

WILTSHIRE CENTRE FOR INDEPENDENT LIVING
ANNUAL REPORT & FINANCIAL STATEMENT
2019—2020



Working for choice, independence & lifestyle

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Direct Payment Team Leader

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HIU Connections Worker

Nicola Harris
PCN Connections Worker Devizes /Support Planner

Amanda Stuart (03/2020)
PCN Community Connector
Melksham & Bradford on Avon

Nichola Humpage (03/2020)
PCN Community Connector Trowbridge

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Dee McFadden
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Sadie McDonald (01/2020)
PCN Community Connector Calne

Francesca Brewer (03/2020)
PCN Community Connector
Chippenham, Corsham & Box

Chair's Foreword

You have to accept whatever comes and the only important thing is that you meet it with courage and the best you have to give. Eleanor Roosevelt

2020 will be a year that no-one who has lived through it will forget. Who would have thought the political challenges of recent years would have faded into the background as the world struggled to deal with the Covid-19 pandemic? New words entered our language and a different way of thinking and behaving was needed. So how did Wiltshire Centre for Independent Living respond to this? As you will read throughout this report, we were already on a firm footing continuing to run existing services such as the direct payments service but also taking on new exciting work which reflects our core values. Two new opportunities, working with High Intensity Users and developing a network of Community Connectors demonstrated our commitment to strength-based work. We had also been able to expand our offices, improving the working environment and allowing the organisation to use the space creatively for new activities. In March, as the world started to change, quick action was required and I cannot thank enough the whole team at Wiltshire CIL for their response. Their creativity, flexibility and a dogged determination to work in any way which made a better life for the people we support was outstanding. Funding was sought to provide laptops so that home working became the norm so that services could continue and different ways of working identified and implemented. Senior staff became involved in a whirl of numerous meetings and initiatives to help the many community responses to the pandemic.

It's early days but the value of strong communities must be one of the major areas of learning from recent months. Challenges that existed in the past which prevented people and organisations working together to meet community needs were largely overcome, and speedy responses were delivered. Even more significant was the springing up of a whole range of spontaneous community responses, demonstrating that communities really are the best place to determine what they need, and with relatively little resources. How we keep this ethos and build on this is the new challenge, but one that Wiltshire CIL is more than able to rise to.

For disabled people the pandemic has brought many challenges, as the effects of lockdown impacted on them severely. Whilst many offers of help were appreciated it also created a sense of dependency, with language such as 'vulnerable' being constantly applied to people who greatly value their independence. Fears about increased risk of catching and succumbing to Covid 19, and to whether they would have access to life saving treatment also added to their concerns, and the sense of isolation and loneliness from not being able to 'just say hello to people' compounded the isolation that for many is a daily reality. Working to support people to return to a new way of living the life they want, in their community, will continue to be what Wiltshire CIL does, and does well. On a positive note, new ways of working adopted during the pandemic, such as home working and teleconferencing will hopefully create opportunities for different ways of working and involvement for people with disabilities.

As I write this report we are coming out of lockdown and looking at what the 'new normal' will be. This is the time for WCIL to do best what it has always done and support people in their community to achieve what is important to them. I cannot thank enough the work of the whole team at Wiltshire CIL, led by Geraldine, whose clear analytical thinking, flexibility, hard work and determination have helped WCIL respond so magnificently. Thanks, and appreciation also goes to our partners in all sectors for sharing our values and working closely with us. I would like also to thank my fellow trustees for their insight and commitment. I hope we can all meet again soon in person and carry on with both courage and giving the best we can give.



Sue Denmark
Chair

Chief Executive Officer's Comments

The year 2019 - 2020 started much like others at Wiltshire CIL, exciting plans being made, and new opportunities anticipated. With the completion of some excellent projects including ImaYDiT which was a huge success, we learned much and had plans to continue to develop the platform for young disabled people to have a voice in their own futures.

Wiltshire CIL developed the role of Support Planning within the Direct Payment contract. The Support Planning team, led by Mary Reed, produced excellent examples of how they encouraged people to live their life through the direct payment funds and truly embraced the motto of 'a life, not a service' when supporting people. They initiated the strengths-based conversations with people to think through all the possibilities available when making their individual plans, to include local resources, family, friends and community, in order to live that good life. We were, therefore, disappointed when we were informed that Wiltshire Council were taking the role of support planning in-house next year, but we worked together to support a positive transition.

New opportunities opened to work with Wiltshire CCG and with the Primary Care Networks and we were delighted to secure contracts with both to develop the strengths-based approach within new work streams of High Intensity Users and Community Connections (Social Prescribing). We were also delighted to recruit a number of new Community Connectors, who brought an array of individual strength and expertise to add to our already successfully dynamic teams.

Make Someone Welcome was hugely popular with many groups, clubs and businesses signing up to the campaign. We were on a roll with community development and the User Engagement Team were on fire with their Knowledge Cafes being an important aspect of how people were able to contribute to plans and ideas to bring to partners in the public sector. All the hard work for this year is well documented in the pages of this annual report and it is great to read the many stories and examples along with the numbers of people supported in the year. At Wiltshire CIL we aim to create a platform to support people to be the best they can be and we trust them to get it right and know what is best for themselves.

2020 will be indelibly marked by the onslaught of the unprecedented effects of the COVID-19 pandemic. It became increasingly clear at the start of March that there would be difficult times ahead and we had to quickly put in place new measures to ensure staff safety while at the same time ensuring we continued to offer a service to the people that we support. It was important now more than ever that this support was in place and remained accessible. Together with my dependable senior management team we were able to swiftly arrange the necessary procedures to comply with new working legislation during COVID.

We all soon learned the real impact of a pandemic, already an experience many disabled people have - lack of independence or autonomy. We learned new expressions like 'Zoom', 'PPE' and 'furloughing', the latter thankfully not needed for Wiltshire CIL staff. The DP team, led by Caroline Finch, had to quickly learn to navigate this complicated and previously unknown mine field of furloughing and Job Retention Schemes. All credit is due to them as they admirably supported PA's through this process to ensure individual employers maintained their packages of care through this difficult period.

Through our daily contact with people we recognised that the lockdown was having a major impact and wanted to understand in more detail how it was affecting them and how we could better support. We produced a rapid overview survey of how people were managing based on a one-

week snapshot. The findings informed us that people are resilient and resourceful, overcoming the practical challenges that the lockdown presented in innovative ways but with the valued support of their families. Despite major local community initiatives, it was clear some people do not feel able, or did not wish to, reach out to volunteers or neighbours outside of their close family circles. People do not wish to be seen as vulnerable or needy!

The survey showed the value of family based on strong relationships and mutual value and we want to better understand how this support works for people so that we might be able to build on this to offer support that is welcomed and useful in the future. As an organisation we massively value the power of community, however, we have been concerned about the use of the term 'vulnerable', as people do not always self-identify with this. The future direction needs to be driven by people with lived experience. There is an opportunity to work with the public sector to build on the strengths of local communities but more importantly, to learn from the experiences of people in receipt of services who continue to find innovative ways of surviving lockdown. By listening to the voices of those deemed 'vulnerable' and for them to take the lead in finding solutions without 'professionalising' their experiences. These are the opportunities we will embrace in the coming 12 months, to ensure the voice of people we support remains paramount in all we do.

Initially in COVID-19, the public sector response was quite rightly reactive to the needs of local people, wanting to quickly put support structures in place. We were part of the Community Resilience and Neighbourhood Cells led by Wiltshire Council to respond and ensure people did not fall through the net but were supported where needed. This was a hugely successful partnership response, regardless of organisational parameters. We have worked effectively and responsively with our committed VSC group – we meet weekly through this unprecedented time to offer mutual support, resources and expertise. I want to thank them all for this invaluable collaboration and support of each other. My thanks to Wiltshire CIL Board of Trustees, ably led by Sue Denmark, for their support to me.

My thanks to the many service users we worked with this year, it has been an incredibly difficult time for everyone but none more so than those people who have genuinely weathered a very difficult and personal storm.

Finally, I want to acknowledge the huge contribution the staff at Wiltshire CIL have put in to supporting people. They have all continued to work through the lockdown. The Admin team, led by Polly, came into the office daily, to ensure they could dispense PPE to direct payment employers and their PA's. They did not have to do this, they chose to. I know from the many people who have contacted us how grateful they have been for all the support they received from the incredibly dedicated staff. It is my privilege to work with you all. I thank you.

As an organisation Wiltshire CIL has long advocated community connection and inspiring small acts of kindness as a way of supporting people to be included in their local community. The pandemic has emphasised the human touch approach through the unprecedented response of local people, who took the time to get to know their neighbours and naturally adopt those acts of kindness, there is now an opportunity to embrace this as a natural strengths and asset based approach to truly embed this support in all we do. After all, it is not rocket science!



Geraldine Bentley
Chief Executive Officer

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.**
- ▶ **We are values led and believe in the power of people and communities.**

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.**
- ▶ **We support and celebrate the growth of inclusive communities.**

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.**
- ▶ **We work in partnership with other voluntary sector organisations and with health and social care locally.**

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.**

2. Extra Care Consultation: We visited 8 Sheltered Housing Schemes across Wiltshire and spoke to 63 people. We asked the residents:

- What is important to you?
- What support do you have at home? Who from?
- What support do you have to access the community? Who from?
- Thinking about the future - how would this be different?
- Any other comments on support?

The housing support providers for the sheltered housing schemes were due to be retendered and Wiltshire Council wanted to understand the support that they were providing to the schemes.

From this short piece of work, it was apparent that there are huge disparities between the support provided and this varies depending on who the support provider is, who the member of support staff is and who the housing provider is.

3. Extra Care Housing Consultation: The User Engagement Team supported residents of Extra Care Housing to complete a questionnaire that Wiltshire Council had sent out that looked at their support needs, in particular night-time support needs.

4. On-Going work: We have been working with Wiltshire Council to look at the accessibility of their materials and website in relation to Your Care Your Support (YCYS) and the Good Lives Alliance. This has included consulting with people about easy read documents they have produced, wording and terminology used on the YCYS website and the new logo for the Good Lives Alliance.

ListenUp Wiltshire

ListenUp Wiltshire is a campaign to educate our communities about how they can become more accessible and inclusive. It is a positive campaign that amplifies the voices of disabled people and supports actions that bring about change in the community.

It starts with one simple question: what would you tell Wiltshire?

We primarily use social media & public events to share our messages and campaigns. We have a new Instagram page - @listenupwilts which has an ever growing following, reaching 168 followers within 7 months. Including local and national followers throughout the disability world.

We have celebrated Neighbours Working for Neighbours at Tintern Court in Salisbury by making a video to celebrate the kind things they do for each other to make their neighbourhood a great place to live. We have worked with the Autism Forums to make a video about how supermarkets can be more inclusive and promote a better shopping experience for people. We also celebrated International Women's Day, World Autism Day and International Wheelchair Day.



Neighbours for Neighbours

The residents of Tintern Court wanted to create a campaign to share some of the ways they are good neighbours. They hope that it will encourage people to think about their own neighbours and create more positive communities.



Listen // Act // Change



Inclusive Supermarkets

We have been working with Morrisons, Deves to help them become a more inclusive supermarket. We have worked with local people with a range of disabilities to create a practical guide to inclusive supermarkets



Listen // Act // Change

We are working on projects with the HeadSmart Group from Salisbury Headway to raise awareness on the challenges of crossing the road when you have a brain injury. We are working with Morrisons in Devizes on becoming an inclusive supermarket; as part of this piece of work we are working with a group of people to produce an inclusive supermarkets toolkit. Other projects included invisible disabilities exist campaign, renting for all and pavements are for people.

Autism Board & Forums

The UE Team facilitates the Wiltshire Autism Board which meets 4 times a year. The momentum of the board has increased over the past year; each meeting is now regularly attended by 15 people who represent a mixture of people with lived experience, representatives from the Autism Forums, parent carers, the local authority, NHS, business and the voluntary sector.

The board meetings have purpose and direction and are moving towards a model of having more focus groups to work on key themes and strands. The meetings have a workshop approach so that work is done and carried through by the Board.

The boards function is to have an overview of the three work strands – awareness, life skills and employment. It decides what strand to focus on and who will be in a focus group for that topic. The Board members support the work of the focus groups and shares the work with their contacts. The board continues to work alongside Wiltshire Council to input into their developments e.g. on the Autism Strategy.

The minutes of the Board Meeting are now produced in an informative newsletter that captures everything that was discussed at each meeting and details of who has committed to carrying out actions in-between meetings.

To compliment the Board Meetings and the newsletter there is also now a Wiltshire Autism Board Facebook page. This is a private group with 46 members.

The Autism Forums meet regularly and have developed into meeting in various places within the community rather than in a meeting room. The Forums have been working on and producing some great stuff. This has included looking at which shops in their local areas demonstrate great Autism awareness. The Forums developed a thank you card to give these shops and to raise awareness of good practice. The Forums have also looked at Safe Places and the key priorities for the Autism Board.

Using the information, thoughts and ideas from the Forums the UE Team have been to meet with two Job Centre Plus Teams to talk to them about Autism awareness. Two members of the Forum are also due to present an Autism Awareness session to Wessex Water staff, this has temporarily been put on hold during the Covid-19 pandemic.



Learning Disability Partnership Board



The Learning Disability Partnership Board now takes the form of a knowledge café, we hold 4 cafes a year, with each attracting the maximum number of 50 people for each café. The cafés are attended by a mixture of people, almost half of those who attend have a learning disability and the other half are made up of parent carers and professionals from the statutory, voluntary and private sector.

Themes for the Knowledge Cafes included how we best support people with a learning disability to live a good life in their community, positive inclusion – what this means and looks like and how we achieve this. The next Knowledge Café will focus on 'Work' — what is work, why it is important, what we have to offer and what will help us achieve our work goals and dreams.

The content of each Knowledge Café is designed and put together by the Knowledge Café Focus Group. They use what has been produced at the previous Knowledge Café to choose the theme for the next, work out what we want to achieve from the café and they then design the activities that will take place at the café. The Focus Group has lots of fun creative ideas for the knowledge cafes, with interactive activities such as the A—Z of inclusion, what is good and poor about 'Where I live' and 'What is my good life'



The photo shows some of the members of the Focus Group.

The Focus Group will be using all the information gathered at the Knowledge Cafes to produce information videos and resources that can be used by everyone in Wiltshire in order to help make our communities work better for us.

All of the information that is gathered at the Knowledge Cafes is put together in a newsletter which is sent out to all of those who attended and is also available on our Wiltshire CIL website.



SpeakUp Wiltshire

SpeakUp Wiltshire is a group of 4 people with lived experience. They all have a passion and interest in discussing issues related to Health and Social Care that affect disabled people living in Wiltshire. Offering suggestions and ideas about how things can be changed, improved or done differently.



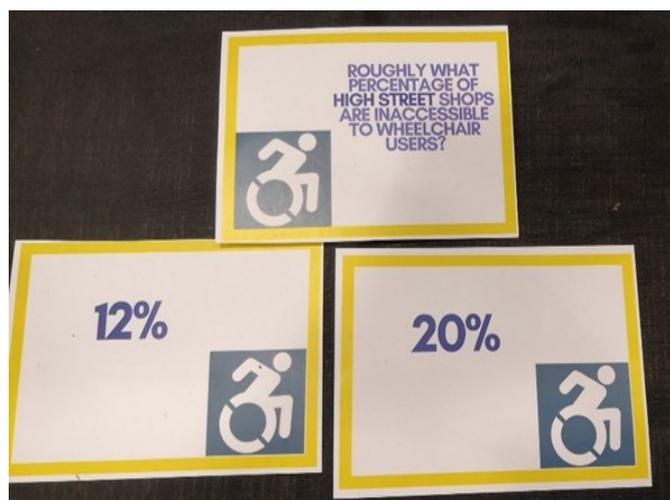
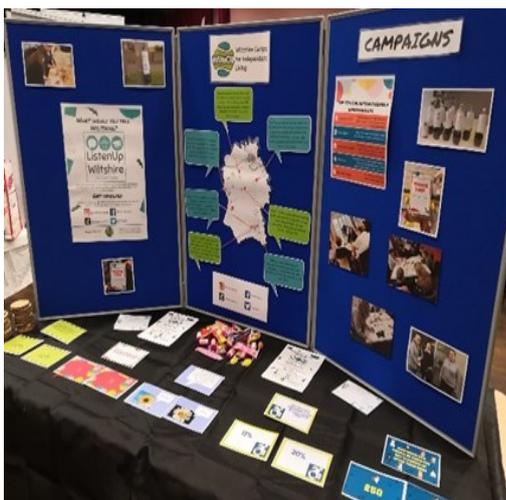
The members of SpeakUp Wiltshire went through an application and selection process to be part of the group and they all volunteer.

Since forming at the end of 2019 SpeakUp Wiltshire have met three times, they have changed their names from the Personalisation Board to SpeakUp Wiltshire, they look at the issues that affect people with lived experience.

SpeakUp Wiltshire chose 'what is disability' as their first campaign as they want to go right back to basics raising awareness that disability can be many different things, some of which are not visible. They feel there is a lack of understanding and awareness about disability and this is a good starting block for them to then go on and develop further campaigns.

Events

The User Engagement Team have had a busy 12 months attending and holding information stands at various events throughout Wiltshire. These have ranged from attending the Disability Confident event in Melksham to the Big Get Together in Chippenham, the Learning Disability event in Salisbury and most recently the Malmesbury Community Day and Celebrating Trowbridge events.



In total they have attended **35** community events and engaged with **850** people at those events.

When attending community events, we make our stand interactive and fun. We showcase the ListenUp Wiltshire campaign asking those attending 'What would you tell Wiltshire?' This generates a great discussion and we get some great answers and ideas ranging from how great peoples communities are to how more needs to be done to make highstreets accessible.

UWE Robotics Project



This year we facilitated a group of 5 students from Fairfield Farm College to attend and take part in a series of Knowledge Cafes at the University of West England (UWE). We received the Youth Social Action #iwill funding to support this work, facilitated by Wiltshire Community Foundation.

The Knowledge Cafes have been looking at how robotics and new technologies can support disability rights now and into the future. The students from Fairfield Farm have joined a co-production research team to explore this question.

The students looked at different types of robotic technologies including driverless cars, new forms of connectivity such as smart phones and telepresence robots, new working patterns like working from home or cafes, and new forms of social mixing through internet groups.

All of the students receive a UWE Certificate for being a co-researcher for taking part in this project. The project will also produce an easy to read story and an article with key messages and priority questions for more research.

The students met Pepper the robot. They had mixed emotions about robots before meeting it. They felt excited and anxious at the same time, but after meeting Pepper the students were looking forward to meeting more robots. They also had some suggestions about what they would find a robot like Pepper useful for and how they would use such a robot:

- To give reminders to do things
- Could talk you through recipes
- Assist you with washing up and cleaning
- To help me tidy my room
- To remind me to pick up my socks
- To help me with my spellings
- To help me put my clothes away



Mental Health Training Evaluation



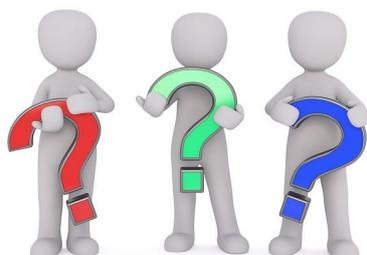
Health Education England (HEE) funded Age UK Wiltshire to host training course to provide workers with free mental health training and enable a small number of individuals to train as Mental Health First Aid Instructors across the BaNES, Swindon and Wiltshire STP. To evaluate and analyse what the participants gained from the training the User Engagement Team hosted and facilitated 4 Knowledge Cafés, 3 with people who had attended the short mental health training courses and one with the people who had been trained as Mental Health First Aiders.

People attending were asked to apply the knowledge that they had gained from attending the mental health training based on 5 different scenarios. The findings of can be distilled into 3 key messages:

Educate
Prevent
Conversation & Listen

These were passionate messages and the belief is if people are educated and have a better understanding of mental health, then communities would have a better understanding of how individuals can be supported. The simple message is to get the discussion started!

The Knowledge Café centred on 3 themes:



Why ? What ? How ?

We looked at challenges so that we could understand their experiences of the training and its impact. We also looked at two case studies. This generated lively discussion and it was concluded that overall, the benefits that the Instructors and the organisations for which they work gained from attending the course is significant. Especially, as more and more time is spent supporting people with mental health problems in their workplaces. Therefore, the more people who are aware of and know how to support the people they work with who are experiencing mental health issues, the better.

Safeguarding Reference Group

The User Engagement Team facilitate the Safeguarding Reference Group that feeds into the Wiltshire Safeguarding Adult Board; we also facilitate the two reps from the Reference Group attending the board meeting. The Safeguarding Reference Group meets 4 times a year and the Wiltshire Safeguarding Adults Board meets twice a year.



Currently we are working with service users to reshape and further develop the Reference Group so that the voice of those with lived experience is central to the work that it does and it is able to effectively represent the voice of those with lived experience at the Wiltshire Safeguarding Adults Board.

Covid-19

During the Covid-19 pandemic the UE Team have been providing resources and information to Wiltshire residents about how to get through and support each other in this difficult time.



We have spent a lot of time researching and finding out about the many creative and wonderful ways in which communities and neighbourhoods have been pulling together to support those who have been self-isolating or are vulnerable within their communities.

Details of all of the wonderful things that we have found going on in Wiltshire has been compiled by the User Engagement Team and regularly sent to Wiltshire Council to be included in their Community Groups Directory.

We produced an information video about Covid-19 called Stay Away ~ Stay Calm ~ Stay Connected. This has also been complemented by a video and poster series called Coronavirus Explained, where we have focused on various topics such as:

- Isolation & Social Distancing
- Top Tips for Creating New Routines
- Social Distancing & Leaving the House
- Social Distancing – How big is 2 meters?
- How to Manage my Health
- What Should I do if I Feel Ill?

The videos and posters have all been shared on Face Book, Twitter and Instagram as well as with Wiltshire Council.



We published a weekly post on social media called 'What Shall I Do This Week?' giving people lots of ideas on things to do to beat boredom and isolation whilst on lockdown and sharing links to some of the great things that are happening. This has included online jigsaw puzzles from an Art Gallery, sponsored virtual walks, making a home-made bubble blower, writing a letter to a neighbour or friend, learning British Sign Language online or joining in with live workouts with British Blind Sport.

In order to promote peoples wellbeing, we have produced '5 Ways to Wellbeing Activities' giving people simple, easy to do ideas to help promote wellbeing from connecting to friends or family to keep the mind active by playing games.

We have kept in regular contact with those who we support by providing welfare calls, more than anything the people we have contacted enjoy having a friendly chat with someone a few times a week and we have put them in touch with some of the community groups we come across or suggested activities to keep them busy and occupied at home.



To gauge the affects that Covid-19 is having on people the UE Team launched an online survey using Survey Monkey to look at its impact. We looked at access to and provision of food shopping, the impact on care arrangements, the impact on mental wellbeing and loneliness. We also asked what the one thing is that people found really difficult during this time. The full report and findings will be published in May 2020.



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.

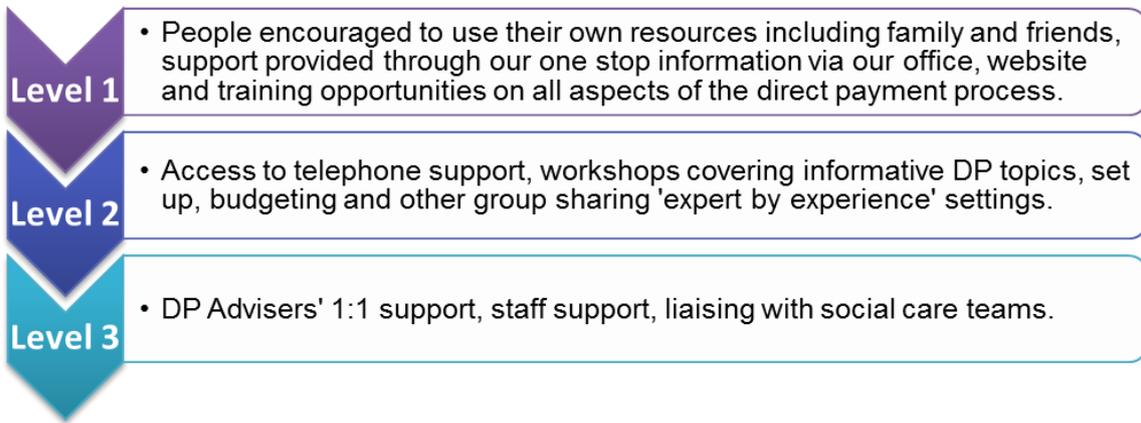
All referrals are allocated to a DPA who will support the individual as follows:

- 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.

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 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:



Statistical Information: Direct Payment Support Service 1st April 2019—31st March 2020

Total number of customers with at least one service open at the beginning of the period:

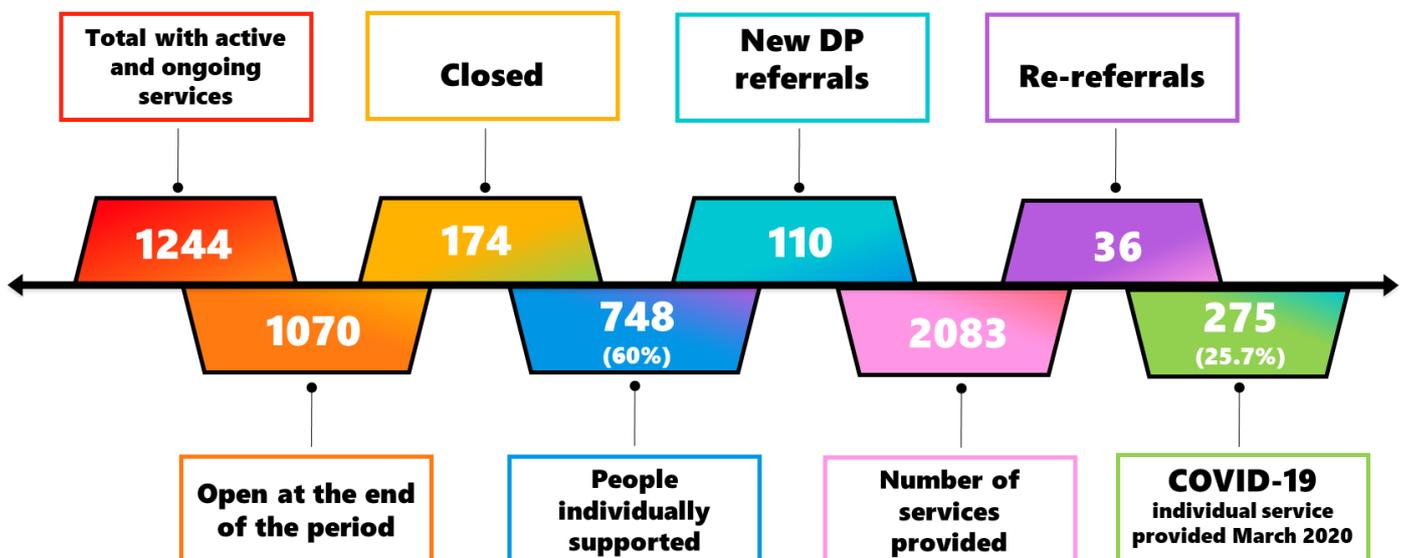


Total number of customers with at least one service open at the end of the period:



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

ADULTS

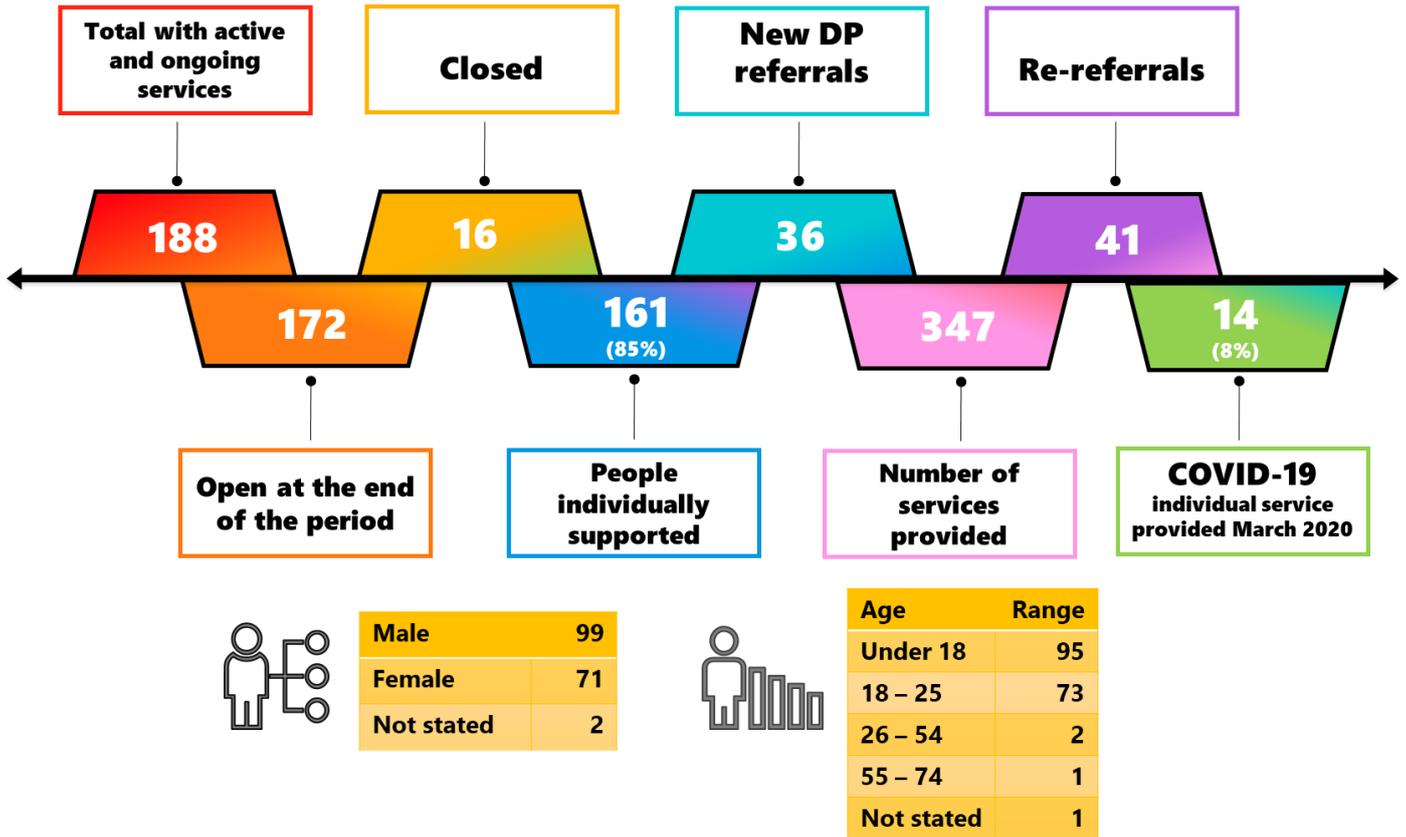


Male	386
Female	683
Not stated	1

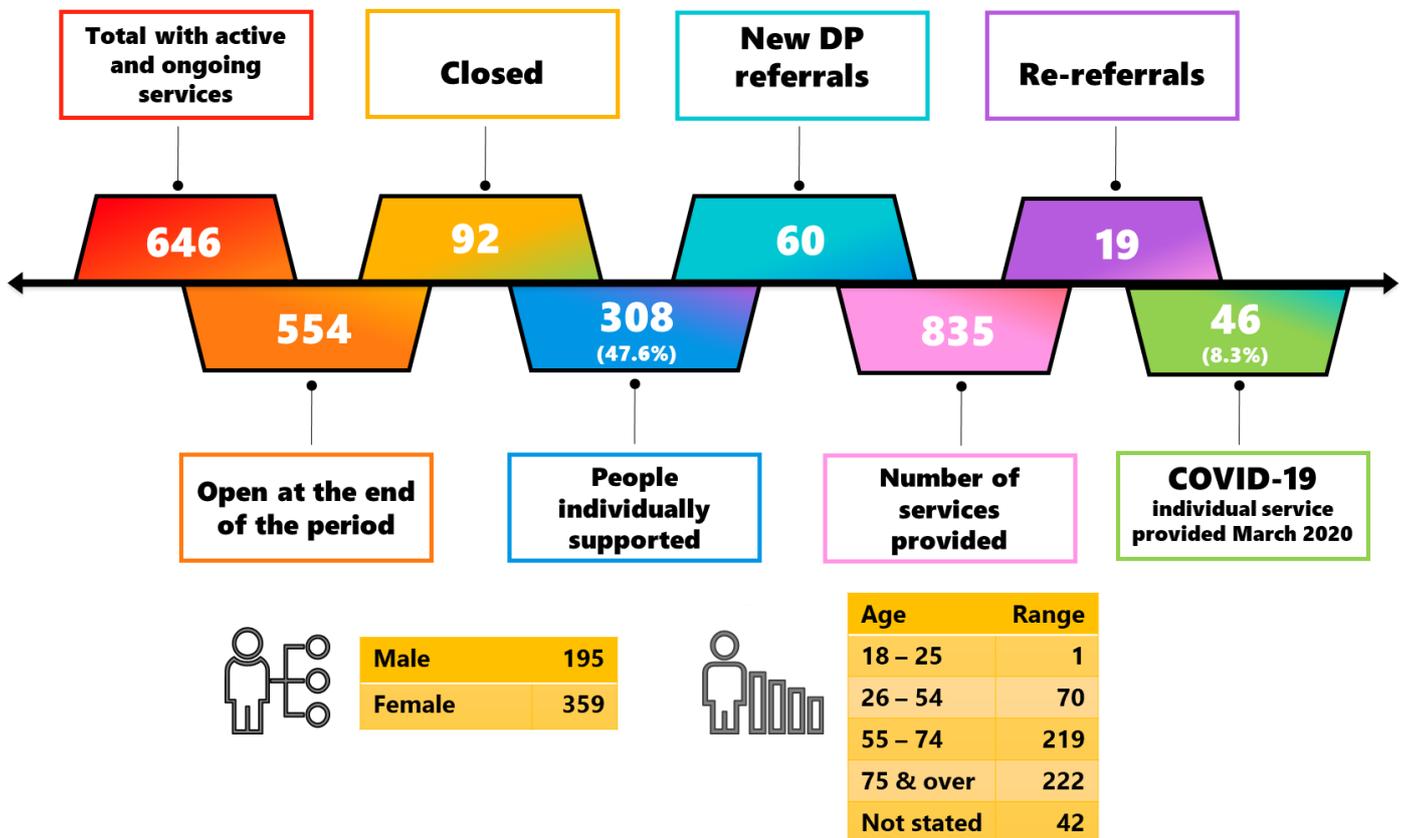


Age	Range
18 – 25	47
26 – 54	320
55 – 74	218
75 & over	444
Not stated	41

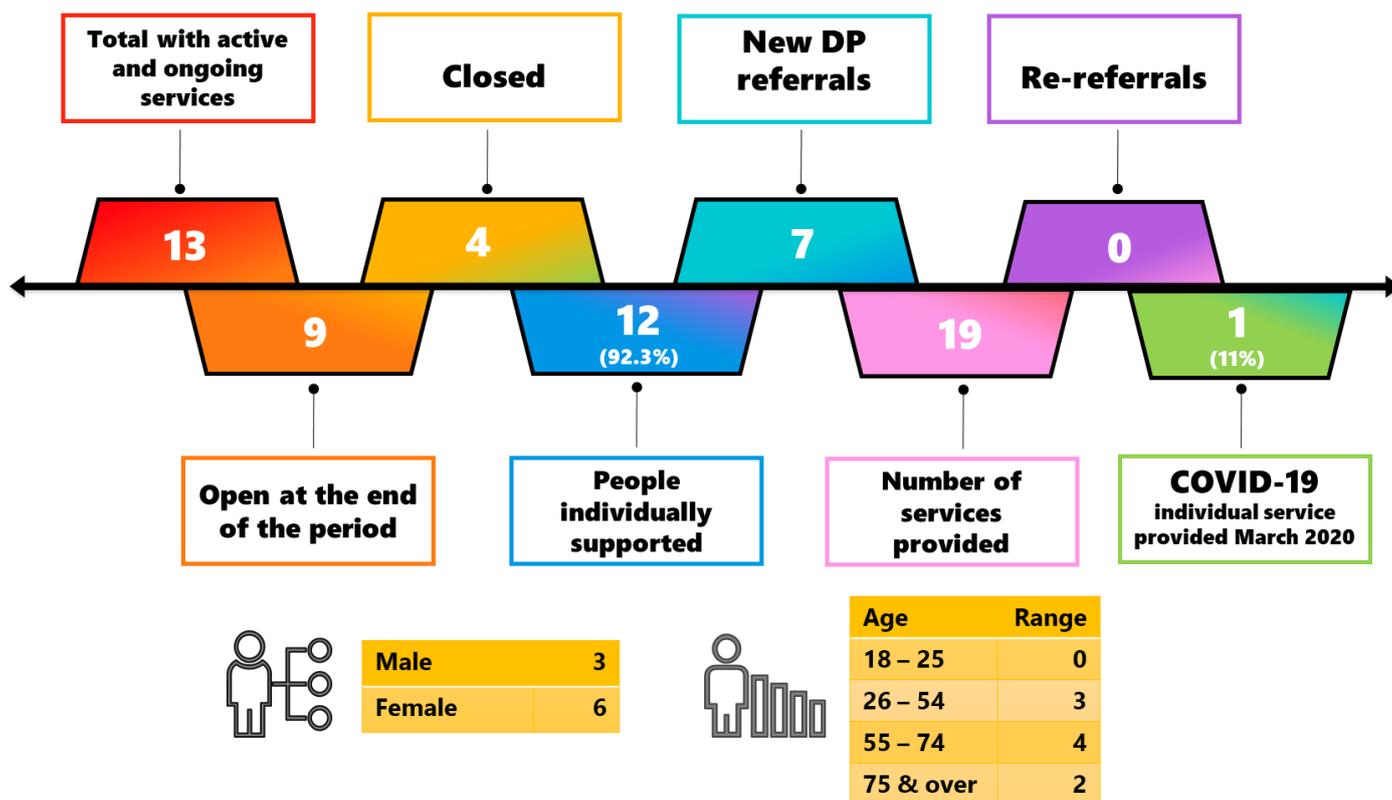
CHILDREN & FAMILIES



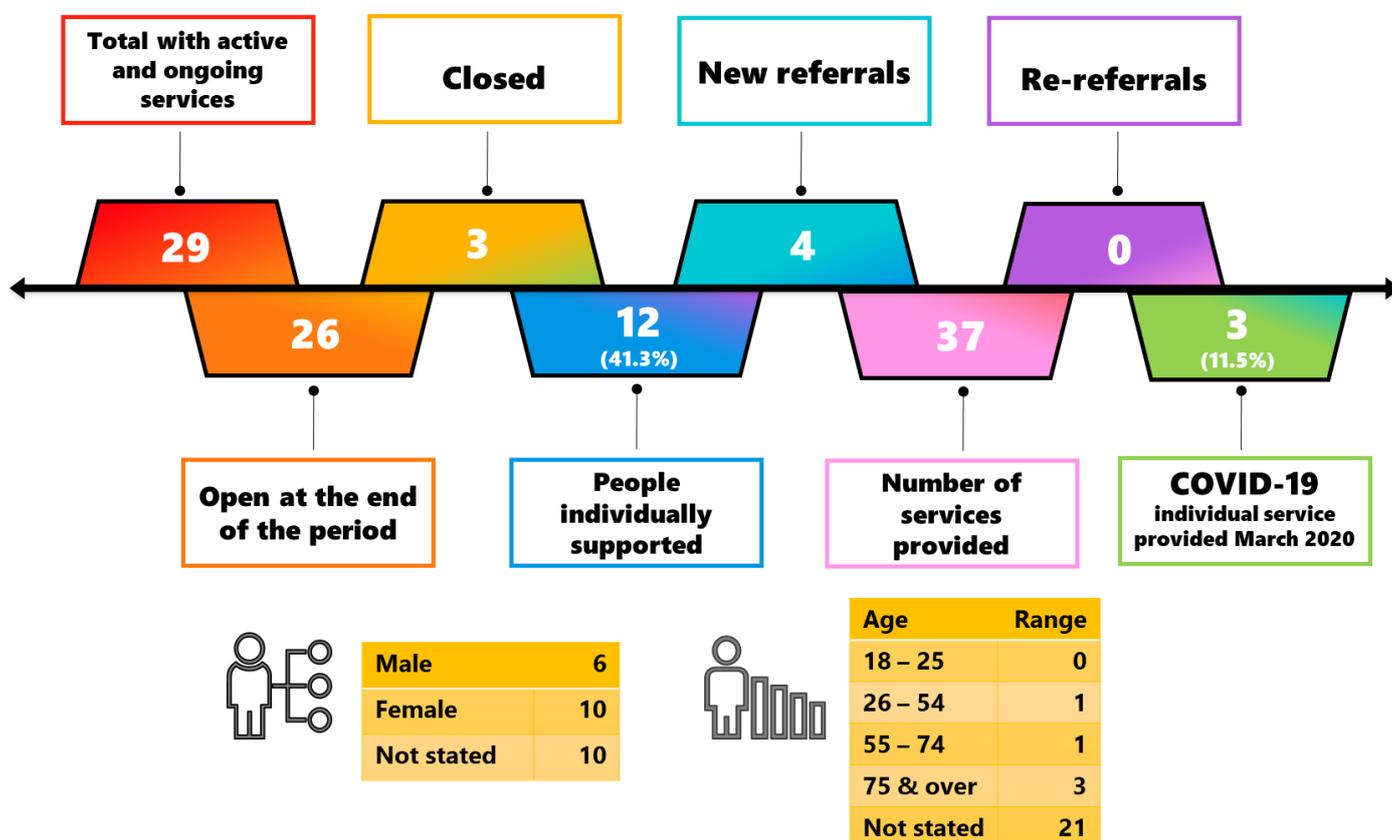
CARERS



ADULTS/CARERS



SELF FUNDERS



CLIENT CLOSURES During the period	Adults	Children	Carers	Adults/Carers	Self Funders	TOTAL
Clients closed	174	16	92	4	3	289
Services closed	269	38	110	6	5	428
Time taken	228 hrs	15 hrs	52 hrs	2 hrs	1 hr	298 hrs

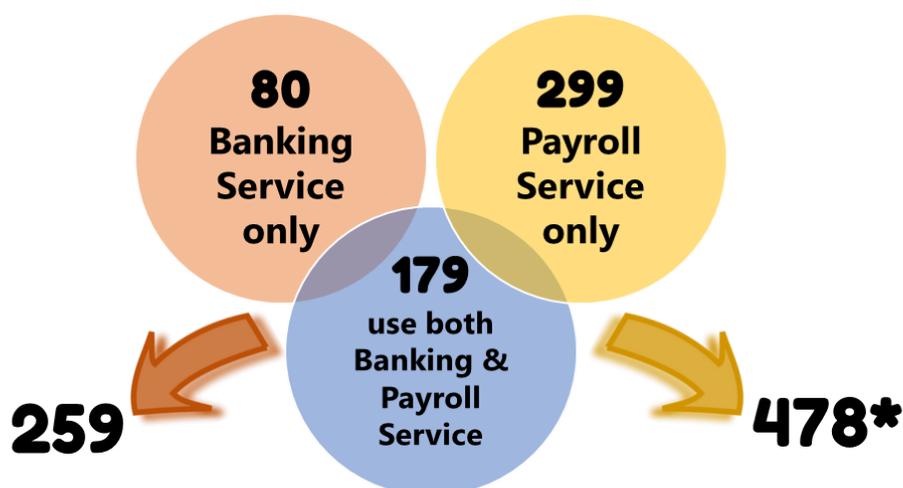
42.5 working days

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

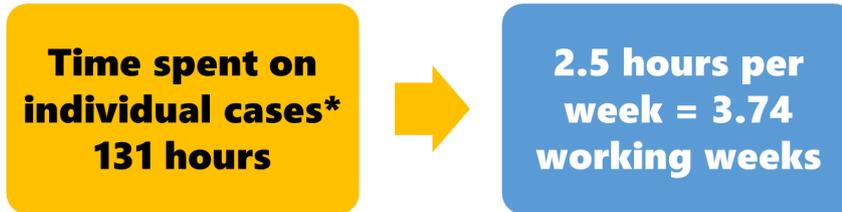
BANKING SERVICE	Adults	Children	Carers	Adults/Carers	Self Funders	TOTAL
Open at end of period	191	27	39	1	1	259
Closed during the period	45	7	12	1	0	65
Total number of banking services delivered during the period	236	34	51	2	1	324

PAYROLL SERVICE	Adults	Children	Carers	Adults/Carers	Self Funders	TOTAL
Open at end of period	287	92	92	2	5	478
Closed during the period	48	11	31	1	0	91
Total number of payroll services delivered during the period	335	103	123	3	5	569



*** 478 individual employers, employing 921 Personal Assistants**

Workplace Pensions



*This does not include time spent producing a pension assessment with every employer's payroll run.

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. A financial review was undertaken of client's accounts—we liaised 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.

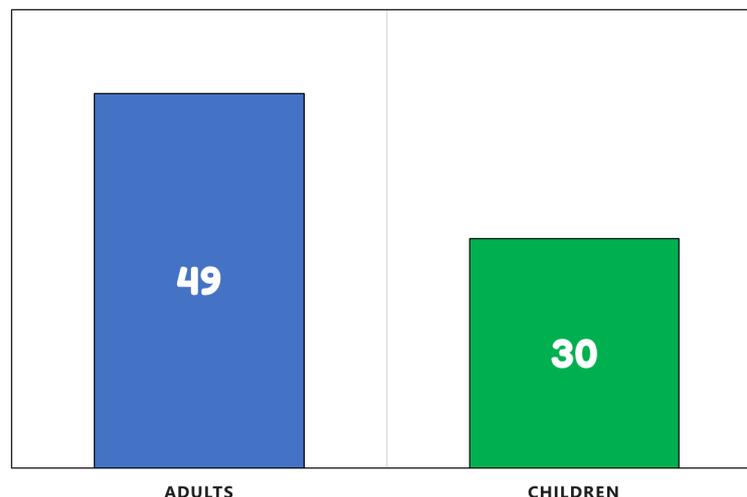
During the period December 2019—March 2020 the following excess funds were returned to the council:

£ 86,984

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 Salisbury, Trowbridge and Chippenham council offices, as well as the Wiltshire CIL offices in Devizes.

A total of 79 DBS checks were processed during this period



Support Planning

Wiltshire Council took the decision to take Support Planning in house as part of the Adult Social Care transformation plans with affect from April 2020. This has meant that throughout the year we saw a marked decline in referrals for the Support Planning service as Wiltshire Council staff completed the support plan as part of the assessment process.

Throughout this year we continued with our offer to do a home visit, as well as providing a telephone support service. Due to our reduced role in the support planning process home visits were often declined and those that did take place were short in nature.

Our input into support planning was confirming what hours were needed and how they would be used, and there was less opportunity to work with the person to identify their outcomes and ways of meeting them.

We were able to support the Direct Payments team and encourage social care staff to make referrals to the advisor so that they could directly support the person with set up of the direct payment.

We have valued the opportunity to develop and deliver a Support Planning service, which has been based on a strengths-based approach using a co-produced support plan and conversation guide. We have been proud of the support plans we were able to support people to produce; enabling them to explore and plan how they could live a good life of their choosing. Our Support Planners have used the principles of person-centred support and strengths-based ways of working to develop their own practice which will be transferred to their new roles within the organisation.

	Adults	Adult/ Carers	Carers	C&F	Self Funders	Total
Open at end of year	0	0	0	0	0	0
Closed during the year	53	0	2	0	1	56
Total number of SP services delivered	53	0	2	0	1	56

Overall figures for the whole DP contract

DP	SP	BK	PR	CA	SF
Direct Payment advice & support	Support Planning	Banking Service	Payroll Service	Community Access	Self Funders support

**During the period 1st April 2019—31st March 2020,
we supported 2,120 people with 3,321 separate services**

		Adults	Adult/ Carers	Carers	C&F	Self Funders	Total
Number of people							
Open at end of year		1070	9	554	172	26	1831
Closed during the year		174	4	92	16	3	289
Total number of people in receipt of WCIL services		1244	13	646	188	29	2120
Total number of people individually supported		748	12	308	161	12	1241
Services delivered							
Open at the end of the year		1814	13	725	309	32	2893
Closed during the year		269	6	110	38	5	428
Total number of services provided during the year		2083	19	835	347	37	3321
Open at end of year	DP	1007	9	547	160	0	1723
Closed during the year		167	4	67	20	0	258
Total number of DP services delivered		1174	13	614	180	0	1981
Open at end of year	BK	191	1	39	27	2	260
Closed during the year		45	1	12	7	0	65
Total number of BK services delivered		236	2	51	34	2	325
Open at end of year	PR	287	2	92	92	5	478
Closed during the year		48	1	31	11	0	91
Total number of PR services delivered		335	3	123	103	5	569
Open at end of year	CA	54	0	1	8	3	66
Closed during the year		8	0	0	0	1	9
Total number of CA services delivered		62	0	1	8	4	75
Open at end of year	SF					20	20
Closed during the year						1	1
Total number of SF services delivered						21	21
Open at end of year	SP	0	0	0	0	0	0
Closed during the year		53	0	2	0	1	56
Total number of SP services delivered		53	0	2	0	1	56
COVID-19 individual service provided March 2020		275	1	46	14	3	339

PA Register & Development Work

PA Recruitment

We continue to support employers with advertisements through findajob.dwp.gov.uk, job boards and have produced printed postcards to enable employers to post vacancies locally. New for this year is the Proud to Care Wiltshire site which enables employers to advertise vacancies within the local area. We have put a blanket advertisement on this site with a link to our PA Register. The new Personal Assistant Job Description template has proved to be a success as it enables employers to add more detail about the support that they need to enable them to live well.

The PA Development Worker attended an employability jobs fair organised by Wiltshire Council in Trowbridge in October. Whilst it did not result in new recruits for PA's it was a useful event to promote our service. PA recruitment is still high on our agenda and support is provided to employers to enable them to self-sufficiently recruit.

People supported with recruitment during the period



The numbers are slightly down on previous year, but more people are using the PA Register and recruiting for themselves. This demonstrates one of our stated aims - to support people to live independently.

Recruitment Development

To help with recruitment, this year for the first time we ran a training event for potential PAs, to enable people thinking about working in the sector to find out a little more about the role of a Personal Assistant. We advertised the 'free training events on face-book locally in Devizes. We ran the event with 6 potential PA's who all registered on our PA Register. The feedback from the event is outlined below, this has encouraged us to seek funding to run further sessions in other areas in 2020.

What was most useful?

- Having the role explained – what was covered within the course. Subject was very informative. Being made very comfortable in a small group to ask questions and all 'interacted'. Finding out what the job entails and what can happen. Training courses etc.
- I think all that we covered was useful and plenty of time to ask questions and to bring our own experiences into the conversation.
- PA Register
- Being able to ask questions

Would you recommend this course to colleagues?

- Yes, it helps you understand what you need to do. How to keep up to date with websites and tools available.
- Yes, very informative and good to attend if you are unsure about a career in this area.
- Yes, PA Register, learn about jobs and filling in forms.
- I would recommend to friends looking to do similar roles.

Any other comments

- Excellent, very pleased I attended and I look forward to reading up more and applying and registering. Thank you for the opportunity.
- Thank you for a good morning.
- Facilitator was very good. Easy to understand. More training courses would be good.

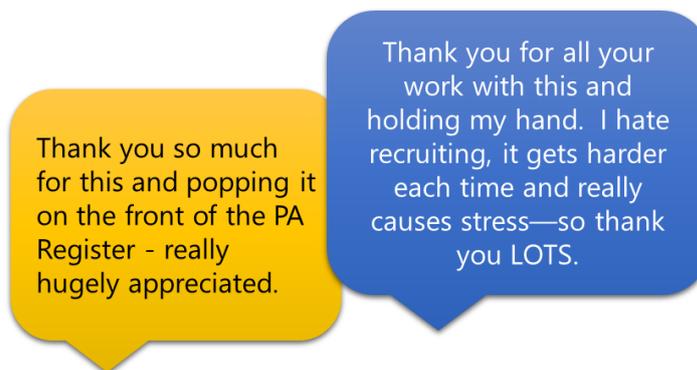
PA Register

In December a short information film was made with the support of User Engagement and one of our employees with her PA. This has now been embedded into the front page of the PA Register and we have received excellent feedback.

We are continuing to work with the developers on use of the Personal Assistant (PA) Register for Wiltshire. The website enables employers or potential employers of PAs to recruit, but also potential PA to view vacancies. The site acts as a matching tool whereby searching and making contact works both ways. We are constantly looking at ways to make this easier to use by a sort function.

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

The new Vacancy Board on the home page was added 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. The vacancies on the new Vacancy Board are given a unique reference number and we at 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 feedback received using this new function are shown below:



We continue to actively promote the use of the PA Register and numbers making use of the service are increasing. The use of face-book has proved an extra useful tool as we can support people to advertise on local community pages, we are happy to act as the point of contact for these. The numbers using the PA Register and are registered at 31st March 2020 is shown below.

	2020	2019	2018
Employers	366	330	233
PA's	391	312	211

Development Work

As part of the role the PA 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 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.

This year she was asked to speak at Skills for Care Annual Regional Conference in Taunton, outlining the work that we do and how we work with Skills for Care.

Our PA Development Worker has also participated in the Expert Review workshop for ‘A Question of Care’ during the early part of March 2019, this has now been developed into a video programme available on-line. She is also part of a working group, looking at how to attract younger people into the Care Workforce.

Training

We made a successful bid for funding to Skills for Care for 2019/20 and were able to offer training to employers and PA’s. We were able to ensure our training was relevant to people using our service and we have a simple booking system. The trainers were all experienced in the sector and so the training that was delivered fitted the needs of the individuals attending.

The PA Development Worker engaged an experienced self-employed trainer who had previously worked for Wiltshire Council to run some of the sessions and herself led some of the training. This enabled us to run more training events at a reasonable cost.

Employers Information Session	Emergency First Aid (3 sessions)
Safeguarding (2 sessions)	Understanding Dementia
Practical Moving and Handling (2 sessions)	Food Hygiene
Autistic Spectrum Conditions	Supporting Someone with a Learning Disability
Managing Challenging Behaviour	

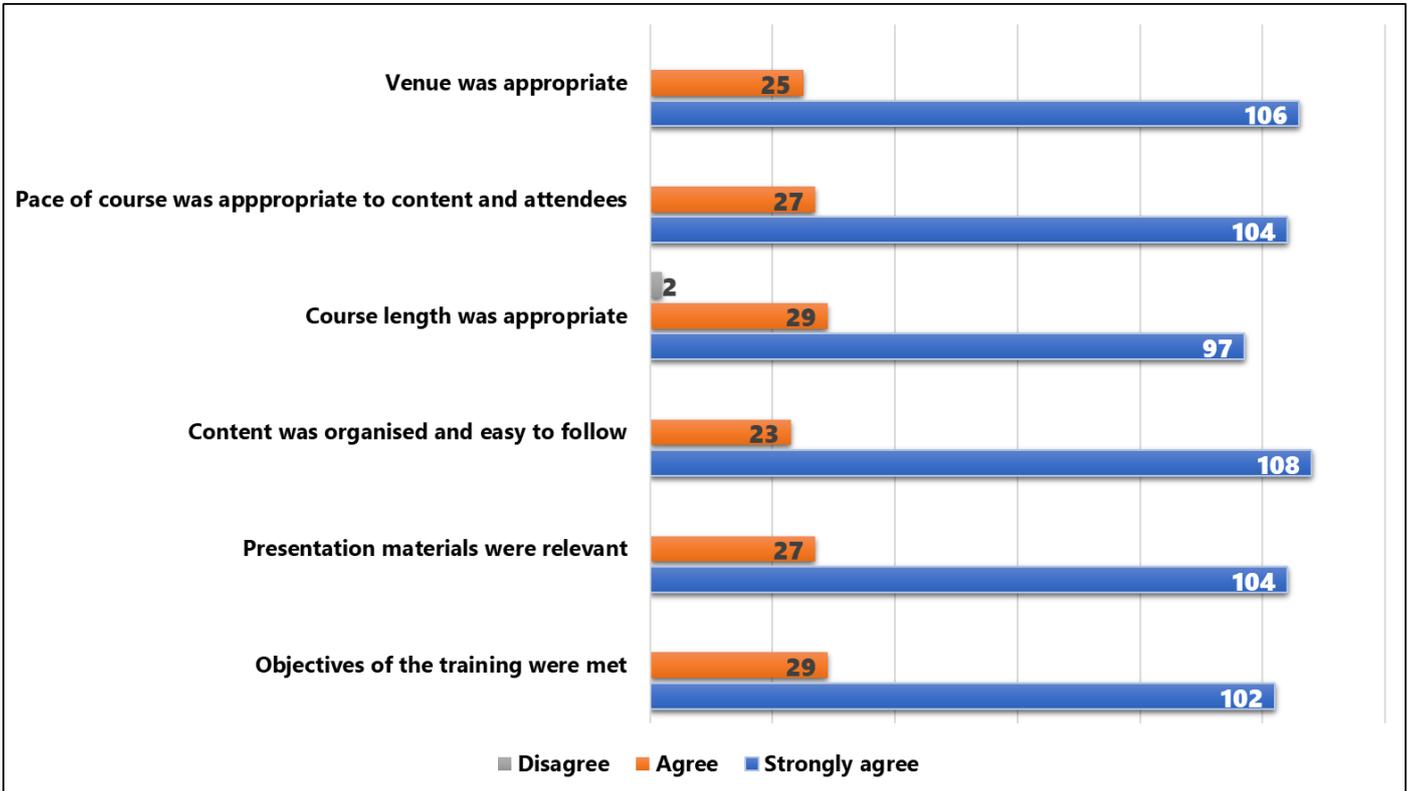
The Employer Information session was run by three members of staff from Wiltshire CIL, one of whom is an Individual Employer (IE) as well as a Direct Payment Adviser and the PA Development Worker.

The numbers attending the training were:

Direct Payment employers	26	Self-funding employers	2
Personal Assistants	86	Family members	2
ULO, Citizens Advice, Age UK	16		

A Training Needs Analysis (TNA) was completed by our PA Development Worker using a questionnaire which was distributed at training courses, included with every employer’s payroll and available on the PA Register. This TNA has now formed the basis of our bid for funding for training for 2020/21.

Training Needs Analysis



Make Someone Welcome

Innovations Fund

This year we were successful in getting funding through the innovation fund, which was jointly supported by Wiltshire CCG and Wiltshire Council. Our bid was in partnership with Age UK Wiltshire, Carers Support Wiltshire and Wiltshire Citizens Advice, with Wiltshire CIL being the lead partner.

The project built on the success of our #Make Someone Welcome campaign, which we report on below. We were also able to develop our one to one support, helping people explore what a good life looks like and finding ways in which they can live it.

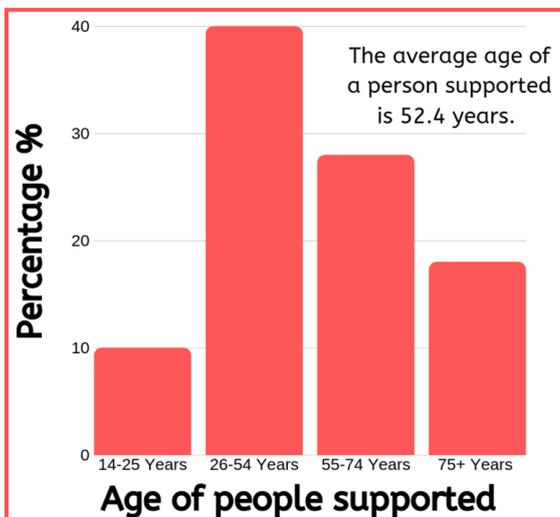
Background:

We worked with individuals and groups to help build on community networks and improve mental health.

Method:

We worked 1:1 with individuals asking them what their good life looks like and how we can help to make this a reality. We established a relationship with the person and worked alongside them to identify where they feel the holes were in their life and find ways to overcome them. We used positive challenge to help change mindsets and motivate the person to take responsibility of their own life. We signed up community groups to the #MakeSomeoneWelcome campaign who pledged to make everyone feel included and we celebrated them for what they are already doing to help.

Findings:

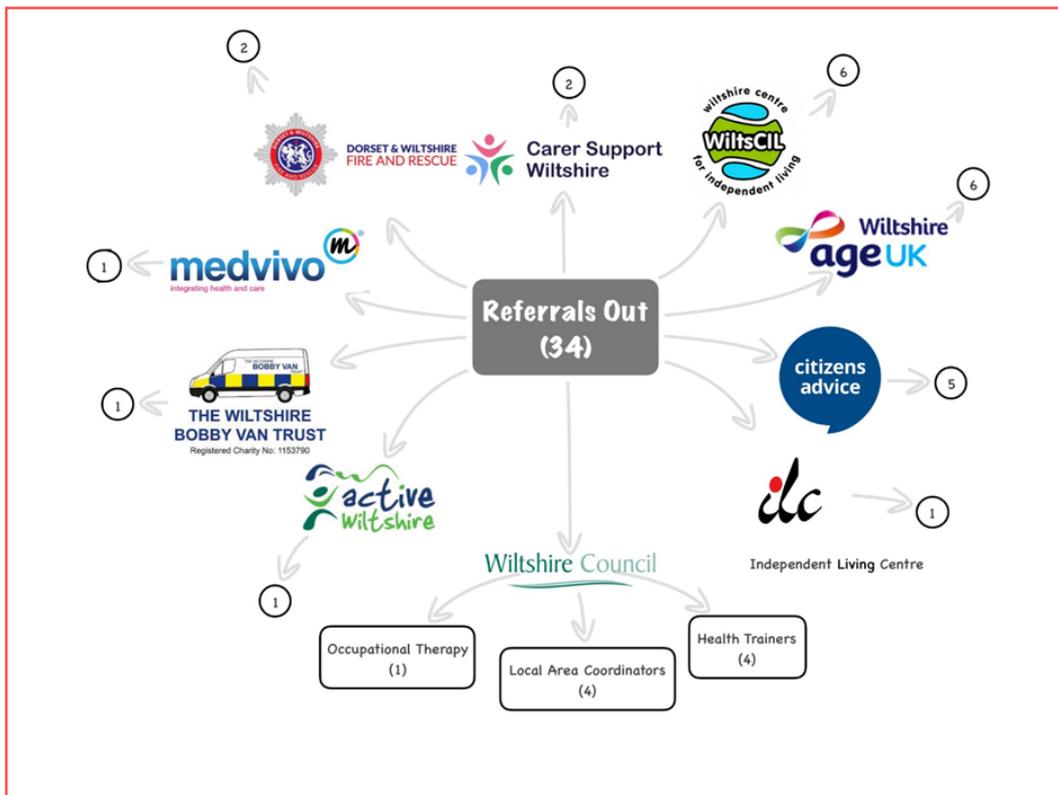
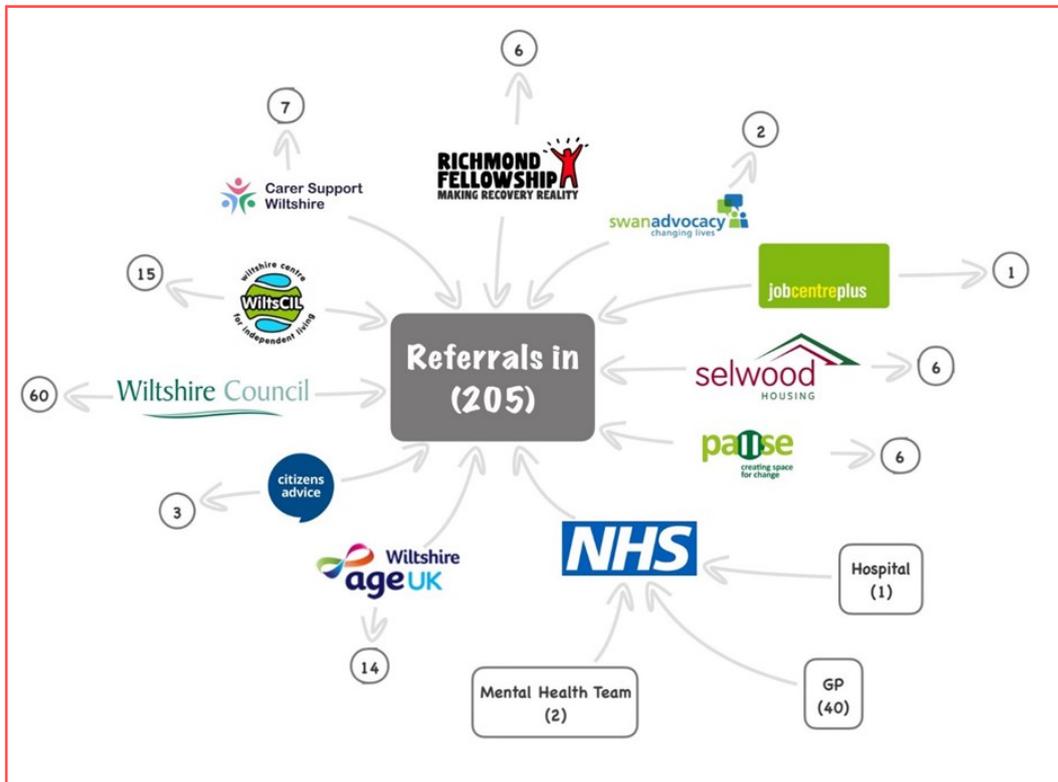
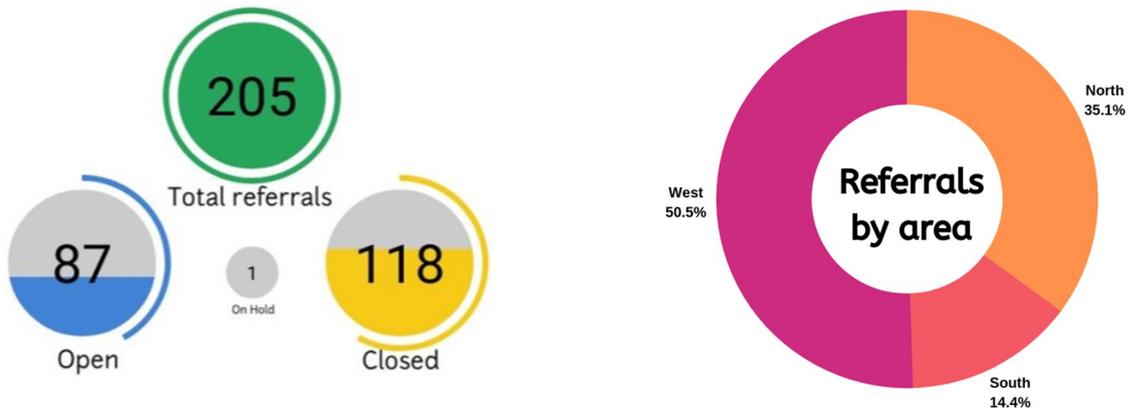


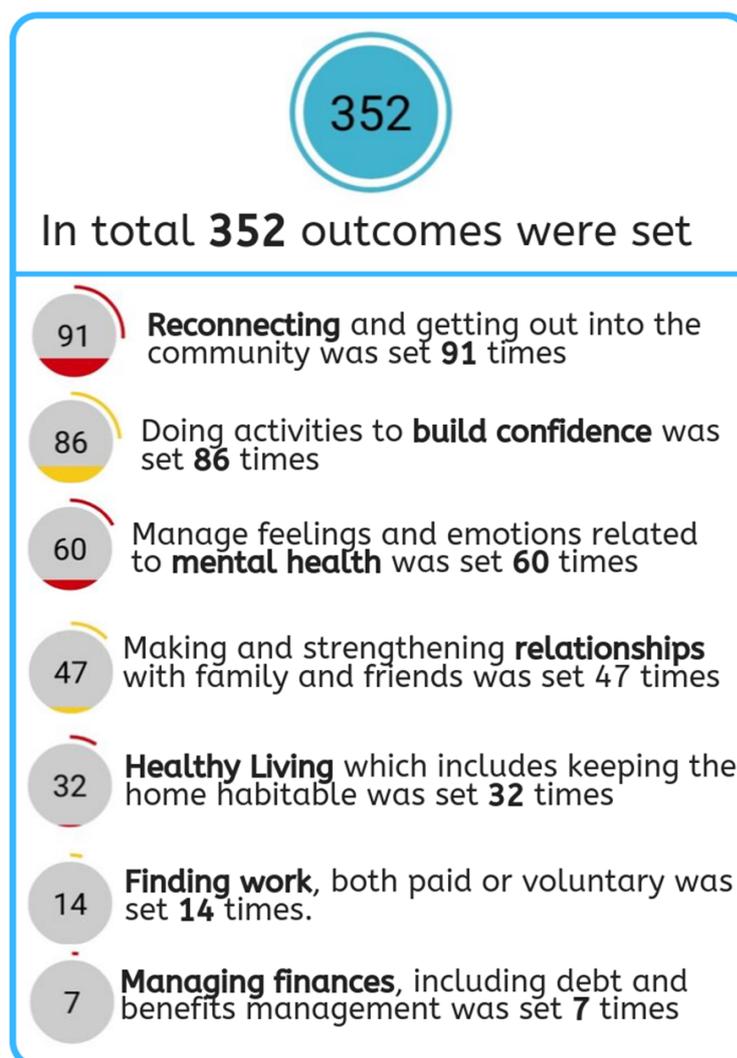
We carried out **437** visits to which we visited **152** people

That's an average of **2.87** visits per person

There were 23 missed visits







Our workers work alongside individuals, providing them with personalised support across the whole of Wiltshire. The approach is to listen, understand and build trust, and then to draw upon people's life experiences and strengths to develop a plan of action which they are happy with, we can then support someone to make this plan a reality!

MELISSA'S STORY

Background: Melissa is a 25 year old woman originally referred to us through Social Care. She was assessed as eligible for support to help her access the community. The plan was to employ a carer using a direct payment. Melissa decided not to go through with the direct payment but we were able to continue to work with her under 'Make Someone Welcome'.

Forming the relationship: Poppy, our Connector, worked to build up a rapport with Melissa, who had had a lot of professionals involved in her life including people from mental health, social care and children's services. As part of these early meetings Poppy talked about what she was there to do; she wasn't a friend, carer or therapist, she could support Melissa to live the life she wanted but Melissa also had a responsibility within this relationship, and this included taking the lead in working towards her goals.

Achieving goals: Poppy's initial visits centred on establishing what Melissa wanted to achieve. Melissa talked a lot about how she wanted to have things to do. Poppy has gone onto support Melissa in a number of ways, illustrating the person centred nature of the work. This has included:

- Support with applying for a volunteering job including Poppy accompanying Melissa to the job, until she gained confidence to attend by herself.
- Developing a CV and applying for work.
- Sourcing ways to support healthy living including taking part in fitness sessions such as Shape Up 4 Life and accompanying Melissa shopping so that she can think about the types of healthy food choices she can make. Poppy has attended Shape Up 4 Life classes with Melissa, taking a back seat in the session and with this support Melissa has started to be an active contributor, even taking part in the exercise session, which was something she was very reticent to do.
- Increasing Melissa's confidence and self-esteem, and working on developing a positive mindset. This has been supported through a variety of small gestures. Some examples include Melissa sending Poppy a picture of some scrambled eggs she had made herself, Poppy responded by saying that Melissa had inspired her to cook, Poppy also sent Melissa one of our 'you're a star' card (a Wiltshire CIL bespoke card that we send out to people and community groups to recognise their achievements and contributions to community life). Melissa was really pleased and said the card made her day. Melissa has told Poppy that she even found herself telling her friend what Poppy tells her and said that her support has been helping her to be more positive.
- Helping Melissa to become more independent: whilst Poppy and the CPN were visiting Melissa she said that she had missed therapy sessions because LINK service hadn't arrived, the CPN responded by saying he would follow up with LINK himself. Poppy proposed another

solution, suggesting that Melissa learnt the bus route so she could get to her appointments by herself. Melissa was nervous about using the bus service so at the next visit Poppy suggested they catch the bus around the town to build up her confidence, which they did.

Moving forward: Working with Melissa has not been without its challenges and Poppy has experienced some difficult visits. Melissa has also experienced a couple of difficult times since she has started this work with Poppy, including a relationship breakdown, and both herself and Poppy were delighted to see how much her resilience had grown enabling her to bounce back after she had dealt with her feelings, something she previously wasn't able to do. Melissa says she has had many services, but the difference here is that Poppy sees her as a person, works on what is important to her and doesn't walk away when things get tough.

Melissa is rightly proud of what she has achieved to date and is continuing to move forward, including looking for paid employment, going food shopping for herself (previously Melissa lacked the confidence to leave the house by herself and relied on her family to shop for her) and think of others, even starting to home bake and give cakes as gifts. Melissa has shown that with the right support she can build up her skills, resilience and motivation to live well and independently in her own community. Poppy keeps in touch with text messages and emails but now only visits Melissa every month or so.

Melissa still has professional involvement, and sometimes this can work against all that Melissa is working towards. For example, after a long wait Melissa has been offered a placement by Social Services in a shared house where she will be taught the skills of independent living. The house is in another town away from family and friends. Melissa is already learning and practicing these skills, and has become self-motivated through her work with Poppy. This placement, costing £921 per week and a total of £22,104 for the entire placement, would seem like a retrograde step at a time when she has made so much progress, however Melissa is likely to accept it as to say no would go against the advice of professionals. Poppy has offered to speak with the professionals involved, with Melissa present, regarding the progress that has been made. However, to date no one has contacted us to find out about the work we have been doing.

Community Work

It has been another amazing year for Make Someone Welcome. The number of sign-ups have been incredible.

225
groups now signed up

Last year we received our first ever funding for MSW from Wiltshire Community Foundation, which has enabled us to dedicate staff time to MSW for a 3-year period. This year we have been able to attract further funding from Wiltshire CCG and Wiltshire Council, through the innovation fund, and through an Age UK led project funded by Health Education England (HEE).



Our involvement in the HEE project enabled us to take the campaign to Bath and Swindon as well as continuing it in Wiltshire. In total we had 52 groups sign up just as part of this project, 32 groups/organisations in Wiltshire, 12 in Swindon and 8 in Bath. Wiltshire has been so receptive towards the campaign and a lot of groups generally approach us.

This funding enabled us to offer so much more than just offering a certificate and we were able to offer a range of training which varied from a 1:1 conversation to a formal 3 hour PowerPoint training session. Every sign up received a 'Welcome Pack' which included a toolkit. The toolkit includes lots of advice and tips around making people welcome and exercises to get you thinking.



The past year has seen the campaign become so much more than just community groups signing up. From supermarkets to tattoo artists to tyre companies and gyms to name but a few. This is a positive step forward for the campaign and communities in general.

Make Someone welcome has also received national recognition for its one to one and awareness raising work. We have collaborated with professor Chris Fox, Manchester Metropolitan University, been part of a PhD study by Gail Mann, had visits from Think Local and Act Personal as well as having a blog published by Social Care Future:

<https://socialcarefuture.blog/2019/07/19/making-someone-welcome/>



Community Connections

The Make Someone Welcome (MSW) one to one work has now evolved into Community Connections: using the same principles as MSW, we now have 1:1 workers in six of the 11 PCNs in Wiltshire, as well as providing the High Intensity User (HIU) service, with a worker connected to each of the 3 acute hospitals; Swindon Great Western, Salisbury District Hospital and Bath Royal United. Our work with the PCNs is funded via NHS England social prescribing, and our HIU work is funded by Wiltshire CCG.

All interventions start with the Good Life conversation:

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

From this the workers encourage the person to set person centred goals and will be alongside them as they try new things and move forward. The Connectors work in a flexible way and are prepared for anything!

Working with someone in a positive manner, the expectation of the service is that people will no longer need to work with us as they will be too busy living their good life! There is also no set intervention period and cases aren't closed; people can come back to us if things changed. The approach does not encourage dependency, working with people for about 3 months.

The broad categories that we work on with people are:

- Confidence building
- Support with travel
- Healthy lifestyles
- Making friends
- Accessing social opportunities, including sports and leisure

The difference between the service we provide for HIU and PCN is the number of referrals that each connector works with. The HIU connector works with a maximum of 50 people a year, who are referred through either their GP or the acute hospital trust, the people they work with must have attended A+E at least 5 times in the last year, and so far the people we have worked with have had anything from 5 visits to 150 visits in the last year. The PCN Connectors work with higher numbers in recognition that the people they support have less complex issues, and can work with up to 150 people a year.

Currently the HIU workers are working with 25 people in total and up until the end of the year the two PCN connectors in post had worked with 82 people.

Of the 4 other connectors 3 were new in post in March and recruitment for one post was put on hold due to Covid-19.

Since lockdown the community connections team has really rallied to support our GP and acute services, making over 300 calls in the first 2 weeks, the team continues to support people remotely.

HIGH INTENSITY USER QUOTES

'I was able to be left in the room with my medication this morning whilst my boyfriend went out and I toyed with the idea of taking it all again but I decided not to and that I wanted to fight to live'

'What you said has really stuck with me, this could be the 1st day of the rest of my life. That's how I'm going to look at it'

Helping someone to write things down as a positive affirmation to herself to read when she feels low. Encouraging her to try out different ways of looking after her wellbeing. The first time we met she struggled to find the things in life that gave her joy, now she has told me she has got back into art and colouring.'

'After re-introducing a woman to a social club, she got the bus back on her own. She explained that she would never have expected when she woke up to have such a brilliant day and thanked me for giving her the courage to give it a go.'

'I know I contact the Dr's a lot and I know I need to stop this. Since speaking with you I have been able to think before contacting them and if I am unsure, I can speak to you. I haven't contacted them as much about anything other than my health because I now have someone to talk to about it'

'Suggested we go out for a walk on 2nd appointment, whilst the guy went up to get his coat his mother said he hasn't been out on his own for months and that she is surprised he's agreed to it. Now each time we go out for a walk and he shows me around his village'

PRIMARY CARE NETWORK STORIES

“The ability to turn our service around in COVID-19 has surely been invaluable. My older referees are extremely grateful for my weekly calls and ability to organise help with shopping /meds. I will continue to walk virtually alongside them until we meet again, or for the first time in many cases.”

Ray's Story

Referred via his GP, I met Ray at his home, this was where he wanted the first meeting to take place. At that mid morning meet, I found the house with curtains still drawn, Ray answered the door dressed in his nightwear but looking as though he hadn't slept for days.

After introductions, I invited Ray to tell me about himself and how life is for him. He explained that he lives with his wife and 2 children, that he was a carpenter by trade, but he hadn't worked for almost five years due to an accident at work. The accident had left him physically incapacitated, experiencing Fibromyalgia, depression and poor mental health.

Ray removes himself from being present around the family, as he feels he brings more harm than good to the family dynamics. He chooses to stay in bed until his children leave for school, he feels that he is a bad father when he is around them. He spends majority of the day searching for answers on the internet, he doesn't sleep well, and he feels he cannot control the “meltdowns” he experiences most days.

I encouraged Ray to talk to me about the things that he is interested in; he spoke of his enjoyment of being self-sufficient, that his dream would be to have a small holding in the countryside, possibly living in France or Germany. So, we started there and connected Ray to the local Community Farm, where he could learn how to reconnect with people, put his mind to positive tasks and simply have something to look forward to.

Ray and I continued to meet, I encouraged each meeting to be out in the community rather than in the home. We looked at Art Class, Stone Carving Courses, Nordic Walking groups and Canoeing sessions. I also supported Ray to contact Citizens Advice regarding benefits and debts, search for grants for mobility aids, bus passes, counselling support, LA Housing. I provided an impartial listening ear, which he later told me was vitally valuable, as he had in the past felt like he was never listened to.

Throughout the support Ray made some big decisions to the way he wanted his life to look, including ending his marriage and the need to move on.

Ray talked through those decisions and how he would successful action them. He explained that there are times when he loses confidence because he feels he loses his ability to think clearly under pressure. I encouraged him to make action plans and to do lists to help him remain independent in tasks.

Ray is now living in his own flat, which he found himself. He sees his children regularly and feels that even though it's early days they have a much better relationship. He has signed himself up to an online course and is hoping to find work again as his goal for 2020. He is attending salsa nights and doesn't shy away from social situations anymore and he has met new people who he considers to be friends.

He feels he has value back in his life, that he is a good dad again. Mainly he has stopped focusing on the past and what's wrong, he now looks forward, makes plans and is hopeful of a bright future.



‘500 people in 500 days who are part of a movement celebrating the everyday connections that change people’s lives’

Abbie and Mary from Wiltshire CIL joined up with health and social care colleagues from across Wiltshire to attend the Spread Academy with the ‘Billions Institute’ in Dartington, Devon. The agreed mission for Wiltshire, was to work across sectors and develop our ideas around community inclusion and growth. The work done at the academy saw the launch of the Wiltshire Swarm, an initiative that celebrates communities and the everyday connections that we make in them and acknowledges that they play a vital role in supporting people to live their good life.

The aim is to connect 500 people in 500 days, giving them opportunities to support each other and, through doing this, grow the everyday connections that happen in their communities. The 500 are people doing great stuff out in their communities and so far, include small business owners, people working in health, social care and the voluntary sector and local community members.

By bringing these people together they can learn from and inspire each other and find new and creative ways to work with their communities.

When people join this movement, they become a ‘bee’, they don’t need to do anything other than show a commitment to working in a positive way with the people in their communities, celebrating and growing their strengths and gifts.



Compliments

"Thank you for this information. I must say you all do a brilliant job and I find everyone very helpful"

Thank you very much for all the effort that you and the rest of the team put in. It really is appreciated and means a lot to me and my family. Having this support has been invaluable to us!"

"Thank you for your excellent support"

"Many thanks. What a fantastic service you provide."

"...thank you for sharing your knowledge and for getting back to me so quickly. Thank you again for your helpful advice and the clear way this was transmitted to me. I now feel that I have a clear understanding of what needs to be done with regard to Direct Payments"

Can I Take this opportunity to thank the payroll team, who work so hard to process everything, on time and the utmost professionalism too."

"Just wanted to say thank you again for helping make this fresh start possible."

"I really appreciate your patience and time with me. Also to say thank you for letting me vent today, haven't really had anyone to speak to about things lately"

"I've put some music on, did some juggling, fed the quails and spent some time in the garden. I do feel better for it,

"May I just say how blown away I was by what you guys do!!"

"This has really increased my confidence to go outside and meet new people."

"I think you all do a fantastic job and I very much appreciate it."

"Thank-you is said too much nowadays without meaning it, but I can actually say from the bottom of my heart thank-you, you really have helped me now and ongoing."

Summary Statement of Accounts

Statement of Financial Activities for the year ended 31st. March 2020

	Notes	Unrestricted	Restricted	Total		
		Funds	Funds	Funds	2020	2019
		£	£	£	£	£
Income from						
Donations		-	-	-	-	-
Investment income		-	-	-	-	-
Income from charitable activities:						
Grants and contracts		-	701,496	701,496	722,983	
Service delivery & other earned income		3,349	-	3,349	10,192	
Total		<u>3,349</u>	<u>701,496</u>	<u>704,845</u>	<u>733,175</u>	
Expenditure on	[2]					
Charitable activities		882	655,786	656,668	610,667	
Total		<u>882</u>	<u>655,786</u>	<u>656,668</u>	<u>610,667</u>	
Net [expenditure]/ income		2,467	45,710	48,177	122,508	
Reconciliation of funds						
Total funds brought forward		41,042	142,212	183,254	60,746	
Transfers between funds		30,376	(30,376)	-	-	
Total funds carried forward		<u>73,885</u>	<u>157,546</u>	<u>231,431</u>	<u>183,254</u>	

Thank you to our funders

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Wiltshire Council

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Health Education England



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