

# ANNUAL REPORT & FINANCIAL STATEMENT 2018—2019



**WILTSHIRE CENTRE FOR INDEPENDENT LIVING**

*Working for choice, independence & lifestyle*



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# Board of Trustees 2018–2019

Clare Evans MBE	Resigned Oct 2018	Sue Denmark	Co-opted as Chair Sept 2018
Carol Shirley	Vice Chair	Robert Selkridge	
Robert Dickenson	Treasurer	Brian Hollands	
Dean Mackay-Morris		Geoff Woollan	
Heather Tucker		Faith Greenman	
April Hammond		Patricia Putland	
Audrey Ekstrom	Resigned Oct 2018		

## Staff Team 2018–2019

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 Planner	
Junko Woodley	Direct Payment Banking Service	
Matt Stabb	Peer Link Worker	
Julie Dyer	DBS Administrator	
Frances Hanafin	Office Support Worker	
Louise Maddox	Direct Payment Adviser	
Dee McFadden	Direct Payment Adviser	
Marion Grist	PA Development Worker	[November 2018]
Poppy Witts	Support Planner	
Nicola Harris	Support Planner	
Graham Wickens	Direct Payment Adviser	
Elaine Barker	Direct Payment Finance & Payroll Administrator	
Connie Willoughby	Direct Payment Payroll Administrator	
Nicola Elkins	Finance Assistant	
Zoe Millington	Outreach Worker User Engagement	[June 2018]
Mary Meilton	Outreach Worker User Engagement	[October 2018]
Kate Walton	Project Co-ordinator User Engagement	[March 2019]
Lucie Glander	PA Development Worker	Resigned Oct 2018
Nikki Cull	Project Co-ordinator	Resigned Jan 2019

# Chair's Foreword

My first year as Chair of Wiltshire CIL began with the sad news that Clare Evans had passed away. I knew Clare primarily through her reputation as being at the centre of promoting the rights of disabled people, both in Wiltshire and nationally over the last 20 years and was hugely honoured when she encouraged me to put myself forward for the role of Chair. We had conversations about Wiltshire CIL, its past work and future developments and Clare was, as always, so kind in offering to work with me whilst I got my feet under the table. Sadly, this was not to be, and I deeply regret not having the opportunity to work alongside Clare and experience the dedication, commitment, honesty, clarity, deep thought and empathy she demonstrated in establishing and leading the organisation over so many years.

The greatest tribute we can give to Clare is to continue to ensure Wiltshire CIL thrives in promoting disabled people's rights. It therefore seems apt that this year we have focused on the future in producing our Strategic Plan for 2019-2024. This identifies how we will focus on continuing the values embedded by Clare in Wiltshire CIL and continue to offer a range of personalised support to meet the needs of disabled people in receipt of direct payments and / or personal health budget, and to increase opportunities that will increase the choice and control that disabled people have over their own lives. At a time of political, social and financial uncertainty this is a significant challenge.

We have much to be proud of in what we have achieved this year, and I hope you will enjoy reading all of these achievements in this report. In the wider sphere we have linked with Think Local Act Personal regarding our Support Planning role, and with the King's Fund when the Senior management team led by Geraldine were successful in a Leadership Award and worked with one of the King's Fund consultants in further developing their strategic and management roles for the benefit of CIL. In Wiltshire we have achieved excellent engagement for the #Make Someone Welcome campaign which aims to get people from all walks of life connected in their communities. All this would not have been possible without the professionalism and dedication of all the staff teams who have worked tirelessly to continue the work of Wiltshire CIL. I would like to thank them and my fellow trustees and look forward to another fruitful year.



**Sue Denmark**

**Chair**

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# Chief Executive Officer's Comments

This has been a difficult year for Wiltshire CIL due to the unexpected death of Clare Evans our founder and long-term Chair. Clare's influence was evident in all aspects of our work and although Clare had just relinquished her role as chair her input and direction was very much part of CIL.

I had the great privilege of knowing and working with Clare for over 27 years. She worked tirelessly to ensure disabled people had a voice to shape local health and social care services as a right. She passionately believed that people who use services are the experts not only in their own condition but in how improvements could be made in the best interests of both the service user and the public sector services.

Clare's passion, energy and commitment to improve the lives of disabled people was unquestionable. She was committed to the Social Model of Disability, equally as skilful at putting pen to paper as she was of voicing her opinion. And she was never afraid to challenge the status quo in the name of equality. She regularly challenged the public sectors and held them to account for the services they provided to local people.

It is therefore incumbent on us as an organisation to continue the work as Clare would have wanted, to ensure we are true to our root cause as a User Led Organisation, ensuring people's voices are heard and counted as part of the health and social care landscape in Wiltshire. Clare's guidance and influence will be missed.

We were delighted to have appointed Sue Denmark to take over the role of Chair from Clare, and Sue is equally able in her determination to drive the work of CIL to be the best we can be in the name of supporting people to lead independent and valued lives of their own choosing and within their own communities. Sue's vast experience working in both the health and social care sectors is of immense benefit and she brings extensive 'expert by experience' knowledge to the table which will continue to guide and champion the work we provide.

I would like to take the opportunity to thank many people for their support of me personally in this period, but more importantly for supporting the work of CIL. In particular, the service users who make our job a pleasure when working alongside them. My thanks to the Board of Trustees who continuously support and encourage the development and innovations of CIL.

My thanks go to Wiltshire Council whom we regularly challenge in terms of process but with whom we work in partnership to collaborate and develop better ways of delivering social care.

This year we have worked in partnership with Wiltshire Clinical Commissioning Group through the Innovation Fund and we are delighted with the success of this project in

further developing the strengths-based approach to supporting people and walking alongside them until they are confident to take back control of their own lives.

My thanks go to our many VCSE partners and colleagues with whom I regularly meet in an arena of mutual respect to discuss and share best practice and learn from and support each other.

Last but by no means least, my thanks go to all the staff and senior managers who make Wiltshire CIL the motivated and vibrant ULO we strive to be, especially for their firm belief in supporting the ethos of the organisation by making self-determination a reality for the many people we work with.

Although the year has been tinged with sadness it has not deterred us from our purpose to support people as comprehensively outlined in the following pages of the annual report.



**Geraldine Bentley**  
**Chief Executive Officer**

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# What we believe

**We passionately believe that all people have an equal right to live independent and full lives.**

# Who we are

**We are a disabled people's user led organisation. We are led by people with lived experience.**

# What we do

**We promote choice and control so that everyone we work with can live the life of their choosing.**

**We ensure all our work is led by the disabled people we work for.**

# How we do it

**All our work is person centred: enabling people to live the life of their choosing.**

**We work to people not systems; rather than trying to fit people into service boxes, we work alongside them, in the context of their lives.**

**We ensure that they have the right information at the right time so that people have choice and control over how they live their life.**

**This work is underpinned by a flexible and positive approach.**

# Who we support

**Under the Equality Act 2010 the Definition of disability is any person who has a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on their ability to do normal daily activities.**

# User Engagement

We were delighted to be awarded the User Engagement contract by Wiltshire Council and Wiltshire CCG which we formally took over in June 2018. Our ambition is to ensure that all health and social care services are co-produced and assist people to live their life well in their community.

In the first 10 months of the project we had 304 contacts with people to collect their views. This included face to face meetings at events, through our forums and consultations, outreach visits, including visits to people's homes, and emails and telephone conversations.

These are people we have met through our work and who wish to be involved in future work.

We have worked with Wiltshire People First on a number of consultations and this has been a valued partnership.

Below are some examples of the work we have focused on in the first year of this contract:

## Accommodation and Support consultation

Between January- March 2019, the User Engagement team undertook a piece of work looking into Accommodation and Support for people with Learning Disabilities and Mental Health issues. The work was carried out to support Wiltshire Council in their Adult Social Care Transformation.

We met with over 70 people in 11 different settings including; Day Centres, Supported Living Schemes, Registered Care Homes and Outreach projects. We asked people six open questions, based on what kind of accommodation and support they are receiving now and what they would like in the future.



One key message that came out very strongly from our conversations was the importance of our communities. For most people, it was more important that they could access their community than live in a certain type of accommodation. People want to engage in everyday activities and follow their interests.

*'What do you like to do in your community?'*

## **Day Services consultation**

Following on from this, we are starting a new piece of work focussed on Day Centre Provision.

The project will be looking at what people with Learning Disabilities want to do during the daytime in order to have a meaningful life. We will be exploring with people what a good life looks like, what people would like to do during the week and what support they feel they may need in order to achieve or work towards achieving what they would like to do. The information that we gather will highlight what people would like to do within their communities and how people can link with their local communities in a positive way. As part of this piece of work we will be visiting various day centres, social groups, schools and colleges to hear their thoughts and feelings about what they would like to do during the daytime.

## **Autism and Learning Disability boards and forums**

Wiltshire CIL facilitates the two separate boards for Learning Disability and Autism. At the start of the User Engagement contract we undertook a scoping exercise with professionals and people with lived experience, to understand how these boards could lead to meaningful change for those with Autism and Learning Disability. The boards will continue to meet every three months and a work plan has been developed to provide focus. Both boards initially wanted to focus on employment and meaningful things to do in the day.

Both boards will be supported in their work through forums; which will provide an opportunity for people with lived experience to share their views and get involved in making things happen. Exciting developments are underway with the forums. For example, we have Autism forums taking place in Warminster (developed in partnership with WAVE) and Chippenham, and are planned for other areas such as Trowbridge. We are working closely with a number of clubs to run learning disability forums as part of their work.

There is now also an Autism Forum on Facebook for those who like to engage through social media.

## **Safeguarding**

The Safeguarding Service User Group has met with the Chair of the Safeguarding Board and Wiltshire Council officers to provide lived experience of safeguarding matters. Recently they have been giving their experiences of hospital discharge and safeguarding and will be exploring this in more detail during their May meeting. They have also been busy finishing the new leaflet design and content. Once printed there are plans for a launch with group members promoting awareness in their own communities.

Work is also underway to set up the Personalisation Board with the plan to launch the Board in Co-production week which is the first week of July.

## **Working in our communities**

Our user engagement model means that we want to work at the heart of our communities, facilitating both small and large changes to ensure that people are able to live the life they want and be part of their local communities. Below is an example of some of the smaller pieces of work we have been doing:

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### *DIANE'S STORY*

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Mary, User Engagement Team Outreach Worker, worked with Diane, who wanted to tackle an issue with wheelie-bins. Diane had noticed that on bin collections days, it was difficult to get out on a mobility scooter because the bins were sometimes left obstructing the pavement. She thought that the biggest issue was that people were simply not aware how much impact an obstructing wheelie-bin could have on someone's ability to be independent. Diane and Mary successfully worked together to highlight this with Wiltshire Council. They raised awareness of this issue amongst the kerbside bin collectors and Diane's influence has improved her local experience.

## Imagining Young Disabled People's Transitions in a time of major societal change

Last year we completed the ImaYDiT Project, funded by DRILL (Disability Research on Independent Living & Learning) and carried out in partnership with Wiltshire Council and University of West of England. In this project, we aimed for an exploration of disabled young people's hopes and dreams in the context of unprecedented societal changes. We employed co-production methods training and working with nine peer researchers. Fifty-seven disabled young people also participated in knowledge cafes using trigger questions, photos, video, and cartooning. Peer researchers had a trip to a robotic laboratory at the University to see how technology could assist them in their day to day lives. The results of the project have been developed in to 4 different formats: a co-produced report, cartoon, video (available via the Wiltshire CIL website) and an academic paper which has been submitted to an academic journal and is currently under review.

### The ImaYDiT 5 key messages



We held a launch event for the project which took place in November 2018. The people who attended were parents, young people and professionals who all have one thing in common: they want to make life good for young people and support them to have a positive future.

At the event we discussed the ImaYDiT 5 key messages which showed that young people want to live a meaningful life of their choosing and that, with the right support, they can achieve this.

Young people felt that this should be a simple thing to do, but often things got in the way such as other people's fears about risk taking, professional's desire to fit people into services and other people's perceptions of disability that meant young people sometimes weren't seen as even entitled to have the same hopes and dreams as everyone else.

All agreed that they would continue to work together to make the changes necessary to ensure that the 5 key messages could become a reality!

Following on from the success of this project, Wiltshire CIL were awarded funding from the #iwill social action fund, via Wiltshire Community Foundation to plan and deliver a community-wide festival.

The festival has been co-produced with the young people, with each person contributing to the planning and taking responsibility for the event. The purpose of the festival was to highlight the findings from the ImaYDiT project by showing the community what a 'good life' is for the young people. The group have chosen to showcase different activities based on what they enjoy doing as well as to give attendees the opportunity to try something new.



The group met 5 times over the year and planned all aspects of the festival.

Join our inclusive community festival to celebrate what a good life is for people in Wiltshire

# Festival of the FUTURE

**1ST JUNE 2019**  
**1PM - 5PM**  
**THE SCOUT CENTRE**  
**POTTERNE WICK**  
**SN10 5QT**

**EVERYONE WELCOME!**

SPORTS  
PHOTO BOOTH  
BEAUTY ZONE  
COMMUNITY ART  
MUSIC  
QUIET AREA  
REFRESHMENTS  
GAMING ZONE  
... AND MUCH MORE

More information:  
[info@wiltshirecil.org.uk](mailto:info@wiltshirecil.org.uk) 0300 1233 442

Wiltshire Centre for Independent Living  
11 Couch Lane Devizes SN10 1EB  
Charity no. 1120611 Company no. 5480761

Proudly supporting youth social action

#iwill

'Festival of the Future' was held on the 1st June 2019 at the Wiltshire Scout Centre.

Various organisations from the community worked together to provide a fun filled afternoon of activities including drumming workshops, art session, photo booth, sports activities and a gaming area.



# Make Someone Welcome: Community Development Project

Make Someone Welcome aims to celebrate the great work that organisations, including community groups and local business, do to make their communities great for everyone.



This year has seen Make Someone Welcome take off! We are delighted to have received funding to support this work from Health Education England, Wiltshire Community Foundation and Wiltshire CCG (through the Innovations Fund) and have had the opportunity to further develop our partnerships with Age UK Wiltshire, Wiltshire Citizen Advice and Carers Support Wiltshire. Through our involvement with the Developing Community Mental Health Assets (DCMHA), run by Age UK Wiltshire, we have now been able to expand the Make Someone Welcome offer to both Swindon and Bath and North East Somerset. We provide awareness raising events, exploring with groups what it is to be inclusive and what support they may need in order to do this and have developed a toolkit which gives top tips on making our communities work for everyone.

We now have over 170 groups signed up, ranging from tyre fitters, mobile hairdressers, Zumba classes and care agencies.

We are very excited about how this work continues to grow and have been delighted to see all that communities are doing already and how willing and able they are to be inclusive.

## Make Someone Welcome: 1:1 work

This year we have received funding through the Clinical Commission Group (CCG) Innovations Fund to further develop both the community development work and our 1:1 work aimed at supporting people to live the life of their choosing. The focus is on supporting people either at risk of or experiencing mental health issues. Underpinning the work is the strengths-based approach. Put simply we focus on what is strong and not what is wrong.

The project started in September 2018 and we had already supported 140 people by the end of April 2019. We have also completed 202 visits, averaging 40 visits a month. Each person receives on average 2 visits. The Connectors spend most of the time out and about in Wiltshire, for example in February 2019 the Connectors have travelled a total of 1112 miles.

Our two Connectors work with people in a person-centred way, they meet in people's homes or in a community setting near where they live.

The initial conversation centres on three questions:

- What does a good life like to you?
- What do you have in order to live it?
- What do you need?

The Connector supports the person to start looking forwards, and the person sets goals for things they would like to do, identifying resources local to them that might help. Examples of what the Connectors have done include going for a run, a swim, helping people sort cupboards, get on buses, supporting people to get a cleaner and to meet up with friends and family. There are no resources to support the one to one work other than the Connector's time, Age UK are supporting some of the connecting work by providing volunteers, and we can access great advice around debt and benefits through Wiltshire Citizens Advice.

The project, along with our work in support planning, has attracted national attention, with Martin Walker from Think Local Act Personal spending the day with us to understand more about what we do. We are also one of a small number of organisations to be working with the Policy Research Unit at Manchester Metropolitan University. They are devising ways to develop a robust evidence-base for strengths-based working and will be advising us on appropriate evaluation strategies.

Below are some examples which illustrate how we are working:

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## SARAH'S STORY

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**Background :** Sarah was referred to us by the care co-ordinator based at the GP surgery. Sarah's husband had passed away 18 months ago, this was sudden and unexpected. Sarah and her son had both been greatly affected by this. Her anxiety levels had risen, and she now found it difficult to enter new places, use her car for long distances or use the train by herself, which meant she couldn't go and see friends and her son who lives in Bristol. Her confidence had lessened and she felt low with no sense of direction.

**Forming the relationship:** Nicky, a Wiltshire CIL Connector, visited Sarah at home and talked about all the things that Sarah liked and wanted to do. Sarah, was proactive in her approach and willing to give things a go with the right support. Nicky and Sarah set goals together. This was important as it gave momentum and purpose to the work Sarah and Nicky were going to do.

**Support:** The flexible support that Nicky has provided centres on being alongside Sarah, rather than sign posting her to activities and providing information. The support Sarah needed was to help her feel comfortable, confident and motivated to do things for herself again.

It has included accompanying Sarah to the local leisure centre to find out about what activities were available. Sarah was always a good swimmer, but her main worry was the access in and out of the pool. Her worry was the access in and out of the pool. Nicky accompanied Sarah into the pool for these initial sessions until she was confident on her own.

They planned and took a train journey to Bristol, and Sarah was introduced to 'passenger assistance'.

**Moving forward:** 1:1 short term intensive support has boosted Sarah's confidence and motivation, and now she is back to linking with friends and doing things for herself. This has included contacting a friend who swims and now joins her for a couple of sessions and linking up with another friend to go on local coach trips.

Nicky and Sarah reflect that the support provided has helped Sarah change her mind set; helping her back into doing things for herself, which in turn has made her feel positive and hopeful about the future.

Nicky's support was constant and continued from the initial contact, but has now reduced, with contact being made with an occasional 'pop -in' home visit, cards and telephone calls. Ongoing support will be 'just enough'; encouraging continued independence and moving forward, without taking over and managing Sarah's life.

# Compliments

“

A Brilliant organisation!

....I am pleased we have CIL support which makes it all possible. Many thanks to everyone who I find very helpful.

Thank you when I was in 'crisis' I felt you were on my side....as well as being very practical and professional.

Payroll team are fabulous.

I have found the general Payroll email address very helpful and efficient and the team usually signpost me, so a big thanks to them.

The Banking Service is superb.

Thank you for your support. When I felt like I was drowning in my stress and feeling like I had no life.

You were an unexpected light at the end of a very dark tunnel.

Thank you so very much for all your support, advise and being there.

The advice I have been given in the past has always helped. Thank you.

.... I have nothing but exceptional praise for CIL. I find them all to be of a pleasant positive nature. Very approachable and always punctual.

The support and help has made life much more bearable. Thank you.

.... has been so kind, helpful and understanding. The whole scheme is amazing and such a good idea.

The service was absolutely splendid. Thank you to everyone.

Thank you for bearing with me, I have struggled with getting this off the ground but it's really been worth it and finally I can see a bit of light at the end of the tunnel.

Thank you so much for all your help, you have been wonderful. I don't know what I would have done without your assistance.

....you offer what I consider an exceptional service.

I just wanted to say how grateful I am for your constant support....

It is good to know that if we have any queries you will be on hand to answer them in the prompt and efficient manner you have demonstrated to date.

Thank you for your time and for being incredibly patient with me.

....Even more, I wanted to commend your staff. At every turn I have met with nothing but helpful kindness. ....I have been guided in every step with patience and good humour. ....

”

# Direct Payment Support Service



## **The Role of the Direct Payment Adviser (DPA)**

Wiltshire CIL encourages Direct Payment (DP) recipients to develop their skills and knowledge to take control and manage their DP. We work in an enabling and supportive way to increase people's independence. We provide advice online and directly through our office and regular newsletters.

The role of a Direct Payments Adviser (DPA) is to assist individuals to understand 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.

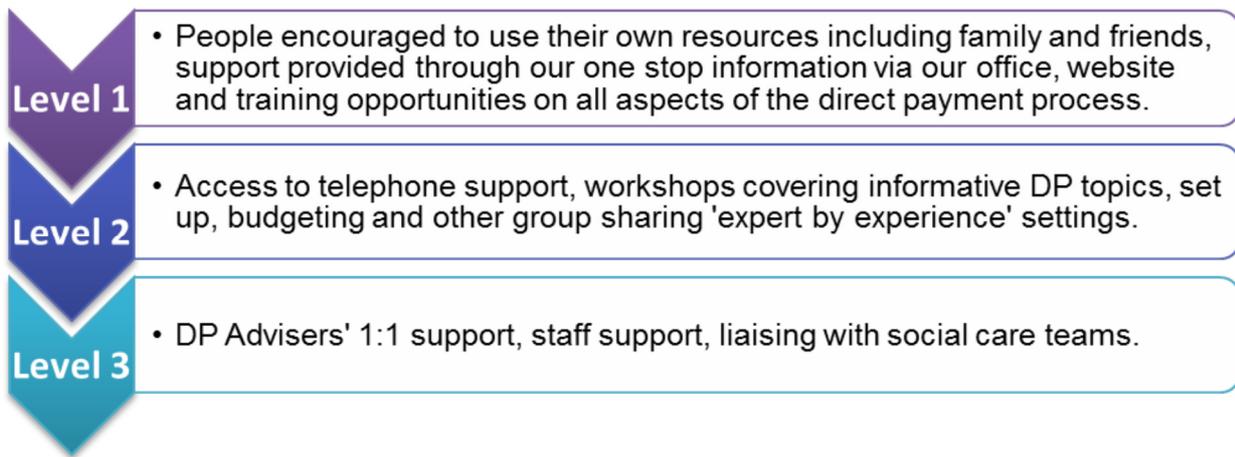
Using a person-centred approach, the DPA will provide information by phone or by email or they will make a home visit – whatever the recipient prefers (and it can be all three). Whilst DPAs provide guidance to all DP users whether they use an agency or whether they employ Personal Assistants (PA's) directly, 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 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:



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.

## CASE STUDY

Responsible employer ensures personal assistant’s pregnancy is no bar to providing care: Mrs J is in receipt of a Direct Payment and employs 3 personal assistants to support her to live independently and access the community. When one of her personal assistants announced the good news that she was pregnant Mrs J was unsure what to do. Her priority was to ensure her employee was safe and not exposed to undue risk but this needed to be balanced with her own care needs. Following initial advice from a Direct Payment Advisor, Mrs J was able to contact the Employment Helpline, provided as part of her Employer’s Liability Insurance cover to clarify her employer obligations and her employee’s entitlements. On their advice, she completed a risk assessment and identified there were a couple of tasks which were not suitable for a pregnant employee to carry out. To resolve this Mrs J was able to have open discussions with her other personal assistants and, with a few minor alterations, the potential issues were overcome. The employee felt supported, well informed of her entitlements and able to work up to the birth of her child. Mrs J was able to plan for the cover needed for maternity leave and ensure a smooth handover for the new temporary employee.

### Statistical Information: Direct Payment Support Service

The total number of customers with at least one service open was:

<b>1995</b>	• Children	<b>158</b>
	• Adults	<b>1230</b>
	• Carers	<b>576</b>
	• Adults/Carers*	<b>5</b>
	• Self Funders	<b>25</b>

\* People who receive both a **Carer’s** and a **Cared For DP**

## CHILDREN & FAMILIES

Data for the period: 1<sup>st</sup> April 2018 – 31<sup>st</sup> March 2019

**158**

### Children with active and ongoing services during the period

- New referrals during the period **32**
- Re-referrals during the period **29**

**32**

### New referrals received during the period

- |         |          |           |          |          |          |
|---------|----------|-----------|----------|----------|----------|
| • April | <b>3</b> | August    | <b>4</b> | December | <b>3</b> |
| • May   | <b>3</b> | September | <b>0</b> | January  | <b>4</b> |
| • June  | <b>1</b> | October   | <b>3</b> | February | <b>4</b> |
| • July  | <b>2</b> | November  | <b>3</b> | March    | <b>1</b> |

**29**

### Re-referrals received during the period

- Wiltshire Council **28**
- Wiltshire CIL **1**

**18**

### Clients closed during the period

- Client deceased **1**
- Client moved away **1**
- Closed on advice from Wiltshire Council **8**
- Moved to a direct service **4**
- Moved to CHC **1**
- Withdrew from SDS **2**
- No response from client **1**

### Age Range

- |            |           |             |          |
|------------|-----------|-------------|----------|
| • Under 18 | <b>90</b> | 55 to 74    | <b>1</b> |
| • 18 to 25 | <b>64</b> | 75 and over | <b>0</b> |
| • 26 to 54 | <b>2</b>  |             |          |

## Gender

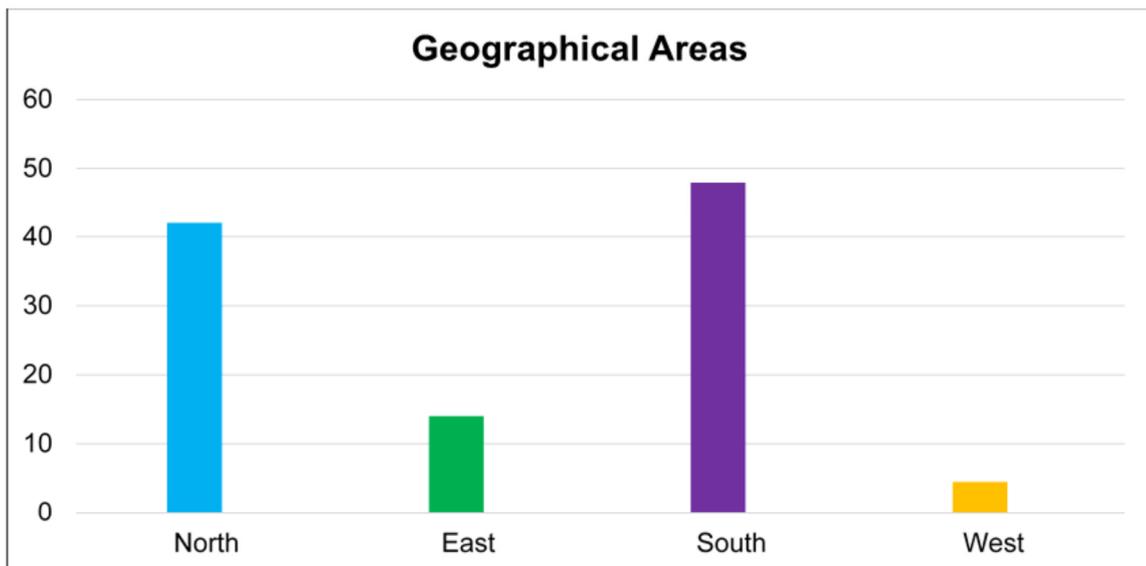
- Male **93**
- Female **64**

## Ethnicity

- British **1**
- British White **90**
- Indian **1**
- Not stated **62**
- Other Mixed **1**
- Other White **1**
- Sub Saharan African **1**

## Referral Source

- |                      |           |                         |            |
|----------------------|-----------|-------------------------|------------|
| • CTPLD Team         | <b>2</b>  | CYPDT North & East      | <b>21</b>  |
| • CYPDT South & West | <b>20</b> | Self Referral           | <b>1</b>   |
| • SEND Team          | <b>9</b>  | SUG Children & Families | <b>102</b> |
| • Trowbridge         | <b>2</b>  |                         |            |



**176**  
people worked with during the year



**301**  
services delivered during the year

## ADULTS

Data for the period: 1<sup>st</sup> April 2018 – 31<sup>st</sup> March 2019

**1230**

### Adults with active and ongoing services during the period

- New referrals during the period **165**
- Re-referrals during the period **64**

**165**

### New referrals received during the period

- |         |           |           |           |          |           |
|---------|-----------|-----------|-----------|----------|-----------|
| • April | <b>9</b>  | August    | <b>16</b> | December | <b>7</b>  |
| • May   | <b>18</b> | September | <b>9</b>  | January  | <b>18</b> |
| • June  | <b>15</b> | October   | <b>10</b> | February | <b>17</b> |
| • July  | <b>13</b> | November  | <b>17</b> | March    | <b>15</b> |

**64**

### Re-referrals received during the period

- Wiltshire Council **56**
- Client **8**

**186**

### Clients closed during the period

- Client deceased **61**
- Client moved away **6**
- Closed on advice from Wiltshire Council **13**
- Moved to a direct service **25**
- Moved to CHC **2**
- Moved to residential care **28**
- Withdrew from SDS **27**
- Did not proceed with SDS **24**

### Age Range

- |            |            |             |            |
|------------|------------|-------------|------------|
| • Under 18 | <b>0</b>   | 55 to 74    | <b>254</b> |
| • 18 to 25 | <b>55</b>  | 75 and over | <b>517</b> |
| • 26 to 54 | <b>350</b> | Unknown     | <b>54</b>  |

### Gender

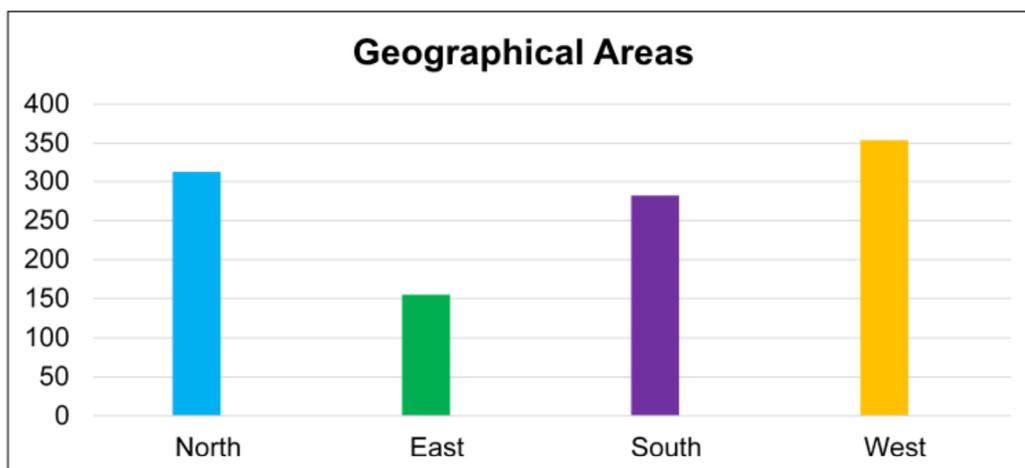
- Male **427**
- Female **802**

## Ethnicity

• Anglo-Japanese	1	North African	1
• British Asian	2	Not disclosed/unknown	722
• British Black	3	Other Black	1
• British White	479	Other mixed	1
• Caribbean	1	Other White	14
• Irish	2	Spanish	1
• Middle Eastern	1	West European	2

## Referral Source

• Amesbury	19	BoA Integrated	2	BoA/Melksham	14
• Chippenham	43	North2 Pilot	1	Cricklade/R.Wootton B	15
• CTPLD Team	26	Devizes	17	East Adult Care Team	19
• Hearing & Vision	3	MakeSomeoneWelcome	2	Marlborough/Calne	36
• NEW Ongoing Supp	30	North Adult Care Team	41	North Mental Health	11
• Other	2	Reassessment Team	2	Salisbury A	19
• Salisbury B	20	Salisbury Hospital	1	Sarum Ongoing	28
• Self Referral	6	South Adult Care Team	41	South Mental Health	3
• SUG Adult Care	381	SUG Carers DP	17	SUG Children & Fam	1
• SUG Learning Dis.	81	SUG Mental Health	24	SUG Older People	26
• Trowbridge	31	West Adult Care	66	West Mental Health	1
• West Ongoing	37	Westbury/Warminster	17	Wiltshire Council other	4



**1416**  
people worked with during the  
year



**2224**  
services delivered during the  
year

## CARERS

Data for the period: 1<sup>st</sup> April 2018 – 31<sup>st</sup> March 2019

**576**

### Carers with active and ongoing services during the period

- New referrals during the period **91**
- Re-referrals during the period **25**

**91**

### New referrals received during the period

- |         |           |           |           |          |           |
|---------|-----------|-----------|-----------|----------|-----------|
| • April | <b>13</b> | August    | <b>12</b> | December | <b>3</b>  |
| • May   | <b>5</b>  | September | <b>7</b>  | January  | <b>12</b> |
| • June  | <b>12</b> | October   | <b>7</b>  | February | <b>4</b>  |
| • July  | <b>5</b>  | November  | <b>8</b>  | March    | <b>3</b>  |

**25**

### Re-referrals received during the period

- Wiltshire Council **24**
- Client **1**

**62**

### Clients closed during the period

- Client deceased **30**
- Client moved away **2**
- Closed on advice from Wiltshire Council **1**
- Did not proceed with SDS **3**
- Moved to residential care **16**
- Withdrew from SDS **9**
- Moved to CHC **1**

### Age Range

- |            |           |             |            |
|------------|-----------|-------------|------------|
| • Under 18 | <b>0</b>  | 55 to 74    | <b>222</b> |
| • 18 to 25 | <b>2</b>  | 75 and over | <b>230</b> |
| • 26 to 54 | <b>80</b> |             |            |

## Gender

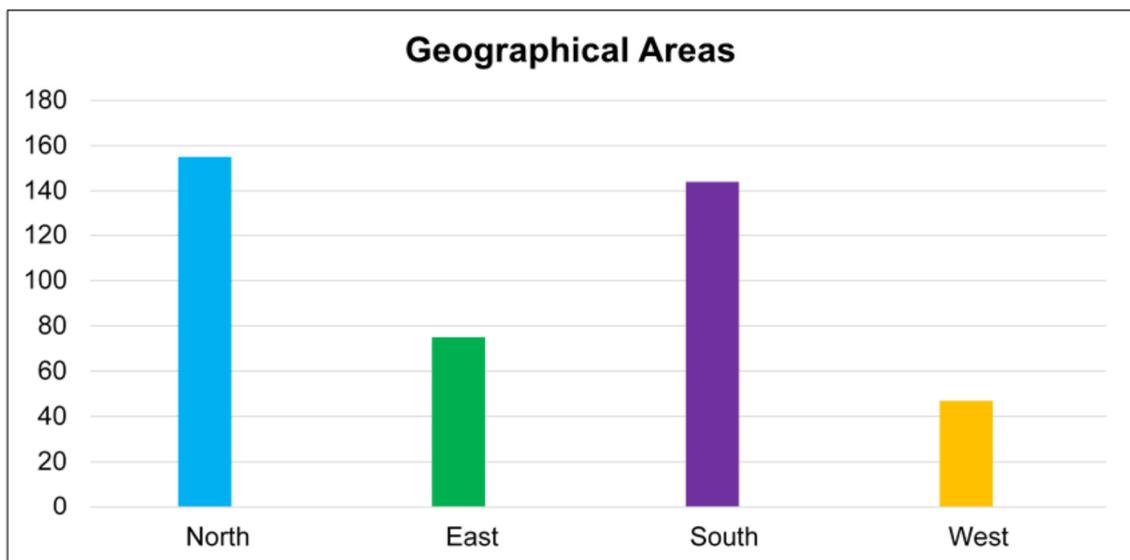
- Male **200**
- Female **376**

## Ethnicity

- |                 |            |                      |           |
|-----------------|------------|----------------------|-----------|
| • Bangladeshi   | <b>1</b>   | English              | <b>1</b>  |
| • British Asian | <b>1</b>   | Irish                | <b>1</b>  |
| • British Black | <b>1</b>   | Not disclosed/stated | <b>49</b> |
| • British White | <b>342</b> | Other White          | <b>10</b> |
| • Caribbean     | <b>2</b>   |                      |           |

## Referral Source

- |                       |           |                         |            |                       |            |
|-----------------------|-----------|-------------------------|------------|-----------------------|------------|
| • Amesbury            | <b>1</b>  | East Adult Care Team    | <b>4</b>   | North Adult Care Team | <b>7</b>   |
| • North Mental Health | <b>1</b>  | Salisbury B             | <b>2</b>   | Sarum Ongoing         | <b>1</b>   |
| • South Adult Care    | <b>10</b> | SUG Adult Care Team     | <b>152</b> | SUG Carers DP         | <b>346</b> |
| • SUG Mental Health   | <b>3</b>  | SUG Older People        | <b>4</b>   | SUG Other             | <b>2</b>   |
| • West Adult Care     | <b>6</b>  | Wiltshire Council Other | <b>1</b>   |                       |            |



**638**  
people worked with during the year



**827**  
services delivered during the year

# PEOPLE WHO RECEIVE BOTH A CARER'S & A CARED FOR DP (ADULTS/CARERS)

Data for the period: 1<sup>st</sup> April 2018 – 31<sup>st</sup> March 2019

**5**

## Adults/Carers with active and ongoing services during the period

- New referrals during the period 2
- Re-referrals during the period 1

**2**

## New referrals received during the period

- April 1
- June 1

**1**

## Re-referrals received during the period

- Wiltshire Council 1

## Age Range

- |            |   |             |   |
|------------|---|-------------|---|
| • Under 18 | 0 | 55 to 74    | 0 |
| • 18 to 25 | 0 | 75 and over | 3 |
| • 26 to 54 | 2 |             |   |

## Gender

- Male 1
- Female 4

## Ethnicity

- British White 5

## Referral Source

- |                     |   |                     |   |               |   |
|---------------------|---|---------------------|---|---------------|---|
| • Marlborough/Calne | 1 | SUG Adult Care Team | 1 | SUG Carers DP | 2 |
|---------------------|---|---------------------|---|---------------|---|

## SELF FUNDERS

Data for the period: 1<sup>st</sup> April 2018 – 31<sup>st</sup> March 2019

**25**

### Self Funders with active and ongoing services during the period

- New referrals during the period **21**

**21**

### New referrals received during the period

• April	<b>3</b>	October	<b>2</b>
• May	<b>1</b>	November	<b>2</b>
• June	<b>4</b>	December	<b>1</b>
• July	<b>2</b>	January	<b>2</b>
• August	<b>1</b>	February	<b>0</b>
• September	<b>2</b>	March	<b>1</b>

### Age Range

• Under 18	<b>0</b>	55 to 74	<b>1</b>
• 18 to 25	<b>0</b>	75 and over	<b>1</b>
• 26 to 54	<b>0</b>	Not stated	<b>23</b>

### Gender

- Male **6**
- Female **10**

### Ethnicity

- British White **1**
- Not stated/disclosed **24**

### Referral Source

- Self Referral **23**
- SUG Adult Care Team **1**
- Wiltshire Council Other **1**

## Client Closures during the period

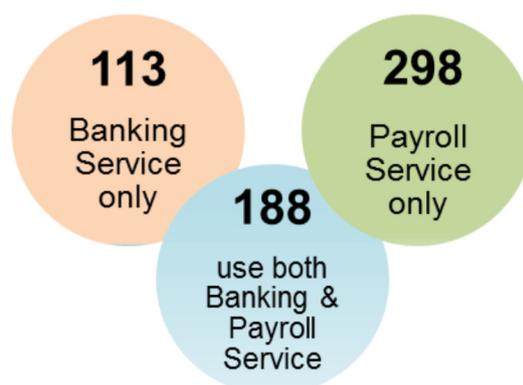
	Adults	Adults/ Carers	Children	Carers	Self Funders	TOTAL
Clients closed	186		18	62	2	<b>268</b>
Services closed	442	2	29	108	5	<b>620</b>
Time taken (hrs)	149		9	47	2	<b>205</b>

The time spent working on closures indicates the significant allocation of time when a direct payment is closed. It is not simply a matter of closing a direct payment and this is not always recognised in the work involved.

## Banking & Payroll Service

Banking Service	Adults	Adult/ Carers	Carers	Children	Self Funders	Total
Open at end of year	227	1	44	28	1	<b>301</b>
Closed during the year	60		13	4		<b>77</b>
Total number of Banking services delivered during the year	287	1	57	32	1	<b>378</b>

Payroll Service	Adults	Adult/ Carers	Carers	Children	Self Funders	Total
Open at end of year	295		102	86	3	<b>486</b>
Closed during the year	57		32	4		<b>93</b>
Total number of Payroll services delivered during the year	352		134	90	3	<b>579</b>



## Workplace Pensions



\*This does not include time spent on batch work, e.g. setting up of contribution payments on a monthly basis.

## Financial Review of Direct Payments

The focus of this piece of work was on a financial review of balances held for individuals on the Banking Service, but not care reviews. The contract does not include financial reviews of balances and this work had never been undertaken.

It was agreed that Wiltshire CIL would employ a person through an agency for two months to undertake a financial review of each client's account, and liaise with recipients so that any excess balances could be returned to the council in an acceptable way which ensured the person was at the centre of the decision.

Wiltshire CIL provided Wiltshire Council with a weekly spreadsheet detailing, each DP recipient, their actual balance and the balance allowed under the DP Agreement. Any excess funds were returned to the council.



## Disclosure & Barring Service (DBS) checks

Part of our work is to provide a Disclosure & Barring Service (DBS) check for employers when recruiting their own PA's. This is particularly pertinent to Children & Families who cannot have direct payment 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 checks can be carried out at the council offices at Salisbury, Trowbridge and Chippenham as well as the Wiltshire CIL offices in Devizes.

**A total of 89 DBS checks were processed during this period**

Children & Families	Adults
56	33

# Support Planning

This year has seen a significant internal transformation of social care at Wiltshire Council with new systems and ways of working being brought into place. This has meant changes for Support Planning. We are working with the council to see how our Support Planning service can support with the new strengths-based ways of working. This year we have done more in-depth work with people, building on our approach, supporting people to live a life of their choosing. Below is a story from one of the people we have worked with.

## KENDRA'S STORY



Kendra had finished college two years ago and since then has struggled to connect and find something that keeps her busy. Because of her anxiety she found social situations difficult and explained that the hardest part is having the confidence to go to something new. She volunteers in the local charity shop once a week and had been attending the gym but found it boring on her own, so stopped going. Kendra was a young woman spending most of her time in her parent's house, where she was living. She was referred via CareFirst for our support planning service after being assessed as eligible and being allocated a small package of support to help with access to the community. Our support planner Nicky was able to have an in-depth conversation with Kendra to discuss what a 'Good Life' means to her, what her interests are and what she wants to do. Kendra was supported to start attending a local visit club, which she could walk to on her own. Nicky arranged for Kendra to meet with the club owner who welcomed her wholeheartedly and after our intensive initial support Kendra attends by herself, and has become an active club member, meeting others and enjoying the social aspect. It is hoped that Kendra will no longer need the 2 hours support in the future, and will be able to build on the social connections she makes, as well as gain confidence to try other new things. Nicky is on hand to offer ongoing support as and when needed, and has also worked with Kendra to find a walking buddy.

### Support Planning referrals during the period:

	Adults	Adult/ Carers	Total
Open at end of year	12		12
Closed during the year	114	2	116
Total number of Support Planning services delivered during the year	126	2	128

# PA Register & Development Work

## PA Recruitment

We have supported employers with advertisements through findajob.dwp.gov.uk, job boards and produced printed postcards to enable employers to post vacancies locally. We have developed a new PA job description template to enable employers to add more detail about the support that they need to enable them to live well.

This year, we have supported over 150 people with the recruitment made up of:

Adults	Children	Carers	Self Funders
104	24	18	5

## Online PA Register: [www.wiltspa-reg.org.uk](http://www.wiltspa-reg.org.uk)

The website enables employers or potential employers of PAs to self-sufficiently recruit. The site acts as a matching tool whereby searching and making contact works both ways.

Our PA Register lets employers post their job advert by creating a profile containing the relevant information and also to browse active PA profiles. They can then make contact to potential PAs using the messaging function. Personal Assistants (PAs) are able to publish their profiles and apply for jobs by contacting potential employers using the same messaging function.

A new Vacancy Board was added on the home page in March 2019 to enable job vacancies to be advertised for employers who request extra support with recruitment. The vacancies can be viewed without the need to register on the site—although there are more vacancies available to those who do choose to register. These vacancies are given a unique reference number and Wiltshire CIL act as the point of contact. This has proved to be a very useful extra tool to enable us to support recruitment and examples of vacancies filled and feedback received using this new function are shown below:

- ... thank you for being such a life saver—I'm enormously grateful.*
- ... thank you for your help and assistance...*
- I feel more confident now that if I contact you it is much easier to get into the recruitment system ... a big thank you for your help....*

## The numbers registered on the PA Register as at March 2019:

Employers	PA's
330	312

## PA Development Work

As part of the role, the Development Worker sits on the National Skills for Care PA Framework Steering Group. The group is involved in relevant research projects that aim to tackle current or projected issues with the Personal Assistant workforce. She attends the quarterly meeting at the Skills for Care offices in London where she networks with people from other organisations, individual employers and PA representatives. She gains an insight into new approaches and initiatives which are shared, when relevant, with our users with a view to improving the quality and availability of the PA workforce in order to maintain the viability of a successful Direct Payment option. Our PA Development Worker has also participated in the Expert Review workshop for 'A Question of Care' during the early part of March 2019.

*... thank you for contributing ... your input was greatly valued and appreciated. Project Manager Skills for Care*

## Training

We were again successful in a bid for funding to Skills for Care for 2018/19 and were able to offer training to Employers and PA's in the following subjects.

Moving and Handling	Epilepsy Awareness
Employers Information Session	A Basic Introduction to Makaton
Emergency First Aid	Safeguarding
Dementia Awareness	Autistic Spectrum Conditions
Supporting Someone with a Learning Disability	Managing Challenging Behaviour

We ensured our training was relevant to people using our services and we have a simple booking system. The trainers were all experienced in the sector and so the training delivered fitted the needs of the individuals attending.

The majority of the courses were run by an experienced member of Wiltshire Council's HR and Organisational Development team. The Employer Information session is run by two members of staff from Wiltshire CIL, one of whom is an individual employer. The Makaton training was run by a specialist. The numbers attending the training were:

Direct Payment employers	<b>8</b>	Family members	<b>2</b>
Self Funding employers	<b>3</b>	Unpaid carers	<b>4</b>
Personal Assistants	<b>41</b>	ULO staff	<b>1</b>

*I would like to say what an interesting, enjoyable and rewarding session, thank you so much for giving me the opportunity to join. I feel much more confident now.  
(Moving and Handling participant)*

A Training Needs Analysis (TNA) was completed by our Development Worker in January 2019 by sending out a questionnaire in payslips and using the PA Register. This TNA has now formed the basis of our bid for funding for training for 2019/20.

# Overall figures for the whole DP contract

<b>DP</b> = Direct Payment advice & support	<b>SP</b> = Support Planning	<b>BK</b> = Banking	<b>PR</b> = Payroll	<b>CA</b> = Community Access	<b>SF</b> = Self Funders support
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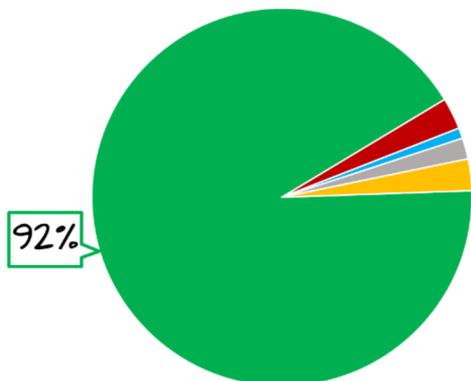
During the period, we supported 2,262 people with 3,392 separate services

		Adults	Adult/ Carers	Carers	C&F	Self Funders	Total
<b>Number of people</b>							
Open at end of year		1230	5	576	158	25	<b>1994</b>
Closed during the year		186		62	18	2	<b>268</b>
Total number of people we worked with during the year		1416	5	638	176	27	<b>2262</b>
<b>Services delivered</b>							
Open at the end of the year		1782	6	719	272	27	<b>2806</b>
Closed during the year		442	2	108	29	5	<b>586</b>
Total number of services provided during the year		2224	8	827	301	32	<b>3392</b>
Open at end of year	<b>DP</b>	1188	5	572	150		<b>1915</b>
Closed during the year		184		63	19		<b>266</b>
Total number of DP services delivered during the year		<b>1372</b>	<b>5</b>	<b>635</b>	<b>169</b>		<b>2181</b>
Open at end of year	<b>BK</b>	227	1	44	28	1	<b>301</b>
Closed during the year		60		13	4		<b>77</b>
Total number of BK services delivered during the year		<b>287</b>	<b>1</b>	<b>57</b>	<b>32</b>	<b>1</b>	<b>378</b>
Open at end of year	<b>PR</b>	295		102	86	3	<b>486</b>
Closed during the year		57		32	4		<b>93</b>
Total number of PR services delivered during the year		352		134	90	3	<b>579</b>
Open at end of year	<b>CA</b>	60		1	8	3	<b>72</b>
Closed during the year		27			2	2	<b>31</b>
Total number of CA services delivered during the year		87	0	1	10	5	<b>103</b>
Open at end of year	<b>SF</b>					20	<b>20</b>
Closed during the year						3	<b>3</b>
Total number of SF services delivered during the year						<b>23</b>	<b>23</b>
Open at end of year	<b>SP</b>	12					<b>12</b>
Closed during the year		114	2				<b>116</b>
Total number of SP services delivered during the year		126	2				<b>128</b>

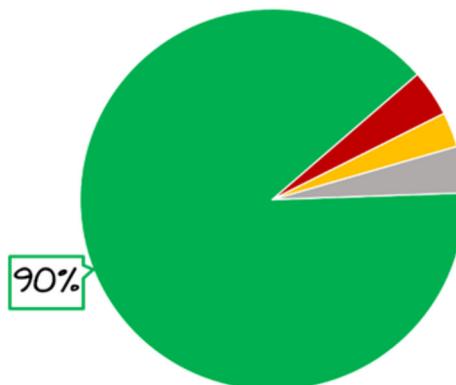
# Service user survey results

● Agree   
 ● Disagree   
 ● Neutral   
 ● Didn't answer   
 ● Commented

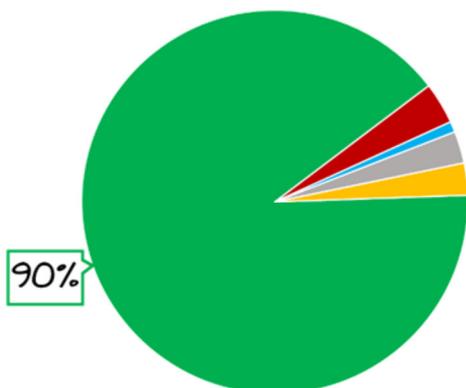
Wiltshire CIL took the time to understand my circumstances and my support needs



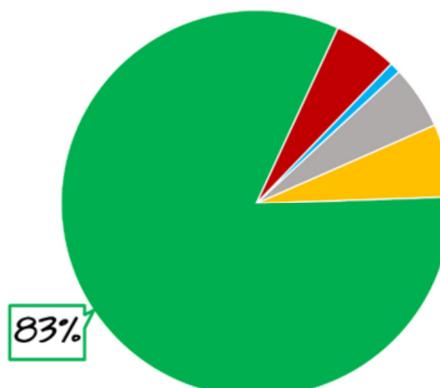
The advice I received was clear and easy to understand



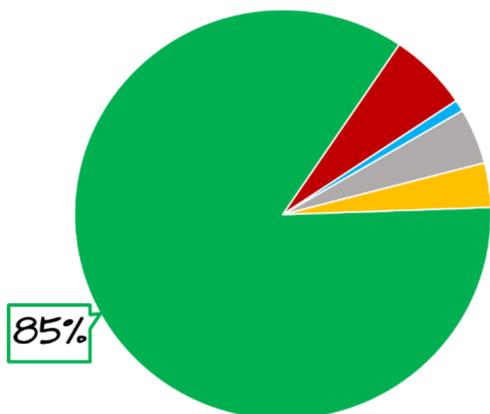
The support I received met my needs at that time



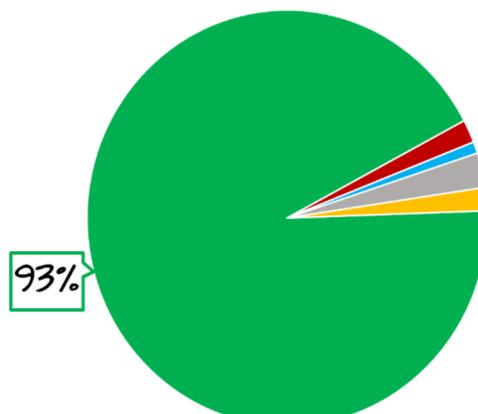
The written information I received was clear and easy to follow



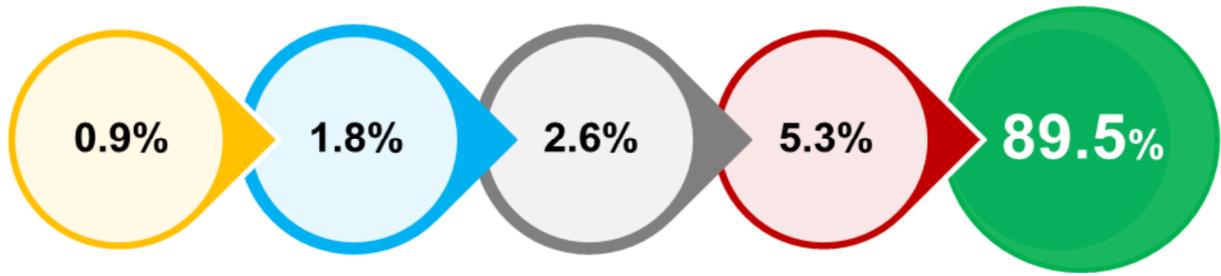
Wiltshire CIL are easy to contact and available to help me with queries when required



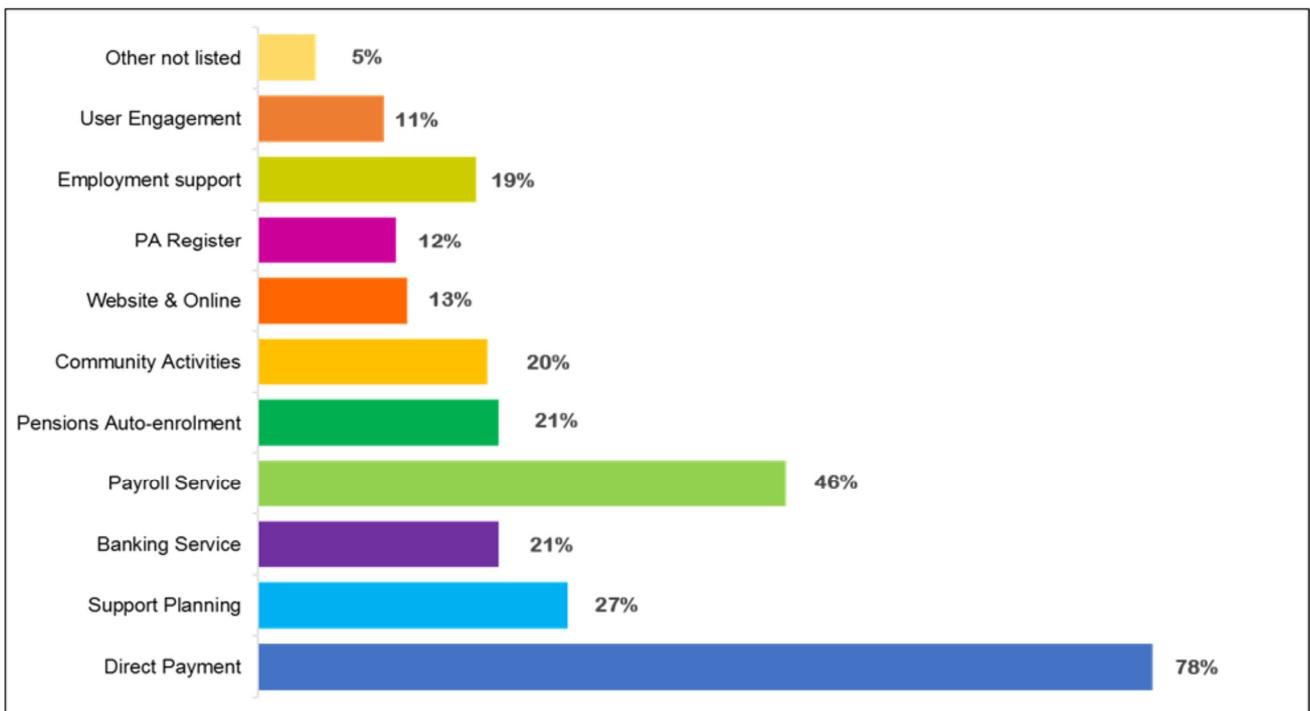
Wiltshire CIL staff are professional and treat me in a friendly and helpful manner



My overall experience of Wiltshire CIL in this 12 month period has been positive



Those surveyed reporting using the following services



*I have been very impressed with the whole service in general*

*Staff are always very helpful & professional*

*I am extremely grateful for all the help and support I receive*

*Simplified my life by being informative and helpful*

*Setting oneself up with appropriate DP employment procedures and policy is tricky and support from Wiltshire CIL is essential*

# Summary Statement of Accounts

## Statement of Financial Activities For the year ended 31st March 2019

	Notes	Unrestricted Funds	Restricted Funds	Total Funds		
		2019	2019	2019	2019	2018
		£	£	£	£	£
<b>Income from</b>						
Donations		-	-	-	-	-
Investment income		-	-	-	-	-
Activities to further the charity's objects:						
Grants and contracts		10,167	712,816	722,983	520,409	
Service delivery & other earned income		<u>10,192</u>	<u>-</u>	<u>10,192</u>	<u>1,044</u>	
<b>Total</b>		<u>20,359</u>	<u>712,816</u>	<u>733,175</u>	<u>521,453</u>	
<b>Expenditure on</b>						
Charitable activities	[2]	<u>14,895</u>	<u>595,772</u>	<u>610,667</u>	<u>502,480</u>	
<b>Total</b>		<u>14,895</u>	<u>595,772</u>	<u>610,667</u>	<u>502,480</u>	
Net [expenditure]/ income		5,464	117,044	122,508	18,973	
<b>Reconciliation of funds</b>						
Total funds brought forward		29,068	31,678	60,746	41,773	
Transfers between funds		<u>6,510</u>	<u>(6,510)</u>	<u>-</u>	<u>-</u>	
<b>Total funds carried forward</b>		<u><u>41,042</u></u>	<u><u>142,212</u></u>	<u><u>183,254</u></u>	<u><u>60,746</u></u>	

# Thank you to our funders

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Charity No. 1120611  
Company No. 5480761  
Vat Reg. 213891705**