworth Area Health & Wellbeing grants to use an Asset Based Community Development approach to working in Tidworth. If successful we will be working with the armed forces to prepare the community for army re-location to Wiltshire in 2020. We will be running this in partnership with the Tidworth Community Area Board, working closely with Marc Read, Community Engagement Manager and Active Plus, a social enterprise re-training military veterans.

- ▶ We continue to find learning opportunities for our Support Planners and Peer Link Worker, for example all have completed training on motivational interviewing techniques.
- ▶ We continue to strengthen our partnership working and, within Wiltshire Council work with the local area boards, public health and both children's and adult's social care.

Further to delivering on the objectives set within the Partnership Agreement with Wiltshire Council, from the core costs of Wiltshire CIL the specified funding covers:

- ▶ the post of the Office Support Worker;
- ▶ the rent for one of the offices including the associated on-costs required to deliver the service outlined above;
- ▶ a percentage of the CEO costs allocated against the core funding.

Conclusion:

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 to ensure people are living well in the local community and have a voice.

We are clear that although we receive the majority of our funding for service provision from the council, we are at heart a grass roots organisation whose remit is to challenge not only national negative impact change, but local public sector on its practice and process when it has a clear detrimental impact on peoples' lives. We will continue to work constructively with all sectors to ensure service users have a voice and importantly to advocate for the implementation of Co-production in Wiltshire. This will go some way to ensure we address impact as it arises. Wiltshire CIL would very much value the true implementation of Co-production as a concept in Wiltshire. It is our aim to explore this area in the next 12 months to develop and embed the role of the customer as an important part of all social care process.

Direct Payment Support Service

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

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

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

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

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

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

The support service is based on a three tier model of support to encourage people to manage their own support and care, as expressed in the following table:

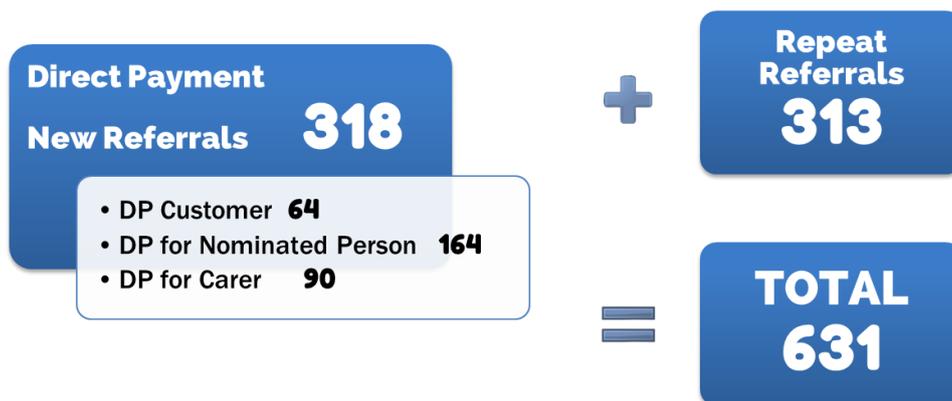
Level 1	People encouraged to use their own resources including family and friends, support provided through our one stop information via our office, website and training opportunities on all aspects of the direct payment process.
Level 2	Access to telephone support, workshops covering informative DP topics, set up, budgeting and other group sharing 'expert by experience' settings.
Level 3	DP advisers' 1:1 support, staff support, liaising with social care teams.

There have been no changes to staff personnel in the Direct Payment team in this year which has been excellent in terms of continuity, process and timely service delivery. We continually monitor and improve our internal processes to ensure we respond efficiently and effectively to all our customers as well as ensuring we continue to enable people rather than encouraging reliance on our Advisers.

The following data and graphics show the work carried out in 2016/17 recording the new referrals to the service and the breakdown of types of direct payments.

Adult Services

Direct Payment referrals received 2016–2017

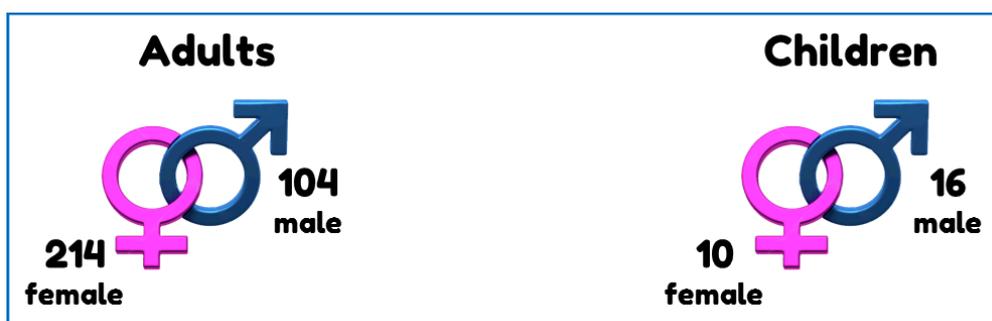


Children & Families

Direct Payment referrals received 2016–2017

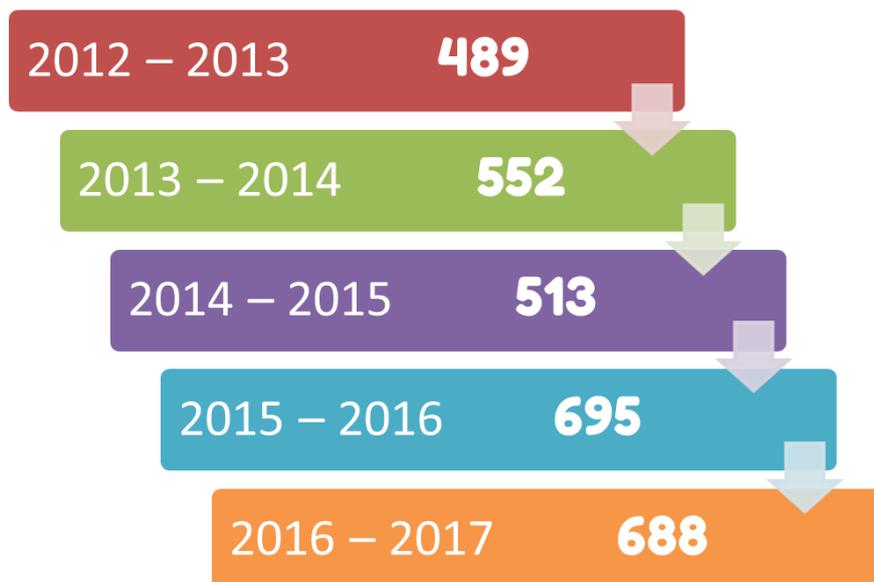


Ratio of male to female new referrals



This graphic indicates the ratio of male to female referrals and again in adults' services indicates more female activity for referrals while children's identify more males referred in this period.

Year on Year comparison of new & repeat Direct Payment referrals received (Adult & Children)



The year on year comparison since the start of the contract with Wiltshire CIL shows a consistent average of **587** new referrals per year.

The DP team continue to work hard to keep pace of the new referrals as well as the on-going cases. The re-referrals have again been included alongside the 'new referrals' statistics as they continue to take up as much time for the Advisers. This class of referral has a number of reasons for re-referral to CIL but it is largely due to the DP not being managed as had been anticipated by social care staff or in some cases it was found that the DP had not been set up properly in the first instance as they had not used Wiltshire CIL for support and so it fell to the Advisers to support people to re-budget and re-define their package of care.

Breakdown in age range of new referrals received in 2016–2017

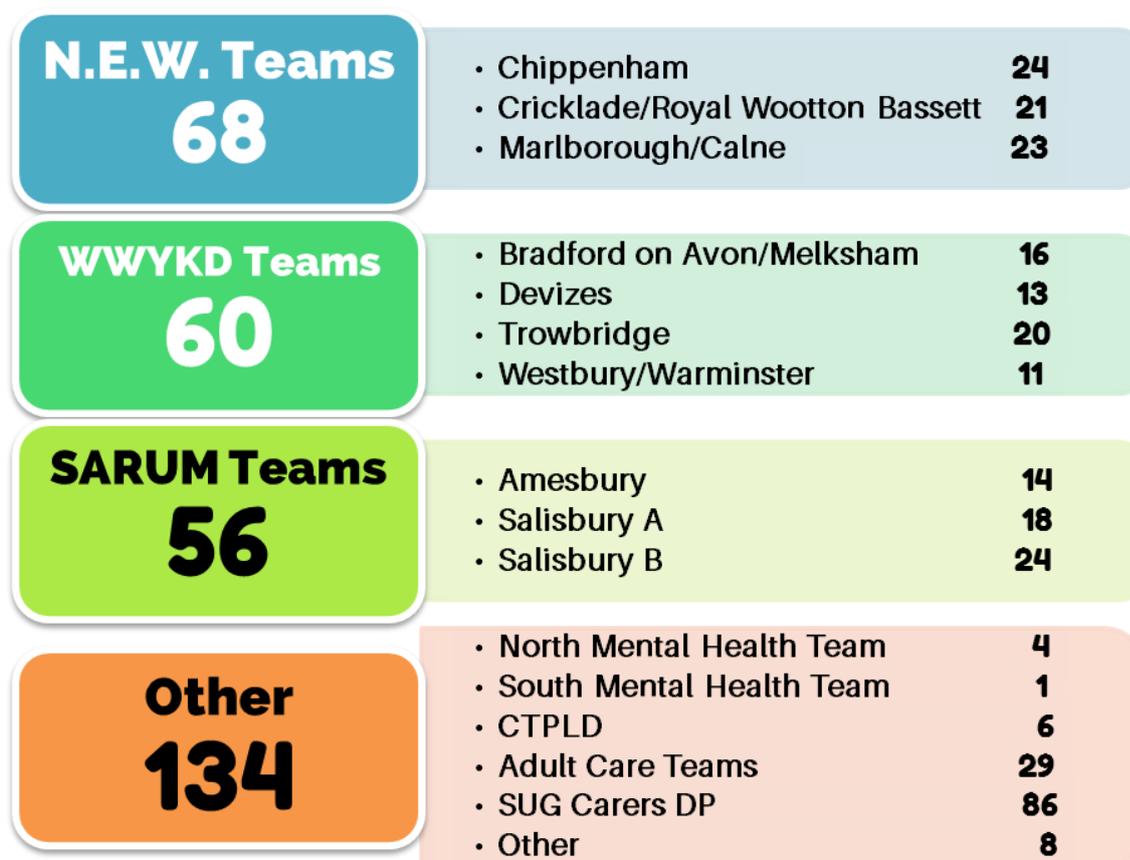


The numbers of new referrals for people in the lower age ranges is increasing slightly year on year.

We will continue to encourage people to become more involved in the Peer Support and Co-production activities of these groups as well as the many community activities we encourage and support.

Breakdown of geographical areas of new referrals:

Adults



Breakdown of geographical areas of new referrals:

Children



Summary of Direct Payment Closures 2016–2017

ADULTS Direct Payment Closures **400**

• Client deceased	131
• Client moved away	11
• Client no further contact	62
• Closed on advice from Wiltshire Council	34
• Did not proceed	46
• Incorrect referral	8
• No response from customer	4
• Transferred to CHC	5
• Moved to HTL@H	12
• Moved into a home	50
• No longer suitable	8
• No reason recorded	29

CHILDREN Direct Payment Closures **29**

• Client deceased	1
• Client moved away	1
• Did not proceed	4
• Closed on advice from Wiltshire Council	13
• Moved to HTL@H	2
• No longer suitable	4
• No reason recorded	3
• Transferred to CHC	1

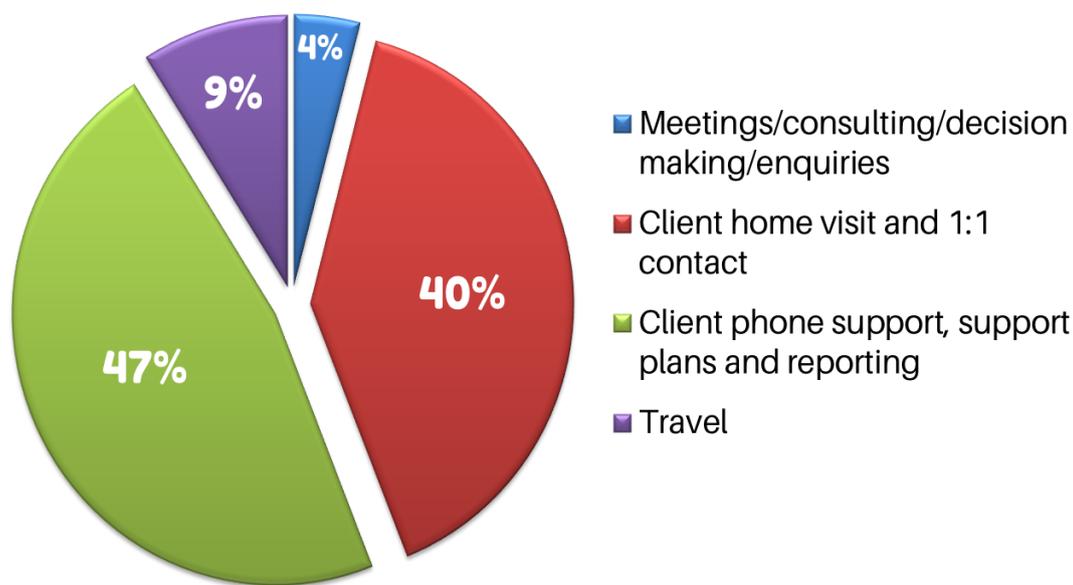
The number of DP's closed this year has slightly decreased from 406 last year to 400 in this year. The reasons for closure are various including people moving into residential care or those who died in the year.

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 Wiltshire 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 Adviser's time in any 12 month period.

Total number of Direct Payment cases on the LIBRA management system

2014 - 2015		2015 - 2016		2016 - 2017	
Adults	1542	Adults	1556	Adults	1778
Children & Families	118	Children & Families	123	Children & Families	136
TOTAL	1660	TOTAL	1679	TOTAL	1914

Staff's Client Activity Time (Direct Payments & Support Planning)



All of the statistics provided give a clear view of the work carried out by the Direct Payment Team and helps to demonstrate the diversity and level of work.

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.

Wiltshire CIL Banking and Payroll Service:

Banking Service

The Banking Service is only available for those who would otherwise be unable to open a bank account. The Banking Service receives the Direct Payment money direct from the council and pays any outgoings as approved by the service user. The DP recipient (or their nominated person) is responsible for ensuring there are sufficient funds in the account to meet the outgoings. The Banking Service sends out monthly bank statements and DP users need to check these to ensure they are correct and that they have sufficient and accurate funds.

Payroll Service

The Payroll Service is available to anyone employing their own PAs who wishes to use it. The Payroll Service will register each DP recipient (or their nominated person) as an employer with HMRC. Based on the hours worked by the PA and notified by the employer to CIL, we then advise the employer how much to pay their PA and HMRC and we carry out the necessary monthly reporting to HMRC on the service user's behalf. This ensures they are compliant and avoid being fined. This requires the employer to notify the Payroll Service of the hours worked or any changes by a deadline of the 25th of every month.

Independent Numbers was subcontracted to provide the banking and payroll services again in this final year of the contract and we take this opportunity to thank them for this element of service provision.

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; they facilitate the service on behalf of Wiltshire CIL.

This year through the Wiltshire CIL Bank Account, Independent Numbers processed:



Support Planning & Community Development

Last year saw us adopt a different approach to Support Planning and Peer Support using an asset based way of working, supporting people to look at what they had available to them (their assets including relationships, skills and their local community) and how they could use these to achieve a good life in their communities. This year we have been embedding and strengthening this way of working with both individuals (through Support Planning) and communities (through our Make Someone Welcome campaign).

Work with individuals:

Our resourceful Support Planners and Peer Link Worker are continuing to help people live well in their community, doing the things that they love. The following examples show the personalised nature of our work. When we talk to people about their support plans it isn't about a 'one size fits all' approach.

Simple solutions making big differences: Examples from Support Planning

- ▶ **A lady with diabetes was supported to get a PA in place, which helped reduce her seizures by 40%. She was also supported to apply for DWP Access to Work and a bus pass enabling her to continue her work.**
- ▶ **An older man, whose passion was classic cars, was connected with another local man who owned a classic car. They met and went out for a spin together—making new connections and giving a much needed boost!**
- ▶ **A man and his wife were helped to find somewhere accessible to stay in Blackpool so that they could go on a holiday together.**
- ▶ **A younger man was given support to find out how to catch the bus on his own to his local town so he could do his shopping independently and reduce his reliance on his PA.**
- ▶ **Help was found for a young lady to clear her patio area, enabling her to have friends around for picnics during the summer. The soil that was cleared was put into a border so that she and her flat mate could plant some flowers.**
- ▶ **An older lady was referred to the Winter Warming scheme for support to fix a leaking skylight, making the house more comfortable.**
- ▶ **Our support planner sourced some cheap wood and labour to install a raised flower bed in an older woman's garden, with a minimal cost of £10. This enabled her to continue with her gardening passion.**

Small, personalised changes make big differences!

Support Planning referrals received 2016–2017



Closed Cases

Support Planning Closures 57

• Client deceased	6
• Circumstances changed	3
• Person withdraws	2
• Identified as self funder	5
• Wiltshire Council completed SP	8
• Withdrew from SDS	12
• Transferred to CHC	1
• Closed on Wiltshire Council's advice	5
• No response from client	1
• Incorrect referral	4
• Did not proceed with SDS	9
• Client no further contact	1

Breakdown of geographical areas of new referrals

N.E.W. Teams 96	<ul style="list-style-type: none"> • Chippenham 29 • Cricklade/Royal Wootton Bassett 27 • Marlborough/Calne 40
WWYKD Teams 88	<ul style="list-style-type: none"> • Bradford on Avon/Melksham 15 • Devizes 23 • Trowbridge 27 • Westbury/Warminster 23
SARUM Teams 90	<ul style="list-style-type: none"> • Amesbury 28 • Salisbury A 28 • Salisbury B 34
Other 15	<ul style="list-style-type: none"> • North Mental Health Team 4 • CPTLD 3 • CYPDT 2 • SUG Children & Families 5 • SUG Mental Health 1



Peer Link Work:

The role of Peer Link Worker involves two main things:

- ▶ Working with the wider community
- ▶ Working 1:1 with people

Community work involves promoting the Make Someone Welcome campaign, linking with community groups and signing them up. This year we have worked closely with Tidworth Community Area and a lot of groups have signed up, really creating awareness in the area of the importance of inclusion, which is great!

One to one work consists of meeting people who feel like they need some support in accessing the community, finding out what is out there for them. Referrals come mainly through support planning, but any disabled person can contact our Peer Link Worker. No two people are the same, one may want information on accessible holidays, another may need extra support to help them feel confident to get out and about in the community. It can mean meeting up with someone several times, getting to know them, chatting about their goals and what they want to achieve.

An excellent example is of a young man who was interested in a telephone advocacy role but had low confidence. We were able to empathise with him and focus on his strengths. We found he was good at listening and communicating. Our Peer Link Worker used his own experiences to show that you can achieve anything you set out to do. After a couple of chats he was confident enough to apply for the role and got the job. He rang to thank us for the support he received.

Work with community:

The Make Someone Welcome campaign was set up to encourage local community groups to sign up and promote their inclusivity as well as promote the contribution that disabled and older people can play in their communities.

The campaign has been a great success, we have now signed up over 60 groups. The highly successful Twitter campaign #makesomeonewelcome continues with the hash tag now being widely used. We have 703 followers on Twitter and this continues to grow.

In the last year we have promoted Make Someone Welcome and the asset way of working with organisations by attending over 70 external events including those hosted by other voluntary organisations, Wiltshire Council, mental health services and local community organisations.

Working in an asset based way requires a fundamental shift in our thinking. This goes beyond one organisation and requires a culture change throughout Wiltshire in individuals, institutions and our communities. As well as Make Someone Welcome we use a range of other methods and techniques to help engender this change, including:

- ▶ Monthly newsletter showcasing local and national work. This has a mailing list of over 200 people including Wiltshire Council staff and Help to Live at Home provider staff.
- ▶ Regular updates on social media.
- ▶ Training on asset based ways of working co-facilitated by disabled members of Wiltshire CIL staff—this has now been delivered to over 300 people, including Wiltshire Council, Wiltshire schools, Age UK and OLPA. The feedback for this training has been overwhelmingly positive with 100% claiming it was a worthwhile learning opportunity. Comments include: ‘super enlightening’, ‘amazing speakers, very confident, lots of knowledge’.
- ▶ Joint visits with social care staff.

This work is continuing to develop and additional grant funding has been applied for in order to embed it in our local communities. The Make Someone Welcome campaign has been featured on local media and the national website Ideas Hub. We have also been approached by Think Local Act Personal, Southampton Solent University, University of the West of England, as well as other councils and voluntary sector organisations to discuss our ways of working. Finally, we were asked to contribute our learning at the GSK King’s Fund Network of which we are still a part.

DP Review Pilot Project:

In addition to support planning we suggested to senior managers at Wiltshire Council that Wiltshire CIL Support Planners carry out the reviews of people’s direct payment packages.

The intention was to cut the duplication of social care staff visiting a person for the review and referring on to CIL to update the support plan. Wiltshire Council would continue to adopt an assurance and sign off approach to the final plan.

The suggested review process being:

Level 1

A person whose needs or package is unlikely to change should review their own service annually and update their support plan to Wiltshire CIL to verify, amend and send through to Wiltshire Council’s CareFirst system for sign off.

Level 2

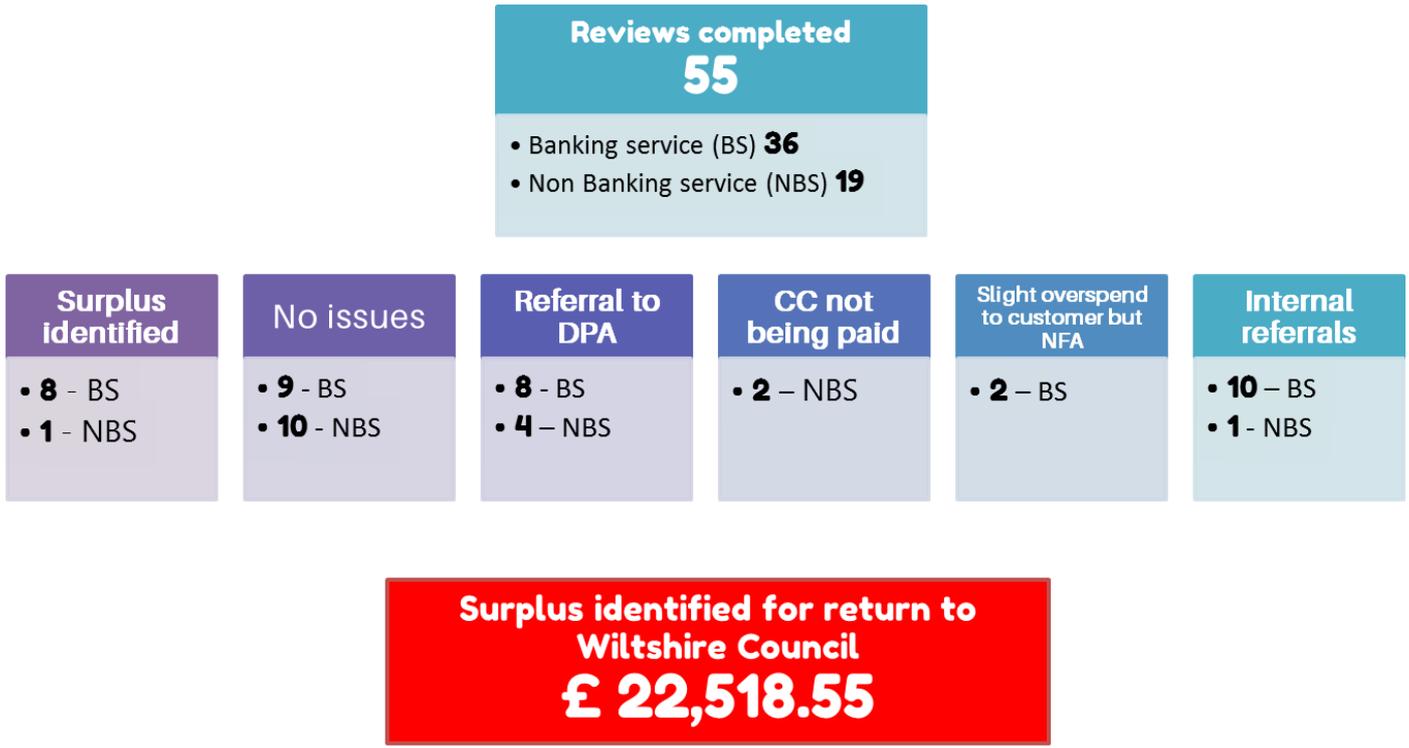
A person who needed some changes had their review undertaken by Wilts CIL support planner at the time the plan was due to be renewed annually and sent to Wiltshire Council for sign off.

Level 3

Complex cases are referred back to social care staff for a full re-assessment of need if required.

This meant that Wiltshire Council social care staff would have more time to carry out complex annual reviews and direct payment packages would not fall behind with the annual reassessments and addressing the severe backlog with analysing people’s accounts.

Review Project—Financial Review Analysis December 2016—March 2017

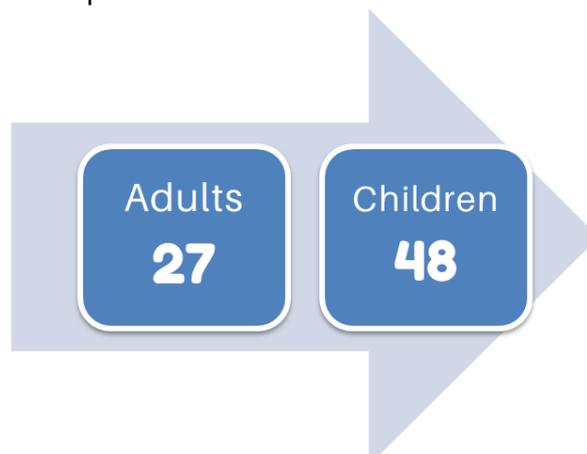


The DP Team found the process of working closely with the Support Planners over the financial aspects to be very rewarding in terms of providing a seamless and timely service to customers since any issues or queries could be dealt with either at the support planning visit or shortly afterwards by a DP Adviser.

DBS Checks

Part of our work is to provide a Disclosure & Barring Service (DBS) check for employers when recruiting their own PAs. This is particularly pertinent to Children & Families who cannot have DP council funding released to them until the check has been processed. The DBS worker is part-time and works across Wiltshire. It is an appointment system and she will travel to meet people in the council offices at Salisbury, Trowbridge and Chippenham as well as arranging meetings for the checks at the CIL office in Devizes.

In this period **75** DBS Checks were processed:



Training, Development & Information

Wiltshire CIL has developed a successful training package based on supporting people to live well in their communities through an asset based approach.

We offer a training and consultancy package, enabling organisations and agencies such as GP surgeries, local community champions, care agencies and providers and social care teams to adopt an asset based, person centred approach in their work.

The training includes:

- ▶ What is Asset Based Community Development and how can we apply it to the people and communities we work with?
- ▶ What is wellbeing?
- ▶ Establishing rapport for rich conversations.
- ▶ Understanding outcomes.
- ▶ 'Assets not deficits' reframing the conversation.
- ▶ Using the support plan and structured conversation guide.
- ▶ What does dignity really mean for a disabled person?
- ▶ What do we do about risk?

Sessions are lively and interactive, with stories to illustrate how this approach can work and opportunities to apply the techniques taught through practical sessions.

We have trained and experienced facilitators, two of which are disabled people who deliver the courses.

A number of groups who have participated in our training this year include:

- ▶ Wiltshire Council social care teams:
 - ▶ Children and Families
 - ▶ Adult social care
- ▶ Age UK Wiltshire
- ▶ Westbury schools partnership (teaching assistants and teachers)
- ▶ Wiltshire College social work students
- ▶ Bath University social work students
- ▶ Olpa (supported living for people with learning disability)
- ▶ Wiltshire Parent Carer Council staff and parents
- ▶ Civil Servants

Training has been very well received with 100% of attendees finding the training informative and a good learning opportunity.

Quotes from participants:

.....‘really good presentation – felt like [the trainers] were really passionate about their work and it was really inspiring. Was more than what I expected’

‘The exercises were brilliant and thought provoking. Totally different approach to supporting people’

‘I believe I have learnt a lot, not just information for the present but a way of thinking that I will take into practice’

Organisational feedback:

‘The OLPA Supported Living team would just like to say a massive thank you for the training we received from you guys last month. We were lucky enough to have Matt, Abbie and Mary deliver the training to all our outreach staff. The training refocused our staff to rethink using ‘service land’ as ways of supporting our Service Users, and to firstly look to the community.

While we are dynamic and do think outside the box, it is always good to retrain, and there were certainly some light bulb moments, and as a result we are changing the way we produce our support plans. Mary, Matt and Abbie were fantastic trainers and it was a great day for all. We will continue to update our staff with your training and are now lucky enough to have you guys on hand for support and advice.’

The Peer Link Worker also runs regular training sessions for people new to direct payments.

The team continues to work closely with social care teams in Wiltshire Council. This year we have been part of the two pilot hubs in Chippenham and Devizes. Support Planners regularly do joint visits with social care. This all provides a great opportunity to work together and learn from each other.

Co-production

To help with our work Wiltshire CIL restructured the Peer Mentor group into a Co-production group. The group has 12 members who are disabled people themselves or support someone who is disabled. They use their personal expertise, gained from lived experience, to feed into the planning, development and delivery of projects and initiatives within Wiltshire CIL. They are also able to provide feedback on both local and national plans that will affect disabled people.

We value true co-production as a means of working together to produce solutions that deliver choice and control. We will continue to develop this model of joint working to oversee all of our activities and contribute to ways of working better and developing initiatives such as the MY Life, MY Choice model and the #Make Someone Welcome Campaign.

It is our aim to develop this area of work beyond CIL to advocate Co-production with Wiltshire Council to ensure service users voices are heard and be included as part of the decision making process in any future change or transformation measures.

Social Media & Information sharing

In the past year we have increased our social media output. It is a very powerful tool, helping us to link in with Wiltshire initiatives as well as national campaigns. It is a great platform to increase awareness of our organisation and promote our work locally and nationally.



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Our newsletter 'Wiltshire Independent' is published 4 times a year and distributed to over 2,000 disabled and older people and their carers in Wiltshire. We continue to encourage people to opt for the email version of the newsletter and it is also available via our website, Facebook and Twitter and is available in alternative formats on request.



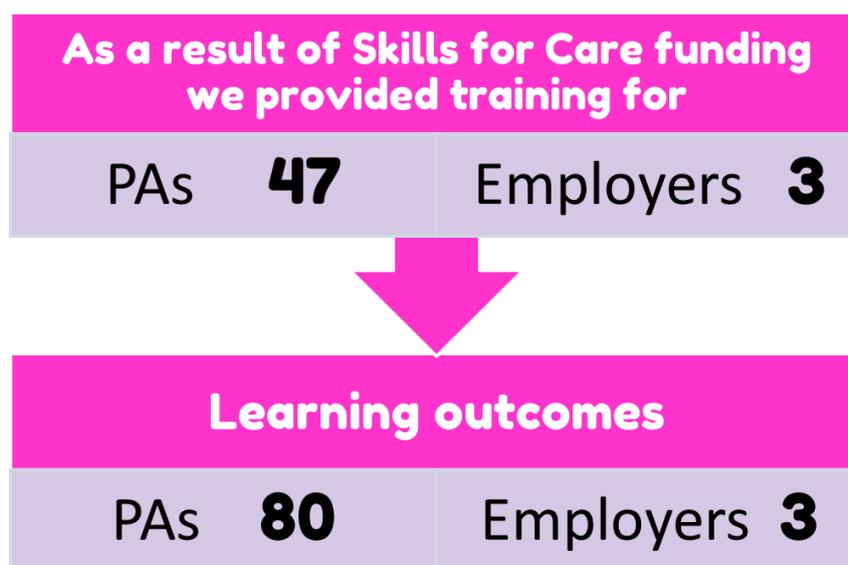
PA Training and Development work

As a Direct Payment support service, led by its users, we are continually asked about Personal Assistant (PA) training. We found that although training opportunities existed, they were often expensive and the booking process cumbersome. The courses themselves were not always relevant to the PA role and were more targeted at care home settings. Therefore we identified that easier access to relevant training was needed.

In the PA Forum meetings held by Wiltshire CIL there was evidence of a gap in training and in the main PAs did not know where to source the training.

At one of the events held last year, a group of 15 employers gave feedback that although they now had more choice over who they employed and how, there was a lack of skilled PA workforce and the supply of trained PAs was low. This reinforced the need for an induction style training course for new PAs entering the workforce. This would not only provide new PAs with the training they require but also with the confidence to perform their duties to a high standard to the benefit of their employers.

Similarly, feedback from PAs demonstrated that employers were concerned about how they would afford cover for their PA if they attended a course, as well as paying the PA for the hours they attended any training. We conducted a targeted research exercise to identify what training employers felt their PAs needed. We also asked PAs to complete a survey to identify what they would like training in. The findings helped to shape a training course proposal we submitted to Skills for Care which was successfully funded and delivered this year.



The following courses were offered to PAs :

- ▶ **Supporting Independence**
- ▶ **Emergency First Aid**
- ▶ **Health & Safety**
- ▶ **Understanding Behaviour**
- ▶ **Mental Health Awareness**
- ▶ **Supporting Employers with a Learning Disability**
- ▶ **General Induction**
- ▶ **Moving & Handling**
- ▶ **Safeguarding**
- ▶ **Communication**
- ▶ **Autistic Spectrum Conditions**
- ▶ **Dementia Awareness**

We also offered 50% of the employers of attendees 100% of the back fill costs so that they could employ someone to cover their PA while they attended the course. We hoped that this would encourage more PAs to attend and for them to have the support of their employers.

Quotes from feedback forms:

'I found the course very interesting and it will help me return to part time employment'

'It was very refreshing to listen to the trainer and his experiences. It gave a real insight into the life of a person receiving support'

[Attendees on the 'Supporting Independence' course]

'I would like to say what an interesting, enjoyable and rewarding day the course was, thank you so much for giving me the opportunity to join the course'

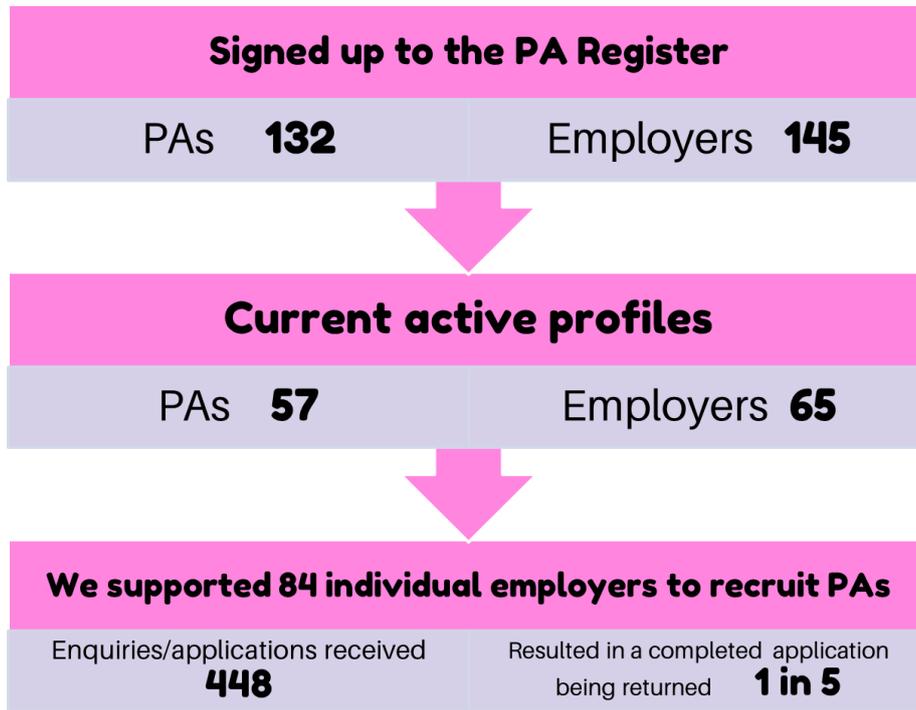
[Attendee on the 'Autistic Spectrum Conditions' course]

We have also received feedback from the trainer about how engaged and passionate the PAs who have attended the courses were. It gave the trainer great satisfaction to deliver training to the PAs. The trainer quoted:

'I found their professionalism and passion to provide person centred care inspiring'

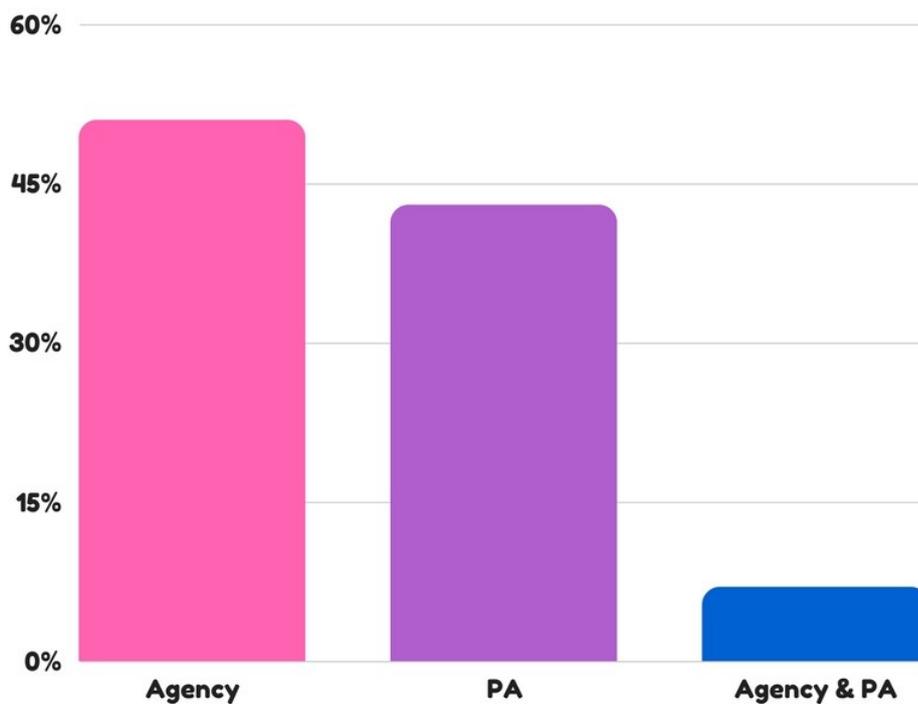
Wiltshire PA Register

Our PA Register lets employers post their job advert and browse active PA profiles. PAs are able to publish their profiles and apply for jobs.



Numbers of Adults using PA's and Agencies

The following graph shows the breakdown of those adults using either PAs or agencies and those who use a mixture of both.



CASE STUDY

Personal Assistant Training

Funded by Skills for Care

Arranged by Wiltshire CIL

Jess is a 26 year old young woman who has a severe Learning Disability and Epilepsy. She lives independently with support. Jess and her family found out about the PA training courses Wiltshire CIL offers through our quarterly newsletter.

Jess's PA, Sarah, booked onto the course with her employer's permission as most of the courses took place within her usual work time. Sarah attended 7 of the 12 PA courses:

- ▶ Supporting Independence
- ▶ Health & Safety
- ▶ Safeguarding
- ▶ Understanding Behaviour
- ▶ Mental Health Awareness
- ▶ Autistic Spectrum Conditions
- ▶ Supporting Employers with a Learning Disability

Jess's family stated that all the training Sarah took part in has benefitted Jess immensely as it has meant that her PA has more understanding of her disability and is now equipped with strategies on how to deal with situations. It has also helped the PA to adapt her ways of working in order to increase Jess's independence.

The training benefitted Sarah because, although she worked in a school before, the parameters are different to supporting someone to live independently and she now has the skills to see where support needs to be different. She has learned the skills to support with Jess's decisions and choices and not to dictate.

The training also benefitted Jess's family as previously Sarah would ask if she was unsure of a decision that Jess had made. Now she understands what choice and control really mean, and can support Jess to make decisions, increasing her independence.

The employer said that the booking process for all training was easy and the back-fill costs were easy to claim, which meant that the PA could attend without compromising Jess's support needs.

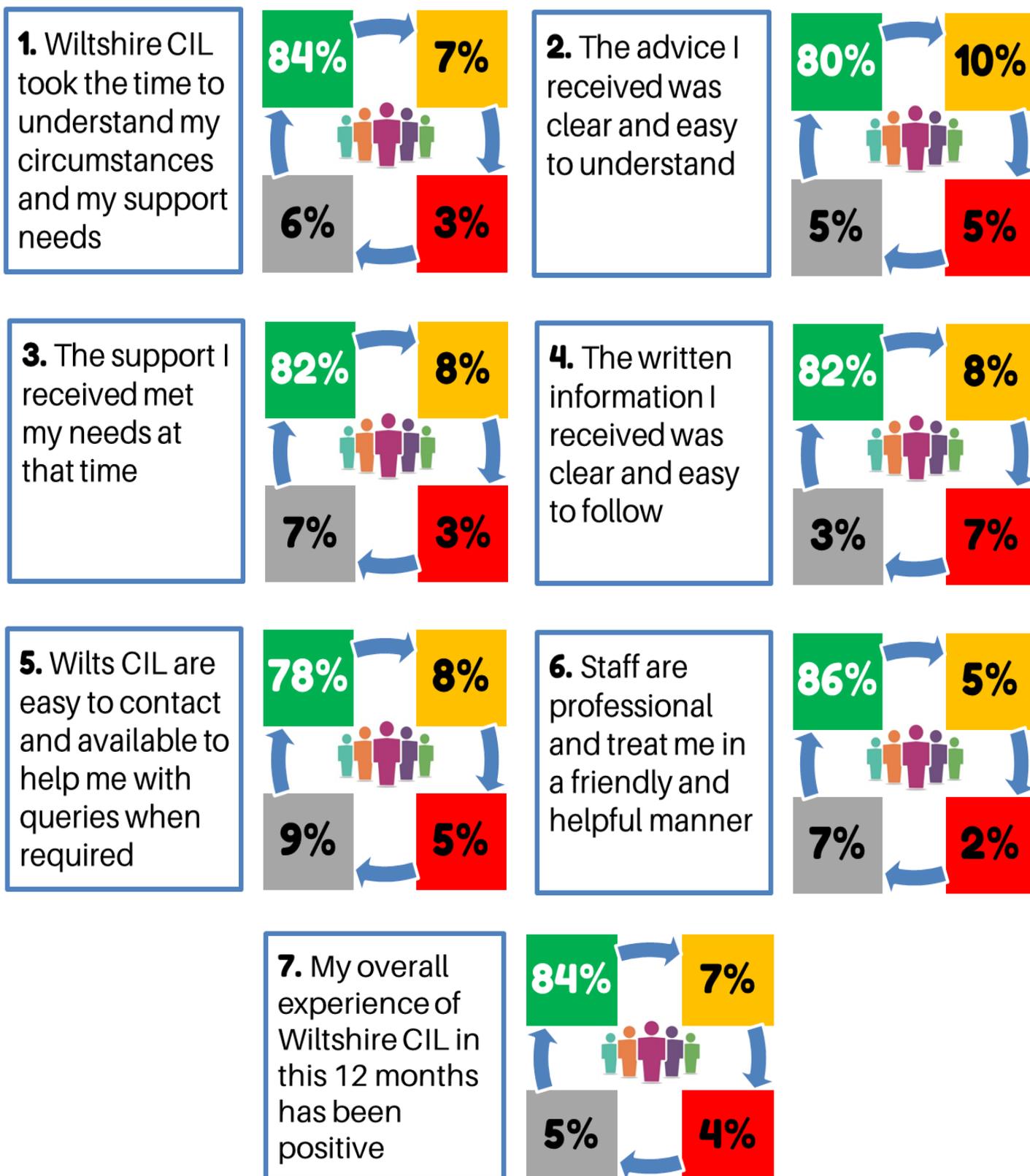
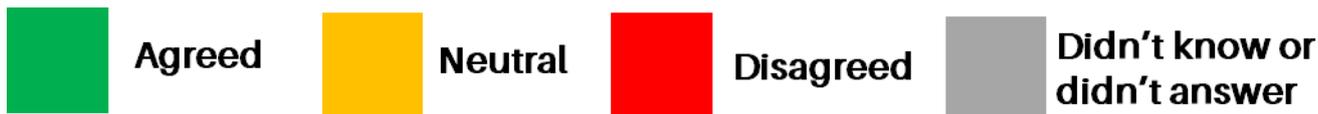
The employer commented that the training has enabled Sarah to 'put useful tools into her tool box', which has helped to build her own personal development.

Summary Statement of Accounts

Statement of Financial Activities For the year ended 31st March 2017

	Notes	Unrestricted Funds		Restricted Funds		Total Funds			
		£	2017	£	2017	£	2017	£	2016
Income from									
Donations			885		-		885		500
Investment income			-		-		-		-
Activities to further the charity's objects:									
Grants & contracts			40,000		411,883		451,883		472,294
Service delivery & other earned income			1,546		-		1,546		321
Total			42,431		411,883		454,313		473,115
Expenditure on									
Charitable activities	[2]		66,892		436,244		503,136		537,256
Total			66,892		436,244		503,136		537,256
Net [expenditure]/income			(24,461)		(24,362)		(48,823)		(64,141)
Reconciliation of funds									
Total funds brought forward			56,896		33,700		90,596		154,737
Transfer between funds			-		-		-		-
Total funds carried forward			32,435		9,338		41,773		90,596

Annual Survey Results 2016–2017



Support was received in the following areas:



Thank you to you all

Very good service

Best thing I ever did. Thank you all.

Very happy with your help

Thank you so much for all your help with monthly invoices

I found the staff who dealt with me were all fantastic. I cannot fault them in any way. Fantastic people.

A fantastic service with very friendly, supportive, knowledgeable staff.

A big thank you.

Staff very helpful on phone.

Thanks for all the help I received.

I enjoy the newsletters. Just keep up the good work you all do for us....Thank you.

Support from CIL valuable and clear, but co-ordination with and between the agencies gave rise to some confusion.

Staff are really helpful, I know I can ask the simplest of questions... You came and spent a great deal of time to explain it all and I am grateful.

The staff are very good people, kind, very helpful and dedicated. Overall an excellent team which I could not do without. Very lucky to have such people who care.



Working in partnership with



Funded by



Working for Choice, Independence & Lifestyle

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