



# Annual Report 2017



CHOICE AND CONTROL FOR DISABLED PEOPLE

# WELCOME TO OUR ANNUAL REPORT 2017

**The highlight of the past year for Kingston Centre for Independent Living was winning the tender for Direct Payment Support and Advice for Adult Social Care and the Clinical Commissioning Group in Royal Borough of Kingston (RBK) for the next 3 years +1+1. This means we will be able to continue to provide a high quality service based on the aims and ethos of KCIL emphasising the importance of choice and control for disabled people.**

KCIL has also made strong links and partnerships with statutory and voluntary groups in the area including Richmond Users Independent Living Scheme (RUILS) and Thomas Pocklington Trust (TPT). This is important in the current financial climate, where partnership working is valued by funders and beneficial to organisations as a way to continue vital work within current financial constraints.

I would like to thank KCIL's Board of Trustees who meet every 6-8 weeks. This year we said goodbye to John Warren and welcomed two new Trustees – local councillor, Patricia Bamford, Clive Martin, who brings a wealth of knowledge from his years working at British Airways.

KCIL looks forward to the upcoming year and hopes to strengthen our position in the local community and build on our learning from the past year, developing our services and raising our profile as the voice of disabled people in the local area.

*Nigel Tarrant, Chair.*





## OUR HIGHLIGHTS

**As part of our strategy to enable disabled people in the borough to have more choice and control over their lives and to diversify KCIL's income, we successfully applied for grants enabling us to get two exciting new projects off the ground.**

In August 2016 we were awarded £76,900 by the Heritage Lottery Fund for an 18 month project, entitled "Fighting for our Rights", exploring the role played by key figures from Kingston in the Disability Rights Movement from the 1960s to the 1990s. The project is a partnership with Kingston University, Kingston Museum and Archives, and St. Philips School. Not only will these stories be recorded for posterity but we hope they will inspire future generations of disabled people.

Following our strategy day in February 2016, we successfully applied for a New Initiatives Grant from RBK. Along with contributions from our sponsors, Fish Insurance, Paypacket and BL Claims, this enabled KCIL to host its first 'Living with Disabilities' Conference in September 2016. Delegates were inspired by a range of speakers, including rugby Paralympian, Ross Morrison. They also had the opportunity to attend workshops and an exhibition, and to network with other service users and organisations. Feedback was so positive that KCIL is committed to making this an annual event.

KCIL continues to value the work of our employees and has retained its Investors in People Standard which will be reviewed again in March 2020. A Learning and Development Plan was created, highlighting staff skills and areas for development; this was then updated to illustrate the work that had been done over the year including training that staff had undergone, costings and benefits to the organisation as well as benefits to the individual.

*Lisa Ehlers, Chief Executive Officer.*



# DIRECT PAYMENTS AND PERSONAL BUDGETS

**KCIL has continued to provide support, information and advice regarding Direct Payments and Personal Budgets to adults and children of all ages and disabilities living in Kingston, enabling them to take control of their own health and social care. The support to Direct Payment users in Kingston was extended to Richmond families from April 2016.**

KCIL has been working hard over the past year to consolidate working processes across both boroughs in order to provide consistent, quality services. KCIL adapted its monitoring methods in order to meet the requirements of the council and are working to demonstrate outcomes for service users on the scheme.

An annual survey of the service at the end of 2016 looked at the service KCIL provides. Feedback included:

***“ I like the way KCIL staff need to answer any questions ... helping to understand how to deal with disability with letters and visits.”***

***“ The fact that the organisation is staffed and run by disabled people and has decades of experience in self-directed support issues.”***

***“The fact that it is independent from the Council and has more in-depth knowledge of disabled people and their needs.”***





## SUPPORT WITH RECRUITING, INTERVIEWING AND EMPLOYING PERSONAL ASSISTANTS (PAS)

**We support our service users throughout this process from creating job descriptions to registering on our online resource for recruiting PAs called 'Find-a-PA'. We also support people with the interview process and becoming an employer. In September 2016, we appointed a new Personal Assistant Admin Worker, Seye Norman.**

### TRAINING

Training on topics including Emergency First Aid at Work, Person Centred Care, Food Hygiene and Infection Control was also offered to Personal Assistants in Kingston through partnership working with Ruils and Surrey Independent Living Council (SILC).

KCIL's Direct Payment Team continued to deliver training to Social Workers from Kingston Adult Social Care, explaining our services in depth, how we can support them, and helping to improve the communication and relationships between all concerned. Direct Payment staff also attended a staff meeting at Achieving for Children, introducing the team and explaining what we can support them with.

### QUARTERLY USER GROUP MEETINGS

KCIL organises quarterly user group meetings where service users can discuss any issues they may have about the service, hear talks from local groups such as other voluntary groups and RBK, as well as receiving topical updates and information from organisations such as the Pensions Regulator and FISH Insurance.



### The year ahead...

We have taken on board the feedback from the survey and will be making our website more accessible and will provide more support for people with learning disabilities and their families/carers. As part of our successful tender, we will also be producing a series of Direct Payment information leaflets and an informative video.

# SUPPORT PLANNING AND BROKERAGE SUPPORT

## ACHIEVING FOR CHILDREN (AfC)

**AfC contracted KCIL to provide Brokerage and Direct Payment support to children, young people and their families in April 2015.**

The brokerage component of this service supports families to use Special Education Needs and Disability (SEND) personal budgets (PB) to have increased choice and control over education, health and social care provision. Families have used these budgets to gain control over the care and support they receive thus having more consistency of staff, access to more mainstream services, and more individually tailored support.

Advice and information continues to be a significant part of the service with the Broker advising families and professionals about the PB process.

***“The Broker has been exceptionally effective in helping to set up my son’s Personal Budget at each stage of the process. She has been very proactive and without her commitment, skill and enthusiasm I am sure our son would never have enjoyed the level of support he has received. We would heartily recommend their work, and are very grateful for what has been done for our son.”***

**72% of stated outcomes**

have been achieved through the Personal Budget process

**66% increase in plans**

submitted compared to last year

**450% increase in enquiries**

about budgets from last year

**40% of enquiries from professionals**

including school heads, Special Educational Needs Coordinators (SENCOs), EHCP coordinators as well as AfC case managers and Independent Supporters

**94% of enquiries**

made were in reference to education funding



## CITY BRIDGE SUPPORT PLANNING AND BROKERAGE PROJECT

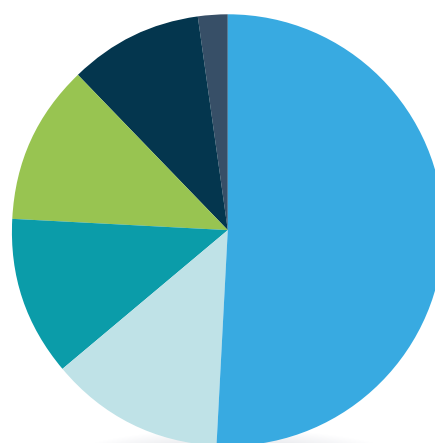
The funding from City Bridge for the Support Planning and Brokerage Project came to an end in December 2016. This successful project supported 263 people to gain more choice and control over their lives over its 3 years.

For the nine months to 30th December 2016, the Support Broker:

- Worked with 76 clients
- Held 90 meetings

### CLINICS AT TOLWORTH HOSPITAL

As a result of the increase in the number of referrals from the local Community Mental Health Team (CMHT), the Broker along with Recovery Support Workers from CMHT organised biweekly clinics at Tolworth Hospital. The aim of the clinics was to allow the mental health patients access to the brokerage service, information and advice. The Broker saw on average five service users per session. The clinics proved to be very successful and resulted in an increased number of users being able to stay independent.



### SUPPORT BROKERAGE

- 51% Benefit Advice
- 13% Personal Budgets
- 12% General
- 12% Signposted Services
- 10% Form Filling
- 2% Finances

***“Joanna has been very helpful and has done a lot for me. She has put my mind at rest when dealing with challenging issues which tax me more than others.”***

### The year ahead...

Joanna Aleksey will be providing brokerage and support planning for SEND from April 2017. In September Joanna will be starting her maternity leave, and Mel Warren will become KCIL's new Broker. Her experience as Outreach Worker and her role as a counsellor in schools with young people will put her in good stead for this new challenge.

# FIGHTING FOR OUR RIGHTS

**Thanks to funding of £76,900 from the Heritage Lottery Fund, KCIL launched its heritage project, 'Fighting for our Rights', in November 2016.**

Jen Kavanagh was appointed Oral History Project Manager and has been working with a range of partners including Kingston University, Kingston Archives and St Philip's School on delivering the first stage of the project.

This includes collecting oral histories from local disabled people who were involved in the Disability Rights Movement between 1960s and 1990s. These stories will be shared via local displays, a web resource, as well as learning resources for local schools.

The project aims to collect up to 20 audio recordings from people in the disabled community, including Baroness Jane Campbell and Ann Macfarlane who were instrumental in the Disability Rights Movement.

Spaces have been secured at Kingston Museum, the Heritage Centre in the Guildhall, and four libraries in the borough for the displays, which will launch in time for Disability History Month in November 2017.

KINGSTON



**VISUAL IMPAIRMENT**

PARLIAMENT

KCIL continues to support the Visual Impairment (VI) Parliament as part of our partnership working with Thomas Pocklington Trust (TPT). Sophie Camara, Parliament Coordinator, has been based at KCIL's office in Kingston since November 2016 following Kezia Coleman leaving the role to work elsewhere within TPT.

The VI Parliament is made up of 'MPs'. They each focus on a specialist area such as sport and leisure, environment, employment, health and education. The Parliament holds quarterly public meetings where speakers come along to inform people with visual impairments about various opportunities in the community. The Parliament also holds social events such as pub quizzes, audio book swaps and trips to various places like Kew Gardens and bowling.





## GRANT MAKING

Following RBK's decision to withdraw their financial support for the Holiday Grant Scheme in March 2016, KCIL's Board of Trustees decided to use the charity's reserves to fund not only Holiday Grants but also Equipment Grants from July 2016. 33 holiday grants were awarded and 7 equipment grants enabled disabled people to buy things such as a portable hoist, an adjustable bed and a specialised Kaye Walker.

## INFORMATION AND ADVICE

During the year, the Office Manager has handled nearly 100 telephone and email enquiries covering subjects including benefits, holiday grants, disability-related equipment, access issues, transport, employment, housing and community care. Where enquiries could not be dealt with internally, callers were signposted to outside agencies, but mainly our partner organisations within Kingston Information and Advice Alliance.

## WEBSITE

We have continued with our work to improve our search engine rankings where the words Disabled/Disability and Kingston upon Thames are used together in order to increase the number of visitors to our site. This year our rankings have increased from 4th or 5th to 1st.

## KINGSTON INDEPENDENT

Our newsletter, Kingston Independent, continued to be mailed to over 700 disabled people, carers and organisations in and around Kingston. The decision was taken to reduce the printed issues to twice a year and to launch an eNews in September 2016 (emailed to 230 subscribers). This was well-received and the second edition was sent in January 2017.

## LIVING WITH DISABILITIES IN KINGSTON CONFERENCE

KCIL's first annual disability conference at Chessington Safari Hotel was held on 12 September 2016 thanks to a grant from RBK and sponsorship from Fish Insurance, Paypacket and BL Claims. 92 disabled people and their Personal Assistants/ carers and family members attended and were able to find out more about the services available to them in the borough via presentations and workshops.



## The year ahead...

The Trustees will look into extending the grant scheme to include educational grants. As part of the Direct Payment tender, we will look into making our website more accessible. There are also plans afoot for a 2nd conference.

# VOLUNTEERING

**We are very grateful to our volunteers who this year have helped us with office administration, analysing research data and collecting oral histories as part of the Heritage Lottery Fund project.**

This help has been invaluable to us and we hope it has been a rewarding experience for everyone involved. We would also like to acknowledge the valuable role played by our trustees, all of whom give their time freely.

## SOCIAL ACTIVITIES

**KCIL recognises that many of our service users experience periods of isolation and, with the right support, value opportunities to get out and about and to meet up with other people.**

This year we have organised a boat trip (from Kingston to Shepperton) in partnership with the Thames River Boat Project, and a day out to Ham House arranged by Heritage2Health (a partnership between the School of Nursing Kingston University and heritage sites).



***“Student nurses from Kingston University described the experience of interviewing for the oral history project as ‘inspiring’ and life-changing’.” KT***





## STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2017

	Unrestricted Funds	Restricted funds services to disabled people	Agency funds	Total 2017	Total 2016
	£	£	£	£	£
<b>INCOME</b>					
Donations, grants and fees	219,346	137,249	7,425	364,020	345,765
Subscriptions	870	-	-	870	1,065
<b>Investment income</b>					
Bank interest	683	-	-	683	785
Other income	9,586	-	-	9,586	237
<b>TOTAL INCOME</b>	<b>230,485</b>	<b>137,249</b>	<b>7,425</b>	<b>375,159</b>	<b>347,852</b>
<b>EXPENDITURE</b>					
Grants payable	9,200	-	11,273	20,473	33,730
Charitable activities	200,056	118,630	-	318,686	285,998
<b>TOTAL EXPENDITURE</b>	<b>209,256</b>	<b>118,630</b>	<b>11,273</b>	<b>339,159</b>	<b>319,728</b>
Net income	21,229	18,619	(3,848)	36,000	28,124
Transfer of funds	(3,848)	-	3,848	-	-
Funds balance at 31 March 2016	230,092	26,960	-	257,052	228,928
<b>FUND BALANCES at 31 MARCH 2017</b>	<b>247,473</b>	<b>45,579</b>	<b>-</b>	<b>293,052</b>	<b>257,052</b>

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