



relationships work best
when we value each
other as equals...

to be hopeful about the
future....

people want to be a
valued and active part
of their community...




the right support at the
right time can stop
people finding
themselves in a crisis...

the homes we live in
need to fit with who
we are....

ANNUAL REPORT 2022-2023

WILTSHIRE CENTRE FOR INDEPENDENT LIVING
Working for Choice, Independence and Lifestyle

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TRUSTEE BOARD & STAFF TEAM

Carol Shirley -

Trustee [Vice Chair] [Interim Chair March '23]

Robert Dickenson -

Trustee [Treasurer]

Brian Hollands - Trustee

Geoffrey Woollan - Trustee

Caroline Finch -

Trustee [appt. Nov 2022] [Interim Chair April '23]

Mary Reed

Chief Executive Officer

Kate Tutssel

Personalisation Lead

Louise Maddox

Direct Payment Manager

Polly Hannan

Finance & Office Manager

Poppy Witts-Woodward

Business Development Officer

Julie Dyer

Direct Payment Adviser/DBS Admin.

Sally Hannam [May 2022]

Direct Payment Adviser

Louise Mead [June 2022]

Direct Payment Information Officer

Zoe Millington

Outreach worker - User Engagement

Mary FitzMeilton

Outreach worker - User Engagement

Matt Stabb

Peer Link Worker

Abbie-Jo Lawrence

PA Development Worker & trainer

Sharon Selkridge-Parham [May 2022]

SEND Co-ordinator

Rachael Hanwell [January 2023]

SEND Resource Facilitator

Janice Forsyth

Community Connector

Elizabeth Denbury

Community Connector

Veronica Shaw

Community Connector

Louise Hunt - Trustee [appt. Nov 2022]

Mark Doughty - Trustee [appt. Jan 2023]

Patricia Putland -

Trustee [Resigned Sept. 2022]

Susan Denmark -

Trustee/Chair [Resigned Nov.2022]

Tanesha Milner [April 2022]

Community Connector

Amanda O'Neill [October 2022]

Community Connector

Fiona Studholme [October 2022]

Community Connector

Ella Dorsett [June 2022]

Community Connector

Katie Burholt

Community Connectors Administrator

Donna Cook

Community Connector

Sara Bailes

Community Connector

Leavers during the year:

Pauline Bishop [Retired Sept 2022]

Adviser Direct Payments

Natasha Parkin [Feb 2023]

Community Connector

Nicola Harris [Nov 2022]

Community Connector

Hannah Webster [Aug 2022]

Community Connector

Lydia Rogers [May 2022]

Intensive Community Connector

Laura Eyeington [July 2022]

Community Connector

Damion Godwin [Feb 2022]

Community Connector

Grace Edwardes [March 2023]

Adviser Direct Payments/Banking Admin

INTERIM CHAIR'S COMMENTS

Reading through annual reports from previous years, I was struck by the extended period of upheaval that Wiltshire CIL (WCIL) has come through – from the ructions occasioned by Covid to the departure of our founder and long-time Chair, Clare Evans, and her unexpected death; the departure of our Chief Executive for 12 years, Geraldine Bentley; and, during this year, the departure of Clare's successor, Sue Denmark, to Wiltshire Council.

But what struck me the most, was not just that WCIL has survived but that it has positively flourished. Having been involved with WCIL for 9 years as a member of staff, a friend, Trustee and now interim Chair, I have seen the organisation successfully adapt to changing circumstances whilst continuing to maintain its core values ensuring that disabled people can live the life of their choosing. You can read all about it in this Report – the individual stories are life-affirming.

WCIL's endurance and agility is paying dividends – its co-production work has been recognised nationally and its inaugural Gathering, focussing on the practical implementation of the key messages (so not just a talking shop!) and the formation of the Pioneers group (which will be making a difference long into the future) are taking things forward, cementing good working relationships within our community to really make a difference to disabled people's lives.

Thank you to all the people who have supported our work throughout the year; to the voluntary and statutory organisations who work with us; to the Board of Trustees who have continued to share their expertise and experience to ensure the smooth running of the organisation; to the community of disabled people in Wiltshire who are the focus of all we do; and, finally, to the wonderful staff who have adapted with the organisation to meet the changing needs of the community but have never lost sight of the fundamental principle that we are user-led ensuring people's voices are heard and counted where it matters.

There is much that has been achieved this year to be proud of and I hope you enjoy reading about it.



Caroline Finch
Interim Chair

CHIEF EXECUTIVE OFFICER'S COMMENTS

I am delighted to present this year's Annual Report giving a snapshot of what we are doing to ensure that all disabled people live well in Wiltshire.

We started the year with our inaugural 'gathering', a coming together of people who have a genuine interest in making life good for people. At our gathering we launched the key messages and asked the question, what do we do to make these messages a reality for people living in Wiltshire? These key messages now form the basis of everything we do, and we have continued to use them to frame this year's annual report so that we can show how we are making the change we want to see.

All actions contribute to this change from small, everyday acts to big structural and system changes. Examples in this report include being alongside someone as they get to do the things they love again; supporting someone so that they can employ the right person; changing how public transport is delivered in Wiltshire so that it is accessible to all, and creating ambition in young people so they can live lives full of adventure and meaning.

This year saw the launch of The Pioneers, because if we want to make our messages a reality, we all need to come together! We have recruited pioneers from all areas of Wiltshire and of all ages. They are people on a mission, having their say and co-producing projects that will make a real difference to their everyday lives. We also were delighted to start our work with young people, from the age of 12 up. You will see great examples of their creativity and drive throughout the report, but also do take time to watch their videos on all our social media platforms.

Wiltshire CIL remains as busy as ever, and none of the work would be possible without the dedication and enthusiasm of our staff team. All have worked extremely hard this year, delivering above and beyond what is expected of them. It's a privilege to work with so many committed individuals who put people at the heart of everything they do.

The trustees have also been a great support, to both me and the organisation. This year saw some changes to the board - we said goodbye to our Chair, Sue Denmark, who has taken up a job at Wiltshire Council. We wish her all the best and thank her for her role as Chair.

We welcomed three new trustees to the board - Mark Doughty, Caroline Finch and Louise Hunt.

Many of you will know Louise, our very own Paralympian, for the brilliant work she did with us around physical activity. Caroline is also well known, having worked with us for 6 years managing the Direct Payment team and being an integral part of the senior management team. Mark, who currently works at the Kings Fund as a senior consultant, comes to us with a wealth of expertise. He has provided us with expert coaching in leadership and development over the years and we are very excited that he can feed his knowledge and wisdom into the management of the organisation.

Finally, thanks go to all our collaborators, including our funders, who are continually willing to try new things and are dedicated to making services fit the aspirations of the people they serve.

I do hope you enjoy reading this report as much as we enjoy doing our work!



Mary Reed
CEO



OUR 3 MAIN AREAS OF WORK



COMMUNITY CONNECTORS

**Community Connectors start with the question
"What does a good life look like to you?"**

From this they support the person to identify goals to work towards and walk alongside people as they work towards these goals. This work is truly person-centred - we don't signpost to other services and every person's journey is unique. However, there are some all encompassing themes:

- **Growing strengths and capabilities**
- **Supporting the development of relationships**
- **Bringing communities and people together in equal partnerships**
- **Helping with practicalities, e.g. sorting finances, getting a home**

Connectors act as catalysts - giving enough support and motivation to enable people to start living their life.

New referrals in
the reporting
period
1078

Average
timeframe of
support

139 days

Wellbeing Scores	HIU	CCS	PCN
% of people's wellbeing improved overall since working with service	52.63%	85.71%	74.13%
% of people's anxiety improved overall since working with service	52.63%	92.86%	60.14%

HIU - High Intensity Users

CCS - Community Connecting Service

PCN - Primary Care Networks

USER ENGAGEMENT

The User Engagement team works alongside people with lived experience of health and social care services to support, encourage and facilitate them to have their say - ensuring that their voices are heard and that they are able to contribute and influence how services are shaped and developed in Wiltshire.

The User Engagement team uses creative and interactive ways of engaging with people, co-producing each piece of work uniquely to value the authentic voice of all people.

During the year the team launched a new campaign ...

THE PIONEERS

The Pioneers is a brand new network of disabled people from across the county, sharing their views and expertise to help develop and design the services they use to live their lives well.



The Pioneers is open to people aged 12+ who have lived experience of disability, autism and/or mental health conditions. Pioneers aged between 12 - 25 are invited to specific Young Pioneer events, calling young people to join together to make a brighter future. To find out more about becoming a Pioneer email us @ getinvolved@wiltshirecil.org.uk or call 0300 1233 442. We want those who are often overlooked and under-represented to have the opportunity to have a meaningful voice.



INTRODUCING THE YOUNG PIONEERS

In January 2023 we started working with young people with special educational needs and disabilities (SEND) between the ages of 12 and 25.

Children and young people with SEND want a future where they have choice and control, are able to make their own decisions, take risks, be supported to lead independent lives, and form meaningful relationships with others. To achieve this vision children and young people with SEND need to:

- **Be ambitious and confident**
- **Have opportunities to contribute, be valued in their community & the wider world**
- **Have relationships that matter**
- **Have just enough support to enable independent living**
- **Be hopeful and excited by a future full of possibilities**

Children and young people with SEND are actively contributing to making this vision a reality in Wiltshire. With involvement in developing, designing, implementing, and evaluating what works for them, giving children and young people with SEND a strong voice, influencing health and social care services that will have a direct impact on their lives as well as helping shape their communities into positive and inclusive spaces. Ultimately children and young people with SEND in Wiltshire will be change makers and collaborators in making the future they want to live.

To sign up to be a young pioneer email us @ getinvolved@wiltshirecil.org.uk or call 0300 1233 442

We held our first young people pioneer group in February 2023.



DIRECT PAYMENTS

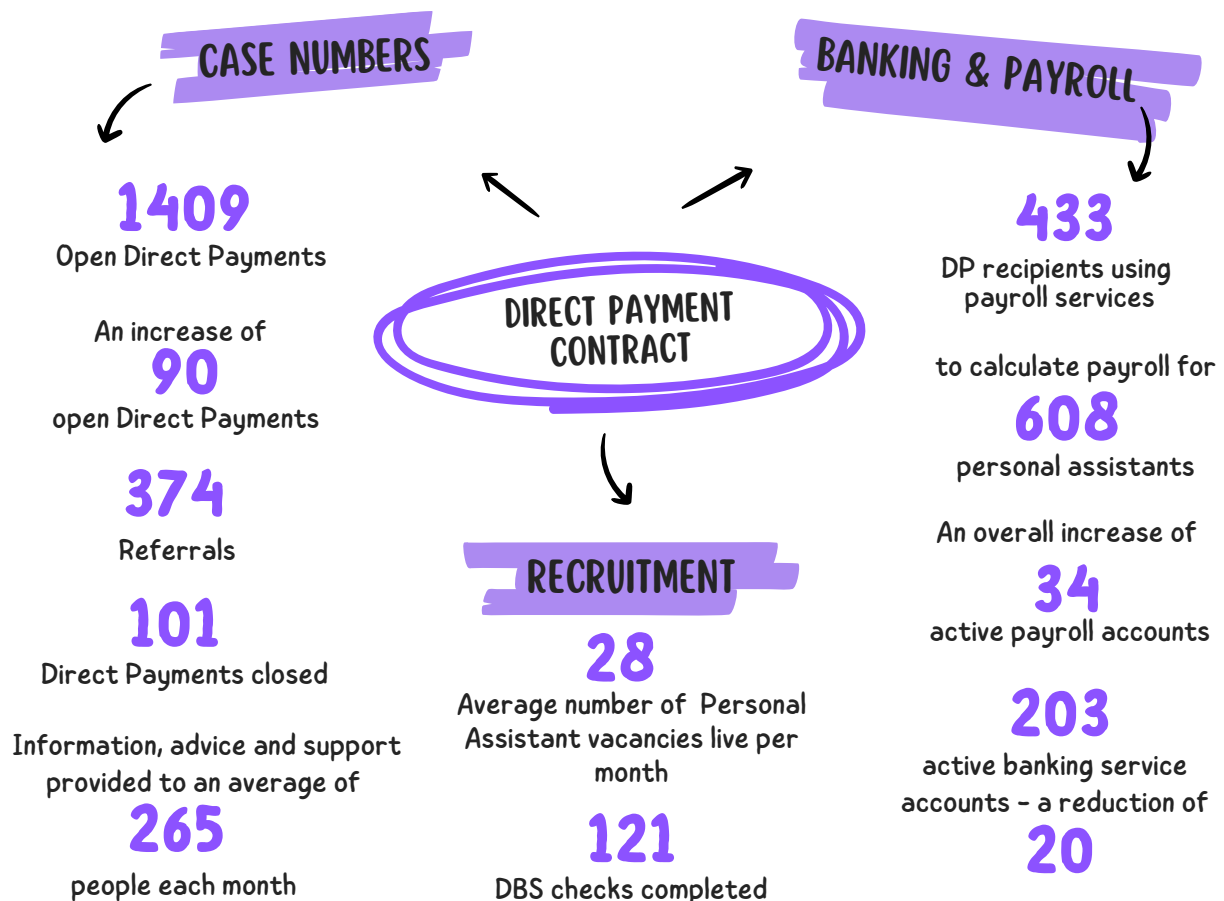
The Direct Payment team assist individuals to understand the aim of having a Direct Payment, enabling them to have increased choice and control over their social care support, whether they are the cared for person, a carer or parent of a child requiring support.

We encourage all Direct Payment recipients to develop their skills and knowledge to take control and manage their Direct Payment.

We work in an enabling and supportive way to increase people's independence.

A range of support is available to direct payment recipients, including

- Explaining direct payments as an option and what they can be used for
- Information and advice on budgeting
- Employment Rights
- Recruitment & DBS checks
- Insurance
- Payroll & pensions
- How to be a good employer
- Personal Assistant training
- Templates for employers





WE WANT WHAT YOU WANT

a home; equal and meaningful relationships; to
be valued and have purpose; to be hopeful about
the future, and to have choice and control over
all aspects of our lives...



GOOD LIVES ALLIANCE – MY LIFE CHOICES

The 'My Life My Choices' report was facilitated and produced by the User Engagement team, under a contract with Wiltshire Council, to provide a Wiltshire Engagement Service. In groups, in the community and in one-to-one conversations, we asked in excess of 2000 people 3 questions:

- What does a good life look like to you?
- What have you got to achieve that life?
- What do you now need to live that life?

Our discussions focused on choice and control - as we wanted to understand what choices and control people had about how they lived their life and how involved they are in the daily management of their lives. People with lived experiences should have the same rights and choices as everyone else, in order to live their good life.

In the My Life My Choices report published in March 2023, we draw on and synthesise previous engagement with thousands of people with lived experience in Wiltshire about what their good life looks like, whilst also looking at how this now becomes a reality for people.

Read the full report here: <https://www.wiltshirecil.org.uk/wp-content/uploads/2023/05/GLA-Report-My-Life-Choices-March-2023-FINAL.pdf>



LIVING MY LIFE : SOMERSET

In July 2022 we published our report Living My Life following a piece of work with autistic people and people with learning disabilities living in Somerset. Somerset County Council wanted to understand what people with a learning disability and/or autism want and need to live a good life in Somerset. Working with Discovery we hosted a series of knowledge cafes throughout Somerset that were co-facilitated by someone with a learning disability from Wiltshire and a member of the User Engagement team.



The key messages that emerged from this piece of work highlighted that in Somerset people are struggling to think imaginatively about planning their week and tend to always do the same things week in week out. People had a desire to have more control over planning their weeks, but staff restrictions and insufficient support hours put limitations on how much control people have. The community is an underused tool and source of support for people with learning disabilities. Although routine is important, people also want variety and spontaneity in their lives.

CO-PRODUCTION WEEK 2022

To mark and celebrate co-production week 2022 we ran a creative campaigner's workshop. A group of disabled people got together to look at how to start and run a campaign to affect positive change in local communities.



Some of the great co-production work that has been happening in Wiltshire was also recognised nationally in an article on the Disability News Service website:

<https://www.disabilitynewsservice.com/co-production-projects-are-driving-change-in-wiltshire-says-dpo/>



Co-production projects are 'driving change' in Wiltshire, says DPO



WE WANT TO LIVE IN A PLACE CALLED HOME

the homes we live in need to fit with who we are
- this might mean living with others or on our
own. A house is not a home if we don't feel that
we belong and are safe in the place we live...

SMARTER HOMES FOR INDEPENDENT LIVING

During May and July 2022, the User Engagement team held discussions with autistic people, people with learning disabilities or mental health issues about their physical needs and preferences in creating a home accessible to them.

They also talked about how they use technology currently, and the role assistive technologies could play in giving greater choice, control and independence.

The purpose of this work was to help inform Wiltshire's housing development and standards through understanding what autistic people, people with learning disabilities and mental health issues would need as the minimum standard of housing to give them greater control, choice and independence. This included physical aspects of housing and assistive technologies.

In the Smarter Homes for Independent Living report, we identified key messages around:

- **Maximising the Disabled Facilities Grant**
- **Meeting the minimum accessibility standards**
- **Working with occupational therapy**
- **Tackling data poverty**
- **Making space for personalisation**



The full report is available here:

<https://www.wiltshirecil.org.uk/wp-content/uploads/2022/09/Smarter-Homes-for-Independent-Living-Report-August-2022.pdf>

JACKSON

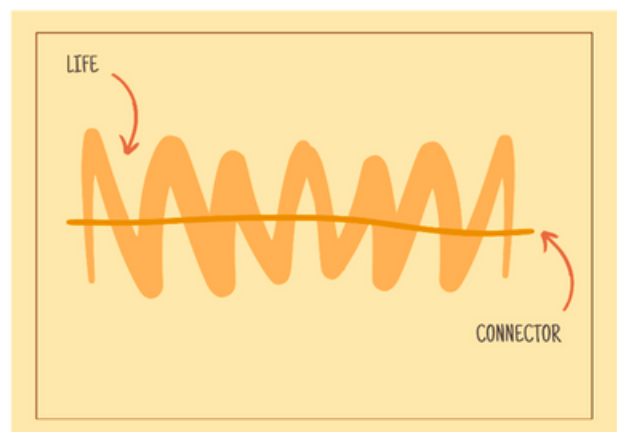
STORY

For years I have allowed myself to be put down and I lost sight of me. I took action by leaving my life and ex-partner in Manchester and moving back home with my Mum. I'm very close with my mum but I had to be mindful of how much I leant on her if I was going to rebuild a life for me here.

I needed a bit of help to get my life to be in a place I was happy with. I needed help to put the foundations down and get everything set up and this is where I met a Connector. My aim for working with the Community Connector was to build my confidence on being on my own and putting myself as a priority.

I moved into my own flat and I had support to find furniture, set up my bills and manage all of the things that come with setting up a home, as it was all new to me.

I'm now at a place in my life where I am living on my own and enjoying doing art again which is something I love and wasn't making time for before.





WE WANT RELATIONSHIPS THAT REALLY MATTER

having people around us that we trust and love can
support us all to live well. relationships work best
when we value each other as equals...



A lot of our work for the past year has centered around supporting people to have proper and meaningful relationships, whether this has been through our Community Connectors enabling people to grow their existing networks, or the Make Someone Welcome campaign supporting the work of our local community to provide places for people to get to know each other.

WILTS CIL @WILTSCIL · Mar 14

...

Tuesday afternoon [#MakeSomeoneWelcome](#) shout out...Corsham Community Club have achieved their pledge, see below for their story board
[#kindercommunities](#) [#theyrein](#) [#wiltshire](#) [#thankyou](#)

Contact - Karen Viner
Mobile No 07780 864026

CORSHAM COMMUNITY CLUB

our [#MakeSomeoneWelcome](#) pledge

Corsham Community Club
signed up to
[#MakeSomeoneWelcome](#)

Our [#MakeSomeoneWelcome](#) Pledge

We are Corsham Community Club

We pledge to take our members out for the day to look lunch in different places that they would not be able to go to on their own.

We are going to Salisbury for Christmas lunch.

By: End of December 2022

[#MakeSomeoneWelcome](#)
We are in!

They pledged to take their members to Salisbury for Christmas lunch. Thirty members went to The White Hart Hotel.

It's great to have you on board Corsham Community Club - Keep up the good work

Quotes from a few members that enjoyed the day

"Had a great day out"

"This will make my Christmas so much less lonely as I can think back"

"A great day, hope we can go again soon"

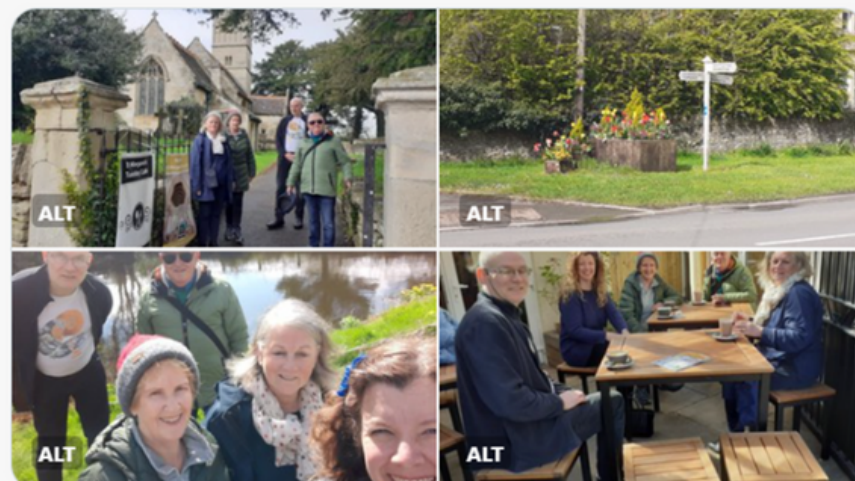
"The guys work so hard it was amazing from start to finish"

"I just don't know how they do it for the money we all had so much fun my sides hurt when I got home"

WILTS CIL @WILTSCIL · Apr 28

...

Today Liz & Ronnie our Connectors went with a group of people on the new wellbeing walk in Yatton Keynell. They all stopped for a coffee & natter at the The Greenbean Café. [#jubileefieldsurgery](#) [#yattonkeynell](#) [#wellbeingwalk](#) [#walkalongside](#)



LEWIS

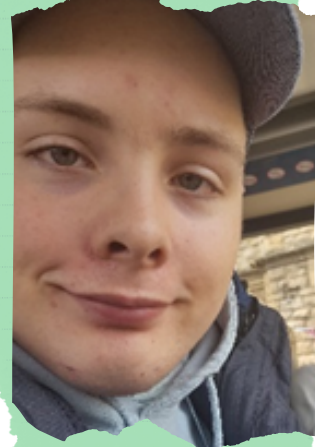
STORY

Lewis had attended a local college and left approx. a year ago. He had not had face to face contact with friends in this time.

With input from another young pioneer, Lewis and 2 other young pioneers arranged to meet up to spend time together. Talking about what they used to do at college and what plans they would make for the future.

Lewis is not a confident public transport user, however, he felt confident to access the get-together with someone travelling alongside him. He is confident at using his debit card and letting the bus driver know where he needs to get to.


Lewis has said that he enjoyed his day out with his friends and wants to recreate the college group into a new Pioneer group. Lewis has made contact with other ex-student friends to discuss with them about meeting up and becoming a young Pioneer.





REAL CONNECTIONS IN REAL COMMUNITIES

community is people not places. people want to be a valued and active part of their community. people might need some support to 'access their community'. support works best when it helps people to meet others, help each other and enjoy each others company. communities need to be fully accessible, accepting and safe for people...

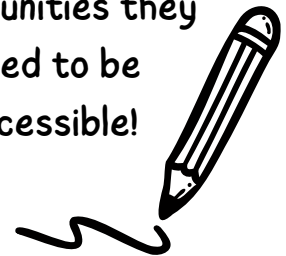


WILTS CIL @WILTSCIL · Feb 13

This is a positive change we love, a Speakup group member wanted to get better access for powerchair users in their local area by having more drop kerbs. This was achieved through contacting their local MP. See before and after photos below #speakup #positivechange #wiltshire



For people to get
out into their
communities they
need to be
accessible!



BUS PROJECT

Following funding from Imberbus and Salisbury Reds we embarked on a huge piece of work to look at how the Wiltshire bus service works for disabled people. The Wiltshire Inclusive Bus Project was led by disabled people in Wiltshire. The project brought together over 200 disabled people, as well as bus drivers, employees, and managers throughout the bus industry. People shared their experiences of bus travel and re-imagined what an accessible bus service could look like. The Wiltshire Inclusive Bus Project Handbook brings together all of the finds, recommendations and resources developed to promote inclusive bus travel in Wiltshire.



The handbook can be found here:
<https://www.wiltshirecil.org.uk/wp-content/uploads/2023/04/Inclusive-Bus-Project-Handbook.pdf>

ANNIE

STORY

Annie is a lady in her 60s who lived a full and happy life until her husband died suddenly two years ago. The loss of her husband during COVID restricted times, and some health issues resulted in Annie feeling anxious about going out. She has rarely left the house and it has always been with her son in his car.

Annie met with a Community Connector and identified that she would like to feel able to go out of the house again independently. Specifically, this would be to attend a social group at the local church. They discussed doing this in stages to build confidence. After chatting for a little while she felt able to go out of the front door with the aim of walking to the end of the drive. Once there she felt able to walk a bit further, so they walked to the end of her road.

On the next visit Annie walked to the social group. She identified that in order to do so independently she would feel better with a walking stick to steady her.

Annie is going to purchase a stick with help from her son. Once she has the stick, she will contact the Community Connector with the aim of one more walk to the group together. Annie feels she will then be able to attend with confidence.



SHORT BREAKS INNOVATION FUND

In October 2022 we went to the Growing Up and Moving On event where we asked over 90 young people with special educational needs and disabilities to share their thoughts and ideas about the things that they would like to do before they reach the age of 25 and what they may need in order to make it happen. The young people had loads of ideas on what they would like to achieve before the age of 25. The ideas centered around having purpose, having real connections in real communities, seeing the world and having relationships that really matter!

The report looks at the opportunities that young people would like to be provided with in order to get them prepared and excited for adult life.

The report can be found here:

<https://www.wiltshirecil.org.uk/wp-content/uploads/2022/11/Short-Breaks-Innovation-Fund-2022-Report.pdf>

GET OUT GET ACTIVE

Get Out Get Active (GOGA) is a programme created to bring disabled and nondisabled people together to be active in their community. It looks to engage the least active communities in fun and inclusive ways.

Wiltshire CIL along with the other delivery partners – Wiltshire and Swindon Sport (WASP), Wiltshire Council, Age UK Wiltshire and Community First – work together to deliver the Wiltshire GOGA programme in the south of the county. Several fitness and friendship groups, community hubs, pickleball and walking football have been set up and all have signed up to the #MakeSomeoneWelcome campaign as part of the GOGA work.

MAKE SOMEONE WELCOME

Make Someone Welcome (MSW) is a campaign which celebrates the kindness within our communities and aims to get people from all walks of life connected in our community. Any community group or business, big or small can sign up and get involved.

Here are two stories that show the impact of MSW.

There are 243 organisations signed up to MSW and pledging to build kind communities.

CONNECTING WILTSHIRE SIGHT & CHIPPENHAM COMMUNITY HUB

STORY

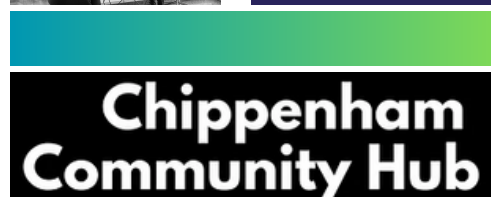
Chippenham Community Hub opens its doors to a lot of different groups and organisations.

One of those organisations is Wiltshire Sight. Sarah from Wiltshire Sight has a group meeting at the Hub on a regular basis. They use it as a base for people from Chippenham who can't get to Devizes. People can meet Sarah at the Hub to ask advice and have a chat.

Sarah says that she loves meeting people at the Hub because everyone there is so friendly and the Hub is a warm welcoming space. She also says the lighting is perfect for people with sight impairments as there is a lot of natural light as well as bright lighting in the building.

There are booths available if she needs to talk to someone privately. The staff at the Community Hub also help Sarah by passing on any relevant information she might find useful, putting her in touch with other relevant organisations and signposting.

Wiltshire Sight and the Community Hub both benefit from the relationship.



MARY & THE ARC

STORY

I first started climbing when I was 13 years old and absolutely loved it. But after becoming unwell and developing a disability as a teenager, I thought climbing was no longer possible for me. Thankfully, I discovered the para-climbing community and with the support of some brilliant medical professionals, I was able to start climbing regularly again 5 years later.

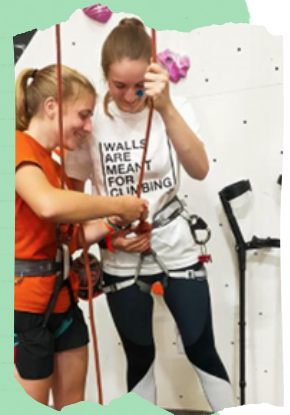
For me, climbing is essential for my physical and mental health. It keeps my muscles strong and celebrates my body for everything it can do. Mentally, it helps me to tune out from any stress, when you're on the wall the only thing you can be thinking about is climbing. It is also a huge part of my social life and through climbing I have made many great friendships.

One thing I'm particularly passionate about is accessible climbing gyms, and The Arc is leading the way in this. The building has been designed to fully include disabled people, with a lift and several accessible toilets and changing spaces. Having an accessible climbing centre creates an atmosphere of inclusion and puts greater value in the para-climbing community.

By signing up to Make Someone Welcome, The Arc are re-instating their commitment to be inclusive and accessible. Disabled people are so often forgotten about in places of sport and exercise, so to have a place actively working for inclusion is very powerful.

For me, it means that I can go to my local climbing centre without having to worry whether it will be accessible to me. I am able to invite other disabled people to climb with me and continue to grow the para-climbing community.

Inclusive exercise spaces matter, and The Arc is a brilliant demonstration of this.





WE MAY NEED SUPPORT BUT WE WANT THE RIGHT SUPPORT

independent living does not mean living without support. support works best when provided by people that are liked, known and trusted, and is led by the people receiving it. the right support at the right time can stop people finding themselves in a crisis or unable to cope.

VALUING FEEDBACK: HOW TO UNDERSTAND PEOPLE'S EXPERIENCES OF ADULT SOCIAL CARE

During October and November 2022, the User Engagement team held a short consultation to discuss how people would like to give feedback after using Wiltshire Council services. We looked at:

- the different ways people could give their feedback
- when people should be asked for feedback
- what they should be asked

The workshops generated in depth and lively discussions about the importance of giving feedback:

“ It depends on why they want this feedback. If it is to simply generate statistics then Yes/No questions are fine. But if they genuinely want to improve the service and make differences then they need to put greater effort in. ”

A DAY IN THE LIFE OF A PERSONAL ASSISTANT

Working with Kandu Arts we produced a 'Day in the Life of a PA' film which features our very own Abbie and her PA, Dani as well as Matt and his PA, Saff.

The film looks at the relationship between a disabled person and their PA and what being a PA involves.

The film was officially launched at Kandu Arts Film Festival at Chippenham Cinema in July.

The film is available here:

https://www.youtube.com/watch?v=Qpfk6_7iaYI&t=21s



PERSONAL ASSISTANT (PA) TRAINING

We have had another successful year delivering training courses to Personal Assistants employed by Direct Payment recipients. Skills for Care fund the training programme each year which enables us to offer valuable free training to Personal Assistants. Amongst the training highlights this year has been working with Wiltshire College and Warminster School to deliver the Prospective PA training to some of their students.

RACHEL

STORY

When Rachel first met the Community Connector she said she was living with constant pain in her joints which she knew was being made worse by over eating. She said she desperately wanted to make changes in order to live a healthy life where she was able to return to work and feel good about herself.

Rachel recognised that the changes she needed to make would be small at first, in order to stick with them. She discussed the difficult relationship she has had with food since childhood, finding the texture of many foods difficult to stomach. Rachel identified that in the past when trying to lose weight she found keeping a diary helpful so set this as her first goal. She also decided that to introduce very small amounts of different textures might enable her to expand the range of food she eats and allow her to eventually feel full on healthier choices.

Rachel and the Connector had further get-togethers where Rachel talked about the progress she was making and they discussed how to keep motivated. Rachel started gentle walking and set herself goals of the distance she wants to achieve. At this point she also met with a dietician who helped her to choose a liquid diet plan.

Rachel has now been out of the house and into town a number of times and is seeking support through a group to manage her pain too.



ANDREW

STORY

A Direct Payment Adviser received a referral from the council's mental health team...

Andrew was looking to find a PA to support him continue with his range of hobbies, gardening, walking, and keeping fit and active. He also needed help to keep on top of things at home as he often experiences periods of confusion and forgetfulness.

He felt daunted at the prospect of recruiting someone and didn't know where to start. The Adviser explored the practical needs of the job vacancy with him, as well as the important personal qualities and interests the new Personal Assistant needed to have. The more they talked the easier it became to write a job description and an advert for the job vacancy.

Once Andrew was happy with the result, the Adviser shared the job vacancy online and on social media and provided Andrew with postcard size adverts to place in his local community, which produced some great candidates. The Adviser discussed how to best meet and interview the shortlisted candidates and Andrew successfully recruited a new PA. He is now enjoying being a direct payment employer.

"You did an amazing job, thank you for helping me find the confidence to get started. I really appreciate all your help and advice each step of the way'.

- Andrew



ZARA

STORY

My life is filled with 'professionals'. I have social workers, police, solicitors and a CPN to name a few. I lost my job due to funding cuts and I do my best to keep my foot in the water by volunteering - I do talks at schools with the police.

I have a lot of things going on, I recently lost custody of my son, and this has obviously had a huge impact on my life and both mine and my partners mental health. I have had changes to my support where professionals have changed, and I was discharged from mental health support, but I have them back again now. My partner and family have been giving me 24 hour support, the police are now involved when I want to hurt myself as I need to be restrained.

In a place where my life is filled with all these different professionals and situations going on around me, I have a Community Connector who I meet with that helps me to do something for me. I want to build my confidence going out on my own without my partner - each visit I meet her a little bit further from home. I had some DBT (Dialectical Behaviour Therapy) and use what I have learnt when I am walking on my own to meet my Connector. I want this for me, and I want to keep pushing myself forwards. My Connector is working with me to build my confidence and help me to gain some social aspect to my life.





WE ARE NOT THERE YET !

'written off for
being different'



There are many examples of people feeling excluded from normal everyday life, which includes our places of work and our communities.

We now need to act and ensure that every Wiltshire resident and every professional involved in the health and social care system play their part to ensure that people get to live the lives they deserve.

SPRING GATHERING

In May 2023 we held our inaugural 'gathering', where we launched our key messages and asked the people attending to start thinking about how we make them a reality in Wiltshire.

Maff Potts from Camerados came along with his piano and fairy lights and we had great discussions about what we need to start doing now to make the change we want to see.



lovingly scribbled by samchurchillustration ☺



WHAT A DAY!



lot's of chatting & collaborating ...



FUN!

and some proper plotting



SPRING
GATHERING

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023

	Unrestricted fund £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	1,258	-	1,258	-
Charitable activities				
Advice and support	847,166	226,333	1,073,499	971,478
Total	848,424	226,333	1,074,757	971,478
EXPENDITURE ON				
Charitable activities				
Advice and support	726,867	123,537	850,404	984,194
NET INCOME/(EXPENDITURE)	121,557	102,796	224,353	✓ (12,716)
Transfers between funds	11,111	✓ (11,111)	-	-
Net movement in funds	132,668	91,685	224,353	✓ (12,716)
RECONCILIATION OF FUNDS				
Total funds brought forward	288,797	63,687	352,484	365,200
TOTAL FUNDS CARRIED FORWARD	421,465	155,372	576,837	352,484

THANK YOU TO OUR FUNDERS

Wiltshire Council

NHS

Bath and North East Somerset,
Swindon and Wiltshire
Integrated Care Board



**Wiltshire
Community
Foundation**

IMBERBUS

Salisbury
reds



Get Out
Get Active



Wiltshire CIL delivers the following services:

Direct Payment Support

User Engagement

Community Connectors:

Primary Care Networks -

(Devizes, Sarum South, Calne & Yatton Keynell)

High Intensity Users -

(Hospitals: Royal United Bath, Salisbury District, Great Western Swindon)



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