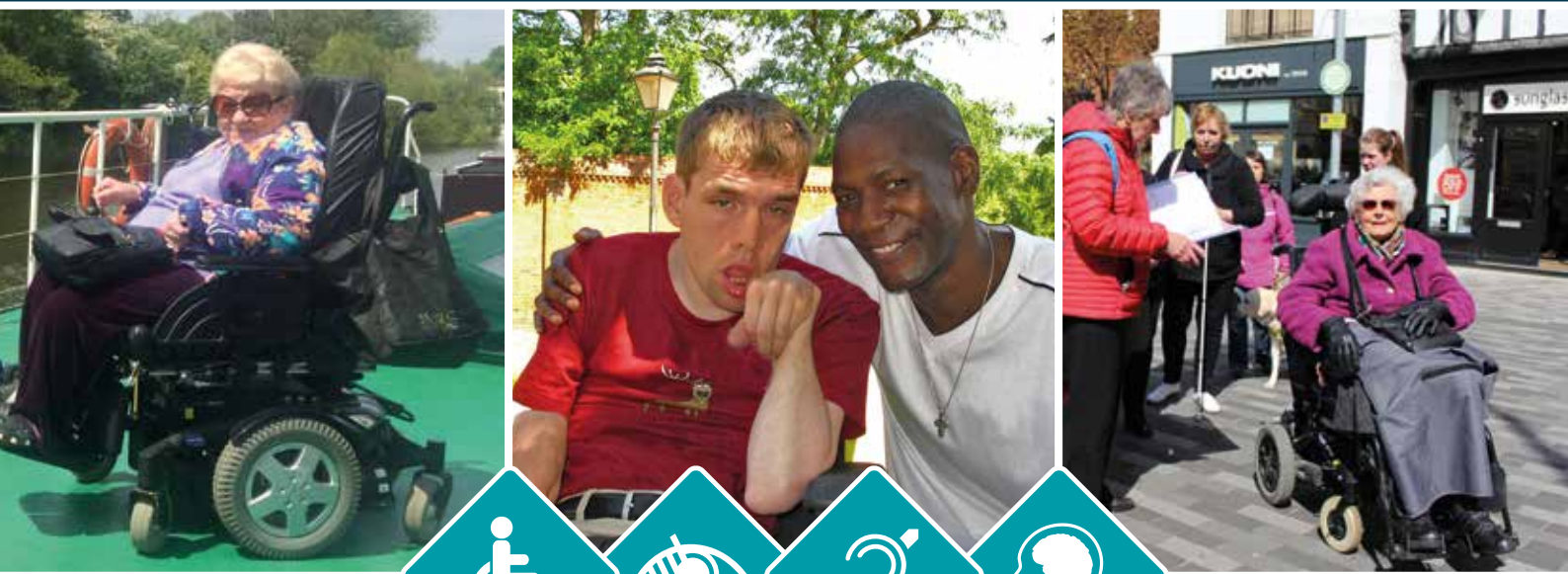




# Annual Report 2016



CHOICE AND CONTROL FOR DISABLED PEOPLE



# WELCOME TO OUR ANNUAL REPORT 2016

# OUR HIGHLIGHTS

**Kingston Centre for Independent Living has made strong progress on our strategic aims over the past year with diversifying our income, preparing for local and national agendas and increasing the influence, choice and control of disabled people being at the top on our list of priorities.**

KCIL's Trustee Board has remained fairly stable during 2015-2016 with meetings every two months and our annual Strategy Day being held in February 2016. Sadly in November 2015 Rita Johnstone passed away after 3 years of helping to shape the organisation. We would like to acknowledge her dedication and support to KCIL over the years.

KCIL continues to value the work of our employees and has retained its Investors in People award for another year. KCIL has had some changes to the staff team over the past year with Maureen Wing, Outreach Worker, leaving KCIL in July 2015 and Mel Warren joining the Self-Directed Support Team in September 2015.

Maria Keskes returned to work following maternity leave in September 2015 and we said goodbye to Dale Byrne, who worked to cover Maria's maternity leave, and Jane Ferrier-May, Independent Supporter.

In May 2015, we hired a Business Development Manager, Jan Eastaff, to help raise KCIL's profile, increase connections within the local community, and raise money through trusts and grants. This will help us to continue with our work promoting choice and control for disabled people in our borough.

*Nigel Tarrant, Chair*

**KCIL continues to strive for a society where disabled people can have independent lives and personalised care. As part of this aim, KCIL has focused on the development of our Direct Payment/Personal Budget Support over the past year in order to enable disabled people to have more choice and control over their lives.**

KCIL has been working with the Royal Borough of Kingston (RBK) and Kingston Clinical Commissioning Group (CCG) to develop and adapt our services in order to meet their requirements and to prepare for their upcoming tender in 2016. We have also been working with Achieving for Children (AfC) to deliver support brokerage and direct payment support to disabled children and their families.

The past year has been one of change and partnership working for KCIL. We have been developing relationships with other organisations including Thomas Pocklington Trust, Heritage2Health, Richmond Users Independent Living Scheme (Ruils) and members of Kingston Information and Advice Alliance.

Unfortunately our Independent Support Project with Ruils and Richmond Advice and Information on Disability (RAID) finished in December 2015, but we continue to work with Ruils on the new Find-a-PA website to help improve the recruitment of PAs. We have also been working with AfC on developing our work with young people. We hope this will be part of a larger piece of work, supporting disabled people to speak up and be heard on issues that are important to them.

We have also been working to diversify our income and raise our profile locally, developing relationships with the Kingston Rotary Club and Surbiton Racket and Fitness Club through the work of our new Business Development Manager, Jan Eastaff.

Next year looks to be very exciting. It will be the final year of our City Bridge Project which provides support brokerage to people in Kingston. This project has supported over 170 users and we are pleased to be able to continue this much needed work. We have also succeeded in applications to the Heritage Lottery Fund and the Emerging Grants Fund at RBK for two new exciting pieces of work. We are excited for the year ahead and all the opportunities it will bring and we hope you will follow our progress.

*Lisa Ehlers  
Chief Executive  
Officer*



# DIRECT PAYMENTS AND PERSONAL BUDGETS

**KCIL continues to provide support, information and advice regarding personal budgets and direct payments to people of all ages and disabilities living in Kingston, enabling them to take control of their own health and social care.**

The service includes outreach visits to help service users set up their personal budgets and to become an employer. This year 56% of visits took place in the service users homes.

The Monitoring Officer supports service users with keeping their paperwork and relevant records in order to help

prevent any issues that may cause them to experience care-related or financial difficulties, liaising with the appropriate Finance Department should any difficulties arise.

In some cases, during the past year, he has been supporting service users, and acting as advocate, in disputes and appeals:

*“Thank you for taking time to so clearly explain the scheme to me. The information you have given me makes it much easier to understand and not so overwhelming.” AG*

*“I really appreciate all the time and effort that you and your team have given to supporting me. It is so nice to feel listened to and not just treated as a number.” MA*

*“I am so much happier now that this mess has been sorted. I am very grateful to KCIL. They have been a great support, and have been very good to me.” AA*

*“I feel so reassured after meeting and talking to others with similar concerns. There was such a wide range of experiences and shared information available. I no longer feel alone after having made this contact.” MK*

Quarterly user group meetings ensure service users can discuss any issues they may have about the service, hear talks and receive topical updates and information. Service users, as new employers, are also offered access to “Being a Good Employer” training.



We offer support with the process of recruiting, interviewing and employing personal assistants (PAs). Towards the end of last year, we purchased an online resource for recruiting PAs called ‘Find-a-PA’ in order to help us modernise and streamline this service to our requirements and attract more people to respond to the available roles.

We have received positive feedback from clients and external colleagues about the quality and depth of the work undertaken in facilitating families to have their voices heard and to secure life-enhancing changes to their support systems.

This year, the SDS Team has been delivering training to Social Workers from Kingston Adult Social Care, which has given us the opportunity to explain our services

in depth, how we can support them, and improve the communication and relationships between all concerned parties.

The past year has been one of growth and change. New working relationships are being cultivated, including those with support agencies and care providers. These changes have involved both new opportunities and challenges for our service.

*“My husband and I were able to go out for a short time on Friday to celebrate his birthday; this is our first night out since our son became unwell. Having some time on our own made us appreciate everything more.” JJ*

## The year ahead...

We hope to continue to work together with health and social care in supporting disabled people to live as independently as they choose and to pursue our vision of becoming the “hub” of disability charities and services in the Royal Borough of Kingston, and being Kingston’s champion for independence and choice.

# SUPPORT PLANNING AND BROKERAGE SUPPORT

## ACHIEVING FOR CHILDREN (AFC)

The first full year of the Special Educational Needs and Disability (SEND) brokerage service has seen an increase in applications for Personal Budgets (PBs) rise by 50% from the initial phase of the service.

Advice and information continues to be a significant part of the service with the broker advising families and professionals about the PB process. 75% of stated outcomes have been achieved through the PB process.

**100% of respondents**

with a PB are happy with the support in place for their child

**100% of respondents**

agreed or strongly agreed that undertaking a PB has improved the wellbeing of their child

**100% of respondents**

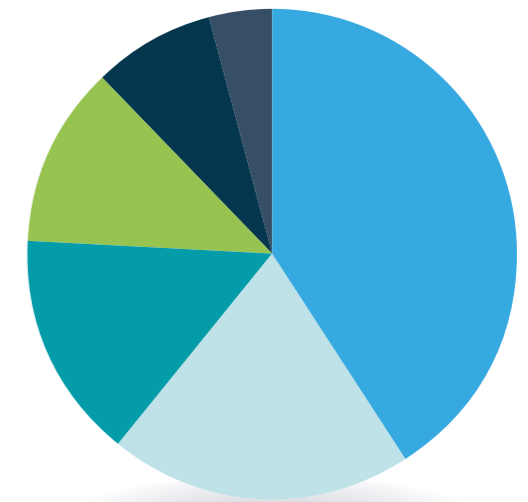
strongly agreed that they were happy with their decision to move to PBs and would recommend the service to others

## CITY BRIDGE SUPPORT PLANNING AND BROKERAGE PROJECT

The broker has supported 69 disabled people in Kingston with a range of support needs.

This project is a flexible service aimed at supporting people from all backgrounds and with different disabilities. In the last 12 months, we have observed an increase in referrals for clients needing help with benefits. In particular, the change from Disability Living Allowance to Personal Independence Payment has resulted in more people reaching for help.

There was also an increased number of people needing support with appeals as they have been declined the new benefit. There were also a few cases when other professionals approached the broker for advice.



### SUPPORT BROKERAGE

- 41% Benefit Advice
- 20% Personal Budgets
- 15% Signposting & Referrals
- 12% Support with forms filling
- 8% Support with finances
- 4% General

*“Heartfelt thanks to you because I will now receive standard rate PIP every month.” RB*

## The year ahead...

The service will be coming to an end in October 2016. Before its closing date, the service aims to support all the clients approaching us with their current issues and will also be setting up clinics in several places in Kingston to reach those clients that are unable to travel to the office or do not wish to have home visits.

## A SUCCESS STORY

Following the approval of his Personal Health Budget (PHB), a young man who previously had not been able to engage in some statutory services due to the complex nature of his health needs, was able to join in after-school activities and AfC holiday groups thanks to staff training enabled by his PHB.



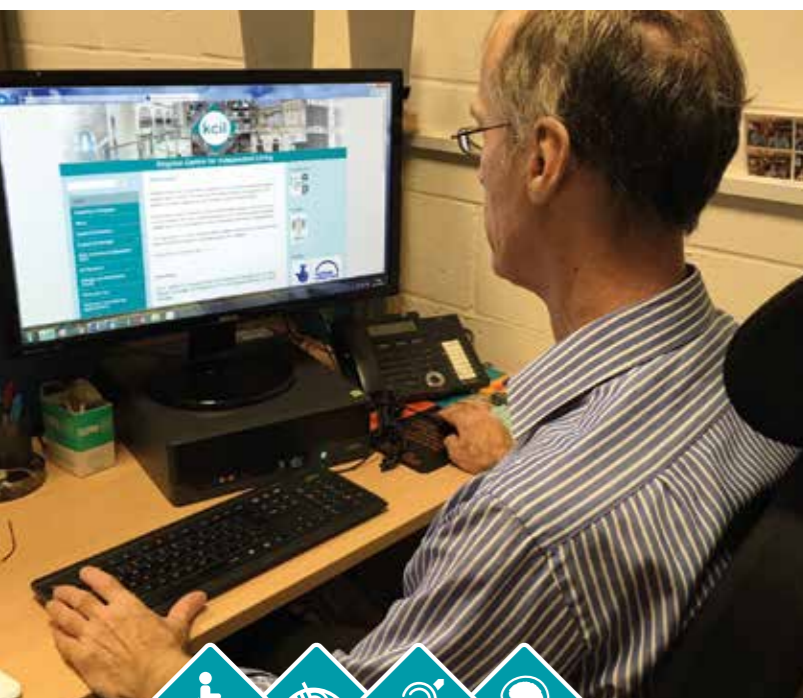
# INDEPENDENT SUPPORT

The Independent Support Project was a partnership between KCIL, Richmond Users Independent Living Service (Ruils) and Richmond Advice and Information on Disability (RAID) that ran from September 2014 to February 2016 in accordance with Government initiatives devolved to the Council for Disabled Children.

KCIL's Independent Supporter provided information, advice and support to Kingston's children, young people and their families through the process of assessment for or transfer to an Education Health & Care Plan (EHCP) under The Children & Families Act 2014.

The project worked with 36 clients in total, 24 of them face-to-face, and engaged directly with 21 children or young people aged 16-25. A decision was taken by the lead charity to terminate the contract with KCIL 2 months early when target numbers of cases were not expected to be met.

*“Your input was extremely valuable. We were also very happy about the support you provided us during your previous visit to our home and all the helpful advice in between.” AB*



## GENERAL INFORMATION AND ADVICE

During this year, the Support Broker has become the primary contact for many callers and visitors to the office looking for information and support.

The Office Manager has also dealt with nearly 100 additional enquiries over the phone or via email plus over 300 visitors to the office.

## WEBSITE

We have been working to raise the number of visitors attending our website by improving the search engine rankings for our organisation when the words 'Disability/Disabled' and 'Kingston' are used together.

Research consistently reinforces the importance of having high rankings i.e. being on the first page of any internet search, and we achieved this with rankings of either 4th or 5th by March 2016.

## KINGSTON INDEPENDENT

KCIL continues to produce a newsletter, Kingston Independent, which went out to over 700 disabled people, carers, and organisations across London three times during this year. The focus of the newsletter is local and national disability-related issues with electronic, large print and audio versions available.



## HOLIDAY GRANTS

This was KCIL's final year of distributing Holiday Grants on behalf of Kingston Council (RBK). These grants were ceased as part of RBK's larger budget cuts in April 2016. Holiday Grants assisted disabled and/or ill people who otherwise would not be able to afford to fully fund a holiday for themselves.

## THIS YEAR'S FIGURES AT A GLANCE:

- 95 applications received
  - 85 awards successful
  - Numbers of applications increased by just one on last year's figures
  - 43 received maximum award of £200
  - Awards totalled £14,341
  - 62% took a holiday in the UK
- The total amount of grants awarded decreased by around £1500 but the amount we had to spend was also around £1500 less than in the previous year.

## The year ahead...

Due to the popularity of this scheme and the positive effect it has on the lives of disabled people in the borough, KCIL's Board of Trustees is considering creating a holiday grants fund from the charity's reserves.

# VOLUNTEERING

We are very grateful to our volunteers who have helped us, this year, with:

- Designing our newsletter, the Kingston Independent
- Editing the Kingston Independent
- Analysing research data
- Office administration

Their help has been invaluable to us and we hope has provided them with both experience and increased confidence.

We would also like to acknowledge the valuable role played by our trustees, all of whom give their time freely.

If you are interested in volunteering in the office, as a fundraiser or as a trustee, please contact: [jan.eastaff@kcil.org.uk](mailto:jan.eastaff@kcil.org.uk)

# 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 social activities including two boat trips (from Kingston to Shepperton) in partnership with the Thames River Boat Project, and

a day out to Ham House organised by Heritage2Health, a partnership between the School of Nursing Kingston University and heritage sites.

*“I really enjoyed the boat trip along the Thames and found it very therapeutic. Everyone should have the opportunity to go on one of these day trips.” KT*



# STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2016

	Unrestricted Funds	Restricted funds services to disabled people	Agency funds	Total 2016	Total 2015
	£	£	£	£	£
<b>INCOMING RESOURCES</b>					
Donations, grants and fees	213,813	97,490	34,462	345,765	364,991
Subscriptions	1,065	-	-	1,065	1,175
<b>Investment income</b>					
Bank interest	785	-	-	785	986
Other income	237	-	-	237	605
<b>TOTAL INCOMING RESOURCES</b>	<b>215,900</b>	<b>97,490</b>	<b>34,462</b>	<b>347,852</b>	<b>367,757</b>

<b>RESOURCES EXPENDED</b>					
Charitable activities					
Grants payable	-	-	33,730	33,730	35,784
Support costs and overheads	133,707	129,667	21	263,395	228,853
<b>Total direct charitable expenditure</b>	<b>133,707</b>	<b>129,667</b>	<b>33,751</b>	<b>297,125</b>	<b>264,637</b>
Governance costs	22,603	-	-	22,603	23,607
<b>TOTAL RESOURCES EXPENDED</b>	<b>156,310</b>	<b>129,667</b>	<b>33,751</b>	<b>319,728</b>	<b>288,244</b>

Net incoming/(outgoing) resources	59,590	(32,177)	711	28,124	79,513
Funds balance at 31 March 2015	170,502	53,389	5,037	228,928	149,415
<b>FUND BALANCES at 31st MARCH 2016</b>	<b>230,092</b>	<b>21,212</b>	<b>5,748</b>	<b>257,052</b>	<b>228,928</b>

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