

Annual Report

2021

2022



Kingston Centre for
Independent Living

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CEO Highlights

Looking back over the last year as the vaccination programme progressed and restrictions eased, the KCIL team have continued to show resilience and adaptability to provide our services during a difficult period.

Despite all the team experiencing Covid at one stage or another we have all rallied round supporting one another, only having to close the office and work remotely on a handful of days. Thankfully KCIL's members and supporters have been able to come together and enjoy visits to Kew Gardens, visits to KURC for our enjoyable coffee mornings, Christmas Lights at RHS Wisley and our ever-popular Thames Boat trip. It really is lovely for the team and I to spend time with our members and we have much laughter and stimulating conversation.

We have significantly expanded our events programme and Joanne Stafferton has added a new vibrancy to the promotion of our events. Earlier this year Joanne did some sterling work winning us a Google Ads grant, and that has raised our profile to a new level.

Throughout the year we managed to win small funding bids from Skills for Care to provide training for PA's and carers. We won funding from Royal Borough of Kingston to help with promoting the vaccination programme and ran



a programme to identify and support unpaid carers. The Mayor of Kingston, Councillor Margaret

Thompson, presented us with a cheque for almost £10,000 for our two-year extended stint as the nominated charity and we are ever grateful to Margaret and her team for how hard they worked to raise money for KCIL.

We were pleased to see our Direct Payments contract automatically extended to March 2023. As we made some internal changes to the staffing team, recruiting Rhod Griffiths as Recruitment Officer, we have coped with the challenges of recruitment and have improved our efficiencies, matching far more PA's to Direct Payments recipients than the previous year.

In March 2022 we said goodbye to John Morris who retired after 12 years' service, we wish him a long and happy retirement.

Our work with Achieving for Children with SEND and the NHS CCG on Personal Health Budgets has gone from strength to strength, and we are now supporting almost 200 people.





Helen Green has done a fantastic job with SEND and has been of great support to me in the last year.

James Bassett has continued our positive work in Accessibility, and we now have a live reporting function on our website that allows anyone to report negative (and positive!) Access issues. James has carried out Access audits at The Rose Theatre and Kingston United Reformed Church and we hope to see many more carried out in the next year.

One of our most enjoyable events was our annual conference where we had inspiring

talks from wheelchair rugby legend Steve Brown and TV presenter and actress, broadcaster and writer, Samantha Renke.

We had a lovely wellbeing session in the afternoon and many of us also had fun taking part in the chair exercises session!


Can I just take this final paragraph to thank Robert Reilly – who retired from his role as Office Manager in March 2022. After 22 years working for KCIL he was the font of all knowledge and was very helpful to me in my early period as CEO. Although we still see him occasionally he is very much missed.

Kingston Centre for Independent Living

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 @teamKCIL

 [KingstonCentreforIndependentLiving](https://www.facebook.com/KingstonCentreforIndependentLiving)

Chair's Report

Hello everyone at KCIL

Throughout the Financial year 2021/2022 we saw a bit of a change. We had our challenges but we also had some great opportunities.

We hosted a well-attended conference in which the topic was Wellbeing. This topic was chosen as it seemed important to address some key issues which had been (further) highlighted by the ever-changing world post Pandemic. For some, the pandemic has left us with high levels of anxiety and feelings of isolation. Therefore, it felt relevant to visit and educate ourselves on the area of Well-being.

KCIL also increased the number of activities available to our Members, for instance, with trips to Kew Gardens becoming a regular event. We also visited RHS Wisley Gardens for their Christmas lights, introduced regular Coffee Mornings (both face to face and online). There have even been opportunities to visit the Rose Theatre performances.

We continue to work hard with both the Royal Borough of Kingston and the NHS in supporting individuals and their families with Direct Payments and Personal Budgets. We have worked not only with Adult Social Care but also closely with Achieving for Children and SEND.

Equally valuable, we also provide support in the recruitment process of Personal Assistants as well as their training.



Accessibility audits are ongoing. Our Website also introduced a function that allows our Members and the Public to report their experiences in the local community. Overall, I would say that the Board has been very happy with the hard work from both our CEO Jason Lamont and the team.

Lastly, we warmly welcome the following; Jo Stafferton as the new office manager, Helen Green who has taken on a new post as our Direct Payment and SEND manager. Abi Corbett as our Fundraising officer, Rhodri Griffiths as our Recruitment Advisor and last but not least Kirsty Montgomery as Direct Payment and SEND Support Administrator..

Sadly, two very popular members of team retired in April. Both Robert Reilly and John Morris will be missed. We wish them both the best and a very happy retirement. To our Members & Supporters, I would like to say a big thank you. We hope that KCIL has been able to demonstrate our continued commitment to helping individuals with disabilities and their families.

SEND

Special Educational Needs and Disabilities



Helen Green
Direct Payments
and SEND Manager

Key Successes



We have supported over 200 families and young people with SEND across Kingston and Richmond. We have improved our response times and are working more closely across education, health and social care. We have delivered training to staff at AfC and attended community network events. Children and families enjoyed our trips to Kew Gardens.

13.8%

SEND
SERVICE
USERS

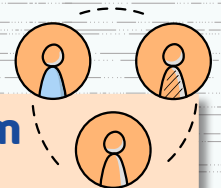


115

FAMILIES

supported with
Direct Payments
for social care
support

The SEND Team



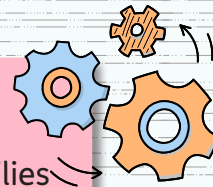
The team are a hard working bunch, they are knowledgeable, creative and kind. Maria has taken the lead on supporting families with Personal Health Budgets. Amelia continues to support families new to direct payments. Rhod is our recruitment champion. We said a big congratulations to Kirsty as she went on maternity leave.



**PERSONAL
HEALTH
BUDGET**
Family
support

+50%

Working together



As a team we work with families and have good links with AfC and NHS to be able to work with them to find possible solutions. We have supported families and PA's to access essential basic healthcare training. We have named contacts at Pay Packet and Mark Bates to support families with payroll and insurance direct issues.



**EDUCATION
PERSONAL
BUDGET**
referrals

+22%

KCIL SEND Website



We are excited to have a new SEND area of our KCIL Website. The pages detail the Personal Budget Pathway that has been developed to help coordinators and families to navigate requesting and running a personal budget for SEND. Templates of the paperwork are available and information on the SEND Team.

www.kcil.org.uk/send/personal-budgets-pathway/

Looking Ahead



We are excited to look ahead to supporting more families and keeping up to date with changes from the SEND Review. We have information stalls booked at the AfC SEND Futures conference and AfC Access All Areas transition and Careers Event. We will be running more wellbeing activities into 2022 and 2023.

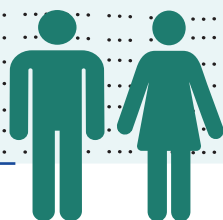
Direct Payments

Support as usual

Hello, I'm Amelia. The past year has been an interesting one for me with changes and adaptations to the way we work due to the Coronavirus pandemic. Visits usually take place in peoples' own homes where they are provided with support to understand the various aspects to Direct Payments such as payroll, employment insurance, and their responsibilities as employers.



Amelia Berren
Senior Independent Living
Advisor



53

REFERRALS

41 from RBK

11 from Kingston
Carers Network

Choice and control

The pandemic has brought new challenges for our support services. However, we have worked together with people to make sure they continue to have choice and control in how they receive information, advice and support regarding their Direct Payments.

This support has been offered via home visits, office meetings or through technology such as Zoom or an outreach call. This flexibility of support enables people to stay in control of their own health and social care to live as independently as they choose.

Recruitment

At his first job fair, Rhod gave a talk to a group of Kingston college students to highlight the benefits of working in social care as a Personal Assistant. Following this talk, three students expressed an interest in becoming a PA which bodes well for the future.



PA RECRUITMENT

35 requests
14 taken on

Job Centre

Rhod also reached out to Holly, the local Job Centre manager, in March and attended the Job Centre to explore recruitment opportunities. We now do an event (either a job fair or interview sessions) bi-weekly and have found some really good PA candidates.



WANT TO WORK AS A PA?

If you are interested in finding out about working as a Personal Assistant, or you know someone who might be, please get in touch with us. We will be happy to talk to you.

Access and Mobility

Two major audits

Following on from successful launch of our expanded Access Services at the end of the previous financial year, KCIL was able to hit the ground running this year and secure two major Access Audits under our new scheme. One was the Rose Theatre and the other was Kingston United Reformed Church, both of which helped strengthen, KCIL's relationships with each organisation.

Polling stations

We also continued building on our previous access work with local Polling stations, performing audits on several newly proposed venues. We managed to get an inappropriate venue changed before the local elections the following year.



James Bassett
Access Facilitator

Edith Gardens

Edith Gardens invited KCIL to work with them to help improve the accessibility of their site before their upcoming opening. This gave KCIL the opportunity to bring several members with us on a tour to provide live feedback to the organisers. Working together, we were able to offer guidance on how to improve the physical environment of the gardens and their promotional material, and the contents of the guided tour itself – all of which was enthusiastically taken on board.



KCIL's Website

Jo Stafferton was invited to give a presentation at the Kingston Digital Inclusion Network on the topic of how to successfully move services online in an accessible manner, which was extremely well received. The presentation used examples from KCIL's own experiences during the pandemic, including the complete rebuild of our own website earlier in the year, by Jo and myself, to meet the latest accessibility standards.



New Leisure Centre

We were invited to participate in consultations about the new leisure centre, an invitation that evolved into an intense conversation with the developers. This is still ongoing as we endeavour to ensure the new facilities will have everything our members and service users have indicated they need.



Individual Support

Access work also continued on a more individual level, with KCIL tackling instances of inaccessible housing for several of our service users throughout the year. This involved providing advice on appropriate modifications, how to access funding for the changes, and advice on how to proceed if facing difficulties from landlords or building management groups.

Working together

Throughout the year, KCIL continued to work closely with RBK, Kingston First, and Transform Kingston, as a consultant on many major town centre projects. These included the proposed changes to the Kingston Riverside, the Eagle Wharf Brewery, and Memorial Gardens. We also acted as initial consultants, and then critical reviewers, of several Low Traffic Neighbourhood schemes within the borough.



Goodbye Robert

At the end of the financial year, we said goodbye to Robert as he took his well-earned retirement; a good friend and mentor to the Access Team. His presence will be sorely missed and we will strive to carry his legacy with us into the coming years.



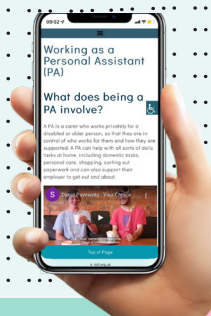
Communications



Jo Stafferton
Office Manager

Stronger Voices...

This year KCIL's Communications team took part in the Media Trust's Stronger Voices programme, a six-month course that looked at how we share information important to our work. With the help of Google, who participated in the programme, we successfully received a Google Ad Grant.



We now use the grant to help direct people to the fundraising and PA job vacancy pages on the KCIL website. Jo, from KCIL, was even asked to speak at the Stronger Voices graduation ceremony at the Google headquarters in London, sharing KCIL's work with the audience.

Social Media

The number of people we reach through social media is growing. You can follow KCIL's social media accounts for up-to-date information about our events and services, disability news, and news about other community services.

Twitter and Instagram @TeamKCIL

Facebook @KingstonCentreForIndependentLiving



Website

We continue to upgrade the KCIL website. You can visit KCIL's website for in-depth information about employing a PA, our SEND support services, KCIL membership, supporting KCIL by fundraising and more.

www.kcil.org.uk

Newsletter



Our fortnightly newsletter has proved very popular, particularly during the Covid lockdowns, giving out useful information and some entertainment to KCIL members and service users.



Events

KCIL members enjoyed seeing each other again in person this year as Covid restrictions began to ease. We started with lots of trips outdoors and then had our first in-person coffee morning in February.



Kew Gardens
December 2021



Coffee Morning
February 2022



Kew Gardens
August 2021



Edith Gardens visit
December 2021



Disability Awareness Day
September 2021



Thames Boat trip
August 2021

To learn more
about KCIL
membership's
benefits, please
visit our website:
www.kcil.org.uk



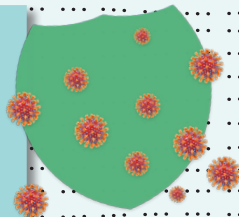
Vaccine Programme



Rhod Griffiths
Recruitment & Engagement Advisor

The need for a Campaign

Hello, I'm Rhod, I joined KCIL in March 2022 as the Recruitment and Engagement Advisor. I'm also involved with other community organisations in Kingston Council's Community Vaccine Champion Programme. This aims to promote the benefits of the Covid vaccine, to increase awareness of the continuing effect that Coronavirus has on the community and to help increase the vaccination rate within the Borough. Unfortunately, in early 2022, when the programme started, the local infection rate was one of the highest in Greater London and the uptake of the vaccine was poor, indicating a need for an awareness campaign.



Coffee Morning

Our coffee morning in April to raise awareness about Covid, the benefits of having the vaccine and to answer people's questions and concerns, was well attended and a great success. We even helped 3 people to get their first vaccine!



Job Fair

Whilst at a Job Fair to increase PA recruitment, we used the opportunity to talk to Kingston College students about the local Covid situation and asked them to complete a short survey. Although 70% were fully vaccinated (85% had one vaccine), when asked why they thought some people hadn't been vaccinated:

- 23% believed the main risks of Covid were over.
- 8% were unsure where the nearest vaccination clinic was.
- 15% believed the clinics were too hard to reach.
- 53% gave 'other' reasons including 'fear of health complications' and 'lack of vaccine information'.

This feedback will provide a useful insight for local NHS and council colleagues working to encourage the take up of vaccinations.



Fundraising

New Fundraising role

I'm Abi, I started as KCIL's new Fundraising Officer at the end of February 2022. I am excited to be working at KCIL and enjoyed my first months getting to know the team, undertaking lots of training and getting started with fundraising.



Abi Corbett
Fundraising Officer

Results so far

In March 2022, KCIL secured places in many race and challenge events across London and the rest of the UK. We will use these places to raise money by finding runners to take part and fundraise for KCIL.



Google Grant

We have been marketing these events through social media, the website and the newsletter. We have been supported by a Google ad grant which has helped us to tailor ads to draw people to KCIL's website. We are also looking to develop relationships with other local organisations and businesses to help us to promote these races.



Looking ahead

We have some very exciting events in store:

Runs

June 2022 - Regents Park with Paul running the 10K and Chidvi the 5K.

July 2022 - ASICS London with Monty and Sam and KCIL CEO Jason running the 10K.

Fairs and Charity days

June 2022 - Sutton New Town Jubilee Fete and Ham Fair.

July 2022 - Grand Avenue School Summer Fair.

September 2022 - Surbiton Festival.

July 2022 - Malden Golf Club Charity Day golf, auction and prosecco sale.



Finances



Jason Lamont
KCIL CEO

Drop in income



The accounting year April 2021 to March 2022 saw a drop in income for KCIL from £379k in the previous year to £336k.

This was due to a drop in Covid payments and projects that were secured in the previous year. We managed to secure additional funding from the NHS, Skills for Care and from RBK for smaller value projects regarding Test & Trace and the Vaccination programme.

Severe pressures



Overall costs remained similar to the previous year - £349k vs £346K - and we have posted a forecasted loss of £13k. As we made a surplus of £32k in the previous accounting year this loss is manageable from our reserves.

Our core income has been under severe pressure as a result of council cut backs and as we have seen costs rise we took the decision to stop offering grants for short breaks and equipment. This was communicated to members early in the financial year and the general response was that in the financial climate this was understandable. The Board are committed to keeping this decision under review and if financial matters improve, we can return to offering grants.

Big contracts extended



We were pleased to see our largest contract with Kingston Council extended to March 2023. Our SEND service contract with Achieving for Children was also extended to March 2023, with additional funds coming in from South West London Clinical Commissioning Group. We hope to see these develop in the coming period.

New Fundraising and Events Officer



KCIL has always operated a very prudent financial regime for a number of years. Our policy has been to adjust our spending to fit our predicted income and to only take on new projects when they are fully funded by Grants or a new contract.

In order to complement this strategy we have in March 2022 recruited a Fundraising & Events Officer who will be responsible for developing a new income stream, alongside our CEO.

Optimistic Future



Looking forward, we are aware that our contract with Kingston Council is expiring in March 2023 and will be advertised as a competitive tender.

We have plans in place to support our CEO with that process to ensure that we retain this contract for 2023 and beyond. We are also aware that many of the local authorities in the surrounding area are re-tendering similar services, so we are optimistic that we can win further services that will benefit disabled adults and children in the area.

THANK YOU!



We would like to say a **BIG THANK YOU** to all those people and organisations who very generously supported us throughout the year.

We would also like to say a **BIG THANK YOU** to Bill's Restaurant, Pho Vietnamese Street Food, Leon Restaurant, The Park Brewery, Strawberry Hill Golf Club, GoBoat Kingston and Wisley Gardens who all kindly donated various prizes for our conference.