



Trustees' Annual Report & Accounts 31st March 2011

Services for Independent Living

Company Registration No: 04624968

Registered Charity No: 1099020

**Providing services that help disabled and older people
with care and support needs to remain living in their own
home, in the way they choose.**



Contents

Chair's Welcome & Message from the Chief Executive

1. Our Aims
2. The SIL Board
3. Business Aims
4. Future Plans
5. Quality
6. Our Services
7. Achievements and Successes
8. User Participation
9. Real Stories
10. The Concerns of SIL, Disabled People and Family Carers
11. The Money

Chair's Welcome

A very warm welcome to this year's Annual General Meeting and the Trustees' Report for April 2010-March 2011. This year was quite momentous for all involved with Services for Independent Living, and may I first thank all who support our work. May I thank my fellow Trustees for all their input at Board



meetings, sub-committee meetings and other trustee work. This year the Board has seen much consolidation as we dealt with challenges facing small enterprises amid global economic problems and change. Again, may I thank Marion, our CEO. In all the change and challenge, she is a stabilizer to staff and Board alike.

SIL recently gained the ISO 9001 quality standard. Auditor comments were good, particularly about how staff adapted the material to SIL's use. This accreditation helps us when Councils and such bodies award new contracts for care services. This quality standard could help SIL in seeking work outside Herefordshire too.

"This year the Board has seen much consolidation, as we dealt with challenges facing small enterprises amid global economic problems and change".

This year SIL worked with Age Concern and Herefordshire Carers Support spreading knowledge of Direct Payments and Personal Budgets to more service users in Herefordshire. We plan more collaborative work with other organisations this next year.

We collaborated with local charities, Herefordshire Council and local and national assistive technology providers with our very successful exhibition on April 1st. Using the large sports hall at Point4 added to the modern 'feel' and showed off the exhibits well. All the speeches were informative too. It seemed like a mini-Naidex; it is amazing what is out there, and I was particularly impressed with Roy Nicholls' vehicle - 007 was definitely outdone for technical gadgetry!

The big change and challenge was the move to Leominster in May. I remember hearing how large the empty building at Rockfield Road seemed when the then Chair was handed the key. How much larger this new building must have felt when first viewed. SIL can do so much more in it. Most of the cost was a grant, not a loan, so we have little financial burden from

buying this easily accessed, modern building. The Board give a very big 'thank you' to all who had any part in the move, to Marion, managers, staff and volunteers.

Despite the increase in Board members this year, SIL still need more people, particularly those with business knowledge and leadership skills. We also need people with impairments, for whom extra provision can be made. We have an induction and interview for all prospective SIL trustees, when we give opportunities for people to tell us what help and support they need to become a Board member.

Best Wishes

Anthea Penfold

Chair, Services for Independent Living

Message from the Chief Executive

It has been another very busy year for all at SIL; trustees, staff and volunteers. There is so much change happening nationally and locally it can be hard to keep up with.

Despite this we have made some great progress in the year, especially securing the grant to purchase a property. I feel the professionalism of the staff is now matched by our lovely, accessible office. Having meeting rooms in which to meet service users and where interviews can be held is fantastic, and we can now hold inductions and training events on site, saving money and time.



Our other big achievement is gaining the International Standards (ISO) quality mark. It involved inspectors visiting and looking at lots of different evidence to prove we are doing what we say we are doing.

The Independent Living Service support workers continue to do us proud in providing an excellent standard of support and care to disabled people across the county. It is great to hear of the different ways in which they support people to be a part of their local community.

Many thanks to all volunteers, staff and service users for your support in 2010.

Marion

1. Our Aims

SIL is a registered charity and a company. At our AGM in July 2010 the members agreed to:

Make simpler the **Company Objects** (the aims we have agreed with the Charity Commission)

To relieve disabled people and their family carers through the provision and promotion of services which foster independent living and improve their conditions of life, and which assist disabled people and their family carers to actively participate in and integrate into society.

Include family carers in our Vision

Disabled people, older people and family carers are equally valued members of our society

Include family carers in our Guiding Principles

- ✓ *Everyone is respected and has equality of opportunity*
- ✓ *Responding pro-actively to change through innovation & creativity*
- ✓ *Strengthening communities by developing and using the skills of disabled people and family carers*

2. The SIL Board

The Board is controlled by disabled people and family carers. The Board meets monthly.

Anthea Penfold (Chair)

Disabled person with experience in employing and managing staff.



Roger Painter (Vice Chair)

Many years experience of working in social care, and a family carer.



John Rogers (Treasurer)

Many years experience of business, finance and marketing.



Geoff Hopper

Experienced in business management, quality assurance, strategy & development.



Colin Javens

A disabled person with experience in employing and managing staff and skills in public speaking, marketing and running a charity.



Maggie O'Neill

Disabled person with experience in employing and managing staff.



Dorothy Crook

Chair of Marches Polio Society. A disabled employer with experience in employing and managing staff.

**Matthew Wedlake**

A disabled person with a particular interest in quality.

**Tom Misselbrook**

Experience working at Board level in Human Resources roles. Most recently as Head of HR (Asia) Herbert Smith LLP

**Sylvie Nicholls**

A family carer. Chair of Herefordshire Disability United. Former Chair of Thanet Disability Group

**Liz Lloyd**

Has senior marketing experience and now works for a grant making trust.

**Becoming a Trustee**

We are committed to the SIL Board being controlled by disabled people and family carers. We make changes in how we do things so that everyone can participate fully. We give people a chance to see what being a trustee involves before they agree to join the Board and we provide training and support to new trustees.

3. Business Aims

The Board sets the company aims for three years at a time and then reviews the progress and problems each year. Our objectives for 2009 -2012 include:

- Gaining new business in Herefordshire and outside the county
- Increasing the number of disabled people and family carers we support
- Increase service user participation throughout SIL
- To keep a careful eye on our finances

This year we have made some good progress towards meeting these objectives. We have:

- ✓ Increased the numbers of people using our payroll and bookkeeping services
- ✓ Increased the number of people using our home support service (the ILS)
- ✓ Promoted our services widely
- ✓ Created a service user welcome pack for all new service users
- ✓ Worked with other organisations – for example with Herefordshire Carers Support.
- ✓ Gained the ISO 9001 quality mark
- ✓ Supported people new to personal budgets
- ✓ Found new ways to involve people
- ✓ Become more efficient to keep our costs down

4. Future Plans

Councils and the National Health Service have less money to spend, and we have to help them to make their money go as far as it can. We will do this by making sure our services are good value for money. We will also make sure that we are helping our service users to be as independent as they can be, and as much a part of their community as they want to be.

We can also help make money go further by working with other organisations like Herefordshire Carers Support, Age UK and Aspire.

It is important to us that we develop and use the skills, experience and knowledge of the people we support. Many disabled and older people can and do contribute a lot to society. Take for example our Board of Trustees and our peer mentors.

We will maintain the quality of our services, and explore the new Care Quality Commission 'excellent' standard for home support services as information becomes available.

5. Quality

The quality of the services we provide is very important to us. To help us see that we are keeping up with our standards we measure whether we:

- ✓ Help service users to increase their independence
- ✓ Tailor our services to individual needs
- ✓ Retain our customers / service users
- ✓ Respond to complaints within 5 working days
- ✓ Resolve complaints within 10 working days

We let the Board know every three months how we have done.

6. Our Services

Independent Living Service – helping people to live at home

This service supports 36 people across Herefordshire. Some people have 24 hour support. Most of the people we support have either a learning difficulty (16 people) or a physical disability (11). Five older people also use the service.

Each service user selects their own team of staff and is supported by a Team Co-ordinator to be as involved in their own service as they want to be.

It is important to us that:

- ✓ Service users achieve their personal objectives and goals
- ✓ Service users are able to make a positive contribution
- ✓ Service users experience increased choice and control
- ✓ Service users are enabled to improve or maintain their physical health and emotional well being

“Thanks for all your hard work with rotas and supporting the team to work consistently and responsively with Luke. Some wonderful work going on there and I can see a huge difference in Luke’s confidence. Jane is able to breathe more and has the space to be a mother again”.

We ask service users how well we are doing at monthly review meetings. If we can make our service better we will.

The ILS service user group meets monthly and is very popular with service users. The group has made a number of short films which were shown at our 2010 AGM.

The Judy Phillips Memorial Award for ILS Support Worker of the Year is given to support workers for extra special support and care. Joint winners in 2010 were Elaine Powell nominated by Alice Cowdell, and Mike Lawrence, nominated by Andrew Cann.

This year we received a grant to help ILS service users learn more about computers and the internet. They have been doing some really interesting things. One person has enjoyed looking at her house and street using Google Earth. Another person has been inspired to start to write her life story. Someone else has been shopping on the internet. Hopefully we will have many new examples next year!

The Direct Payments Support Service (DPSS)

The service provides information and advice to disabled employers and parents of disabled children employing their own support workers/personal assistants. The service was supporting 164 users at March 2011. The role of the support service is to enable disabled people to employ personal assistants legally and safely and to reduce the administration involved.

People using the service have a physical or a learning disability or are an older person in need of support. Some people have family members who assist them with their responsibilities as an employer. The service also supports 20 parents of disabled children.

Disabled people value the control and choice of being the employer even when this responsibility presents challenges.

“We feel the service is excellent, if the advisor doesn’t know the answer straight away they will always find out and get straight back to us”

The DPSS is funded by Herefordshire Council. Our contract has been extended until April 2012.

The service trains social workers and other professionals about Direct Payments and how the service supports disabled employers. We have introduced a newsletter for social care professionals to keep them updated on DP issues

To support employers we have:

- ✓ Puts lots of information and templates on our website www.s4il.co.uk
- ✓ Advertised personal assistant posts on our website with an online application form
- ✓ Recruited three volunteers to support employers with interviewing, bookkeeping and supervisions
- ✓ Encouraged experienced employers to offer peer support to newer employers

Payroll Service

The service supports 125 employers, between them employing approximately 300 personal assistants. The service is also purchased by a small number of voluntary and private organisations.

Financial Administration Service (Bookkeeping)

This service was introduced three years ago because we saw that some of our service users needed more support to manage the money in order to be able to have a direct payment. It has become very popular, and has grown from 30 to 60 clients in this last year.

Support Planning & Brokerage

SIL provided support planning and brokerage to parents of disabled children and to people with mental health issues in 2010/11. This has been rewarding work, enabling people to understand their rights and the choices they have with a personal budget.

7. Achievements and Successes in 2010/11

- ✓ We have done lots of work to make sure people experience a high standard of service from every part of the organisation. For example, we introduced a service user 'Welcome Pack'

WELCOME PACK

- ✓ Quality Policy
- ✓ Complaints Procedure
- ✓ Privacy Statement
- ✓ Get Involved Information
- ✓ Membership benefits
- ✓ Information about our services

- ✓ In January 2011 we heard we had been successful in a grant application to the Social Enterprise Fund for the purchase of office premises. We are delighted that we managed to find very accessible premises just 20 minutes from Hereford which provide us with meeting rooms for service user meetings, interviewing, staff training, staff meetings and Board and subcommittee meetings.



- ✓ SIL has supported the development of **Herefordshire Disability United (HDU)**, an organisation promoting the interests and welfare of disabled people of all ages and their carers and families in Herefordshire. SIL has been happy to support HDU to make the voices of disabled people to be heard.

- ✓ We were awarded a grant of £10,256 from the Social Care Institute of Excellence to assist our support workers and service users benefit from access to the internet, for training, information, social and personal development. People have had fun seeing what is possible.

“Anita has recently been supported to set up her own email address and is now enjoying corresponding with her family.”

- ✓ On the 1st April we held a conference on the use of Assistive Technology. The event was joint funded by Herefordshire Council, Herefordshire Carers Support, Age UK Hereford and Localities and SIL. The conference was a fascinating insight into the range of assistive technology available, from the high street £1 purchases through to cutting edge technology.
- ✓ A film making project, funded by Awards for All, finished in May 2010. Several DVDs have been made by ILS and DP service users. Two service users spoke to Sixth Form Health and Social Care students and showed their DVD.
- ✓ Service users with Personal Budgets (PB) shared their experiences and knowledge with 120 people thinking about having a PB. They were a valuable source of information, sharing what they had learned, how they had overcome difficulties and had found imaginative and creative ways of meeting their support / care needs.

The peer supporters were pleased with what they had achieved for others and also felt they had benefited from their involvement in the project.

“Being a peer supporter has increased my confidence and made me feel I have really achieved something. It has given me the strength to go on and share more experiences with others.”

8. User Participation

SIL is a user led organisation with a strong commitment to user involvement throughout the organisation, starting with the Board of Trustees. Service users regularly volunteer for us in the following ways:

- Making short films
- Attending service user events e.g. Task Group / AGM co-production group
- Becoming Trustees

- Staff, volunteer and Trustee induction days
- Meeting quality assessors
- Giving peer support
- Giving peer mentoring
- Interviewing panel members
- Writing articles for our newsletter
- Delivering training



SIL employs a number of disabled people and promotes the employment of disabled people by guaranteeing to interview job applicants meeting the essential job criteria.

Peer mentoring can be a very effective way for disabled employers to share their problems and find solutions from others' experience. Experienced employers find it increases their confidence too, as they appreciate just how much knowledge they have acquired and the new skills they have developed. We have used funding from Access to Volunteering to meet the expenses and training needs of service user volunteers, including peer mentors.

SIL is committed to disabled people being informed about local and national plans that might affect them, and influencing plans and strategies as much as possible. Examples this year include responding to the Department of Health consultation on the Reform of Care and Support.



9. Real stories – how our services have helped people to live in their community making every day choices about their lives

Phil – supported by the Independent Living Service

Phil is a man in his early twenties who has autism and no speech so communicates with his own sign language. He repeats these signs frequently and requires the constant attention of people he is with. He treasures his possessions and can react aggressively towards anyone who



he thinks may take them. He has a history of violence towards support workers and other people. He was living in a residential care home with other service users who also exhibited challenging behaviour. He had a reputation for being very difficult and would often scream or attack people. This was often due to other service users taking his things, and because he felt he was not getting the attention he needed. Consequently, Phil's room was locked all day and he could not access his possessions.

Services for Independent Living (SIL) was approached by Phil's family who were very concerned that he was not being cared for and his health and well being were suffering. SIL's home support agency, the Independent Living Service supported Phil to move out of the residential home in to his own flat. This was done gradually so that Phil could understand the process and build relationships of trust with the ILS support workers.

ILS has supported Phil to decide what he wants to do by using photos and pictures. He puts these on a board to tell the support worker what he wants to do. Phil has been supported by a dedicated team who have learned his sign language and offer him consistent support. He trusts his team and allows them to move his possessions (i.e. dirty laundry) as he knows that he will get it back again. He has been supported to manage his anxieties and, during 12 months of support, there have only been 4 incidents of mild aggression and he has become a confident and happy person.

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The ILS is supporting Phil to try a wide variety of activities and they take photos so that he can decide if he would like to do them again. He now likes to visit his local pub on most days where he plays pool with his friend and has become a welcomed regular customer. Phil is also developing some friendships outside of his support network.

Vera – supported by the Direct Payments Support Service

My name is Vera and I am 91! I live in a black and white cottage set in a true English cottage garden, in a village 10 miles from Hereford where I have lived in for the last 35 years. My son and daughter are both in the south of England and have asked me if I would like to move to a home near them, but I want to stay here.



When I began to need some help, a homecare agency sent someone in to me morning and evening; but I got fed up with never knowing what time they were coming or who was coming. In 2008, Ginnie, from Services for Independent Living, explained to me that there was another way to have the support that I needed. Social services assessed me and gave me a Direct Payment.

Well, I have never looked back! Initially I had 25 hours support each week – and was so fortunate to quickly find my Personal Assistant, Sheila, who has been with me ever since.

In 2009 I was reassessed for a Personal Budget and social services agreed to add in some money for me to pay my PAs to drive me around as where I live is very rural and there is no convenient or accessible public transport. Now I have 6 hours a day in my personal budget as well as mileage and I use my Attendance Allowance to pay for a further hour each day.

“Having a personal budget has given me a new lease of life! I am no longer stuck in my house wondering when and who will turn up for a fleeting visit. I am out and about, part of the community which I was born into and returned to on my retirement”

Sometimes if I want to go out somewhere, I have 6 hours all together in the day and just an hour to help me at bedtime. Also, if I have family to stay, I can save some of my hours while they are with me for when I need more PA support time at a later date.

My PAs support me with my daily routines, including cooking, cleaning, laundry, gardening and shopping and personal care. They take me to appointments and help me look after my medication. We go to visit friends and family together, to the hairdresser, post office etc. My PA took me to a coffee morning in the village the other week. I met lots of old friends and everyone was pleased to see me.

10. The Concerns of SIL, Disabled People and Family Carers

The biggest problem for everyone is the financial situation. The Council has less money to spend on services and support. For example, to save money, people with learning difficulties are not always being given the opportunity to live in their own home. Instead they are offered 'supported living' - shared housing. Everyone should have the choice to live with others or in their own home.

Personal Budgets, (the name for the Council giving money to a disabled person which they use to meet their assessed needs), should give people a lot more choice about how their needs are met. But recently we have talked to people whose Personal Budget is too small to meet their needs, or who have been told they cannot spend their budget in the way they would like. SIL will be keeping an eye on the situation and speaking up for service users when necessary.

We think it is very important that the views of disabled people reach the people who make decisions that affect their lives. SIL will continue to ask service users for their views and opinions so that we can help their voice to be heard. We will also be supporting Herefordshire Disability United to become a strong voice for disabled people in Herefordshire.



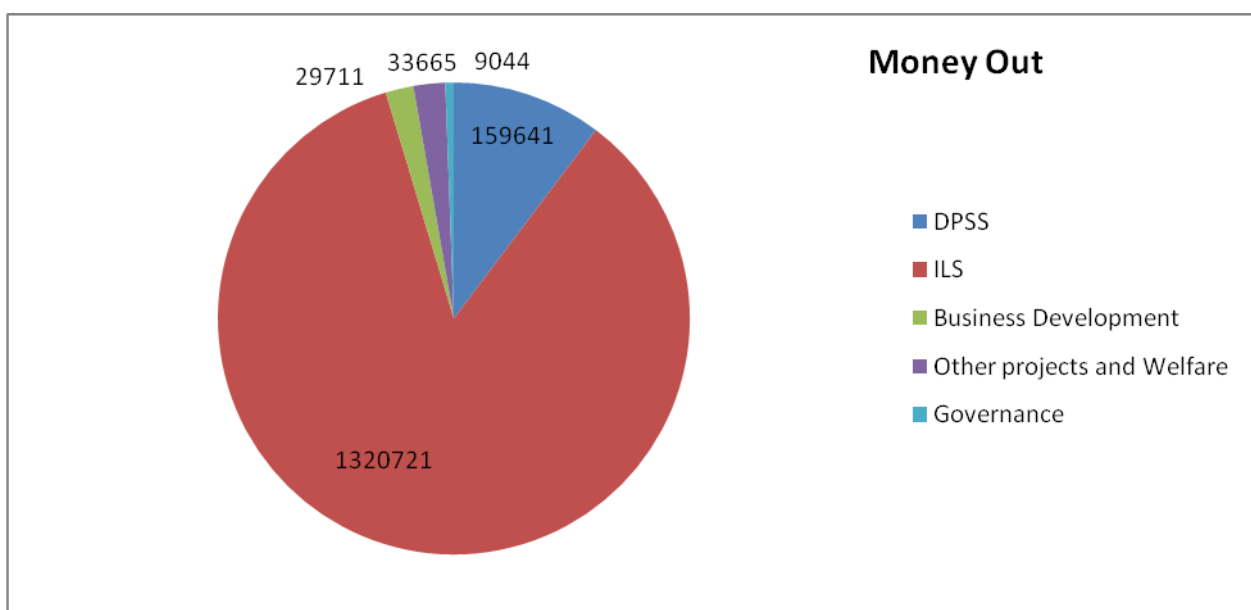
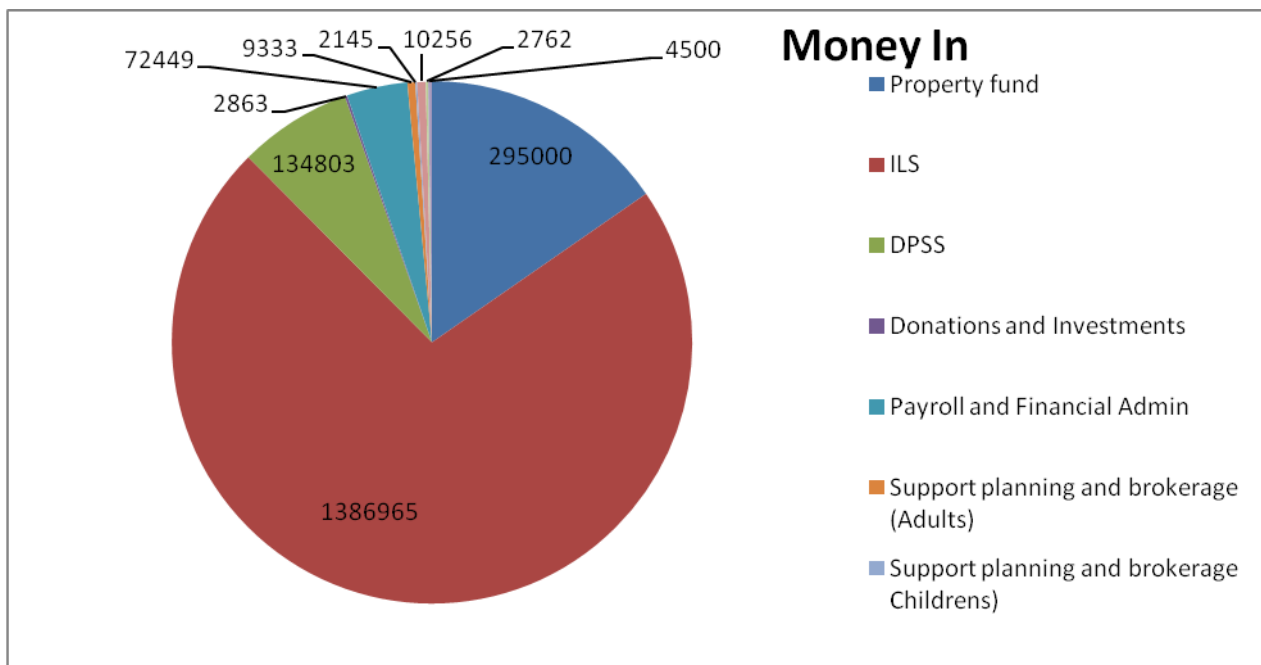
11. The Money



Where the money comes from

- Herefordshire Council buys our home support service
- Herefordshire Council contracts with us for the Direct Payments Service
- We get some grants from other charities to help us do new things
- We charge people for our payroll and bookkeeping services
- We charge some people for our home support service

How we spend the money



Thank you!

Many organisations and individuals have supported the work of SIL over the year. Our thanks to: Herefordshire Council, Herefordshire Primary Care Trust, Social Care Institute for Excellence, the Department of Health, the Social Enterprise Investment Fund, Access to Volunteering and Business Link for funding our activity. Thanks also to all our staff, trustees and volunteer service users for their enthusiasm and hard work.



social care
institute for excellence



Copies of the full Annual Report and Accounts can be obtained from our website or by post (address below)

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