

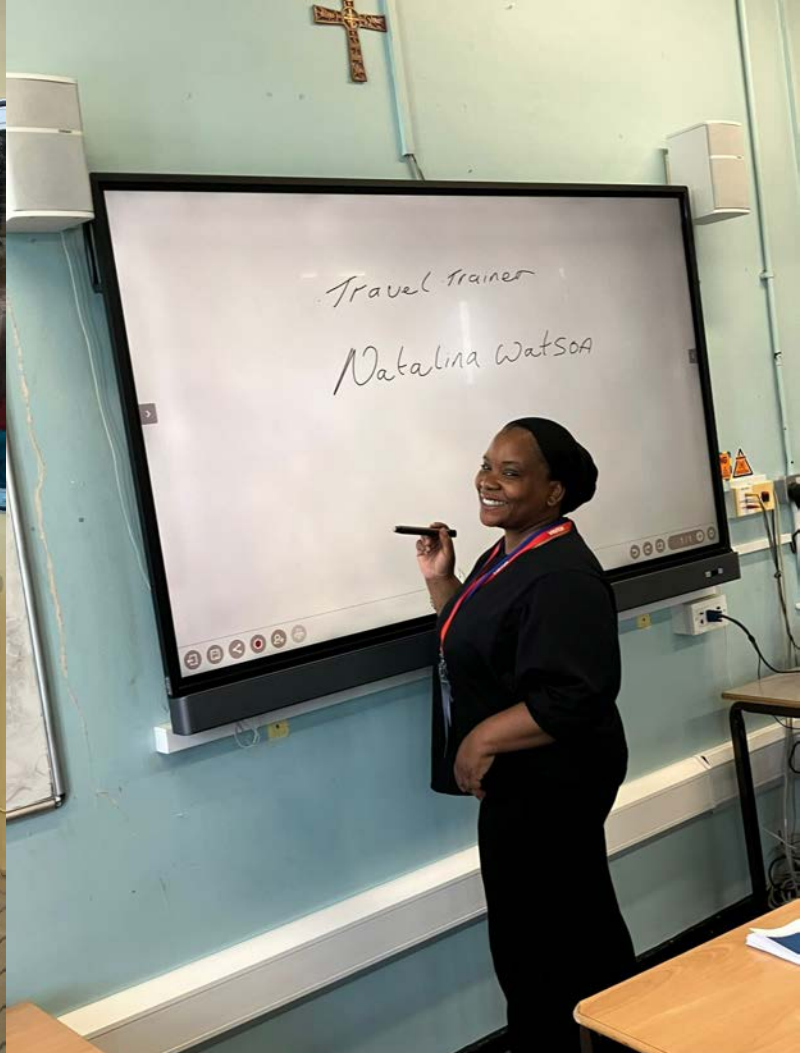


# Annual Report 2024 - 2025



We represent and support the full equality and inclusion of disabled people.







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# LETTER FROM OUR CHAIR AND TREASURER

Firstly, I want to wish you a successful 2026 with you living as healthily as possible. If there are constraints to you living an independent and fulfilling life, and you believe any of those constraints can be removed and that KCIL can assist please contact us. You may be favourably surprised with how KCIL can help. Aim high. Generally, we are living at a very odd time for the World. Let us hope it improves.

The year began with a significant change to one of our long-standing contracts. While this was challenging, it reflected the progress KCIL has made in strengthening our commissioning relationships, securing new contracts, and delivering services effectively and efficiently. Note I say “contracts”, there are still grants, but most of our work is in the form of contracts. 2025/26 has seen the trend continue with new contracts up and running with Brent and Croydon (a 10 year contract) and we forecast our total revenue will have increased by 75%.

KCIL's reputation beyond Kingston continues to grow. I am delighted

**Commissioners are genuinely delighted and possibly surprised by the care shown by KCIL's staff and the effort and commitment they make.**

to report that KCIL has not lost its core values. Commissioners are genuinely delighted and possibly surprised by the care shown by KCIL's staff and the effort and commitment they make. I thank all our staff for upholding our values and the many times when they have gone beyond the call of duty.

We have a number of new staff who are working on the contracts won by our CEO and he is working hard to ensure they are all signed up to and committed to our values. Many work where the contracts are based; and the main office is still sufficient for our core needs. We have just agreed a new lease for a further 24 months.

If you look at the Finance Section in the Annual Report you will see that at 31st March 2025 we made a small surplus for the year; that we keep close control of salary costs; and have good reserves which are covered substantially by cash deposits. KCIL is financially sound.

In 2025 we received a £56,000 legacy from Bryan Pickering's estate. We are extremely grateful to him and his family. We continue to work on how to provide a

long-term memorial.

You will see at the top of this page that I write this as both Chair and Treasurer. Both is “needs must” stuff; it is not terribly satisfactory for KCIL or for me. Our succession planning suggests that the best approach is that a new person volunteers as a Trustee; learns the ropes of KCIL for 6 months; becomes Co Chair with me for a period; and then takes on being Chair. Do you know of anyone who might want to do this or who thinks that it would be good personal development for themselves. You don't have to live in Kingston.

Governance of any charity is important. KCIL is financially sound; has an excellent CEO; provides important services; and plans to continue going places. Being Chair could be really fulfilling for you. Don't underestimate the benefit of feeling you are doing the right thing. I know that from experience over many years. Alternatively, you could be our Treasurer.

**Lawrie Lee**

**KCIL Chair and Treasurer**



KCIL service locations - Kingston, Richmond, Sutton, Croydon, Southwark, Brent, Peterborough.

# COULD YOU BE OUR NEXT TRUSTEE?

KCIL is looking for our next Trustee (or Trustees) to join our board. As a Trustee, you would be crucial in helping us achieve our mission of supporting disabled people to lead independent, fulfilled lives.

Email [enquiries@kcil.org.uk](mailto:enquiries@kcil.org.uk) or call 020 8546 9603 to arrange a chat to find out more.

# CEO'S REPORT

## A Big Year for KCIL

This year has been a busy, exciting, and at times challenging one for KCIL — but above all, it's been a year we can be proud of.

Everything we do at KCIL is about supporting disabled people to live independently, with choice and control. Throughout 2024–25, our team has continued to deliver high-quality, person-centred services, supporting people across Independent Living, Direct Payments, children and families SEND support and Independent Travel Training to live life on their own terms.

## Growing Our Impact

One of the standout moments of the year was securing major new contracts. Most notably, we were awarded the Croydon Direct Payments Support Service, a long-term contract that will see KCIL supporting many more people over the next decade. This is a huge vote of confidence in our approach and our values, and it gives the organisation a strong and stable foundation for the future.

We were also delighted to expand our Independent Travel Training work through a new five-year contract with the London Borough of Brent. Building on our success elsewhere, this means more disabled people and young people with SEND can travel safely and confidently, opening up opportunities for work, education and social life.

## Our People Make It Happen

None of this would be possible without our brilliant staff team. As we've grown, we've invested in recruiting and supporting skilled, committed staff who care deeply about the people we support. Many of the team have gone above and beyond in the last year but I must mention Joanne Stafferton (Operations), Lauren Cullinane (Direct Payments), Aggie van Eijnsbergen (Recruitment) and Maria Keskes (SEN) have been the bedrock of KCIL for several

years and who deserve all the praise for their consistent high quality performance.

## Looking Ahead

The coming year will focus on developing the recent contracts we have won in Brent and Croydon, recruiting new staff and teaching them the KCIL values, building sustainable funding, and keeping lived experience at the heart of everything we do.

Thank you to our members, service users, staff, trustees, funders and partners for your continued trust and support.

**Jason Lamont**

**Chief Executive Officer**



## KCIL – The Year in Numbers (2024–25)

10-year Croydon Direct Payments contract

5-year Brent Independent Travel Training contract

£25k annual Lloyds Bank Foundation grant

# FINANCE REPORT

For the years ended 31 March 2025 and 31 March 2024

<b>Statement of Financial Activities</b>	<b>2025</b>	<b>2024</b>
<b>Income</b>		
Donations, legacies & grants	£47,605	£37,889
Independent Living Contracts	£353,542	£405,737
Investment income	£4,864	£3,219
<b>Total income</b>	<b>£406,011</b>	<b>£446,445</b>
<b>Expenditure</b>		
Charitable activities	(£395,486)	(£387,291)
<b>Net income for the year</b>	<b>£10,525</b>	<b>£59,554</b>

<b>Balance sheet as at 31 March</b>	<b>2025</b>	<b>2024</b>
<b>Current assets</b>		
Debtors	£109,871	£69,473
Cash at bank	£244,595	£282,122
<b>Total assets</b>	<b>£354,466</b>	<b>£351,595</b>
<b>Creditors (amounts falling due within one year)</b>	<b>(£81,309)</b>	<b>(£88,963)</b>
<b>Total funds</b>	<b>£273,157</b>	<b>£262,632</b>

<b>Reconciliation of Funds</b>	<b>2025</b>	<b>2024</b>
Total funds brought forwards	£262,632	£203,078
Net income for the year	£10,525	£59,554
<b>Total funds carried forward</b>	<b>£273,157</b>	<b>£262,632</b>

# WELCOMING NEW TEAM

## MEMBERS

### Kingston/Richmond



**Natasha Wilson**  
Direct Payments Advisor



**Velina Antonova**  
Recruiter

### Croydon



**Amy Harries**  
Direct Payments Advisor



**Sophie Clews**  
Direct Payments Advisor



**Denise Cummings**  
Direct Payments Advisor



Over the past year, KCIL has welcomed eight new members of staff across our Kingston/ Richmond, Brent and Croydon teams. Their skills, experience and commitment are already strengthening our services and supporting more disabled people to live independently.

## Brent



**Natalina Watson**  
Travel trainer



**Jorden Mbola**  
Schools Engagement  
Officer

## Operations Support



**Charlotte Gray**  
Administrator

# DIRECT PAYMENTS

**This has helped us build relationships in the borough and gain a clearer understanding of residents' needs.**

In October, KCIL took over the Croydon Direct Payment contract, which has been an exciting step forward for the organisation. As part of this transition, we welcomed Amy, Sophie and Denise to the team as Direct Payment Caseworkers. They have all settled in well and brought valuable skills and experience, helping us create a strong and supportive service from the start.

As part of this wider expansion, we also strengthened our Kingston and Richmond Direct Payments service. Two experienced team members moved into Croydon roles to support the new contract, and we welcomed Natasha and Velina to ensure continuity and stability for people using our Kingston and Richmond services. This allowed us to grow into Croydon while maintaining the high-quality support KCIL is known for in both boroughs.

Since taking on the Croydon contract, we have organised a variety of outreach sessions

with Croydon residents, engaged closely with the social work team, and supported individuals through the changes to ensure the process feels as smooth as possible. This has helped us build relationships in the borough and gain a clearer understanding of residents' needs.

My own role has also developed over the past year. I moved from being the Kingston Direct Payment Advisor to becoming the Croydon Direct Payment Team Leader. This new position has given me the opportunity to take on more responsibility, support the team in their day-to-day work, and help shape how the service is delivered in Croydon. It has been a positive challenge and a chance to grow both professionally and personally.

## **Lauren Cullinane**

Croydon Direct Payment team leader

# PA BROKERAGE

**Through persistence and a person-centred approach, we continue to successfully connect service users with dedicated PAs who make a real difference to everyday**

This year has been a positive and constructive one for recruitment, marked by growth, learning and resilience, particularly as we expanded our work into the Croydon area. While the wider social care sector continues to experience a shortage of PAs and increasing competition around pay, we have responded with flexibility, commitment and a strong focus on building meaningful relationships. Through persistence and a person-centred approach, we continue to successfully connect service users with dedicated PAs who make a real difference to everyday lives.

Alongside this, we have strengthened our recruitment team by supporting the development of Velina in her new role. Our mentoring approach has been collaborative and practical, with plenty of opportunity for learning through shadowing and open discussion. Velina has quickly grown in confidence

and independence, bringing fresh energy and new ideas to recruitment. She has developed her own effective ways of working, which has been genuinely encouraging to see. Her progress reflects KCIL's supportive culture and our commitment to developing people from within, leaving us well placed for the year ahead.

**Aggie van Eijnsbergen**

Senior Recruiter



# SEN & PERSONAL

# HEALTH BUDGETS

We remain committed to making sure families feel supported rather than overwhelmed, and empowered rather than excluded, as they make decisions about their child's future.

KCIL's SEN and Personal Health Budget (PHB) Brokerage service continues to grow from strength to strength, supporting families to navigate what can often feel like a complex and overwhelming system. At its heart, the service is about helping children and young people with SEND — and their families — to have more choice, control and confidence in how support is planned and delivered.

## **How We Support Families**

Our Brokerage team works alongside families, local authorities and health partners to help children and young people access and make best use of personal budgets, including education, social care and Personal Health Budgets linked to Education, Health and Care Plans (EHCPs).

We provide independent, practical support; explaining options clearly, helping families think through what good support looks like for their child, and guiding them through the personal budget process. While we don't make funding decisions, we play an important role in making sure families feel informed, listened to and supported

every step of the way.

## **A Really Strong Year of Growth**

This year has been a particularly successful one for the Brokerage service. We've seen a significant increase in the number of families supported in the London boroughs of Kingston and Richmond, reflecting both growing demand and increased confidence in personalised approaches to SEND support.

In Southwark, we've expanded the number and range of personal budget packages we support. This includes working with families accessing both education and social care budgets, helping them shape flexible support that meets their child's individual needs.

Across all areas, the service now supports over 200 children, young people and families.

## **What This Means in Practice**

For families, personal budgets can be life-changing but only if they're well understood and properly supported. Our Brokerage team helps families to understand their

options, feel more confident navigating SEND processes, and shape support that reflects what matters most to their child and family.

### **Looking Ahead**

As demand continues to grow, our focus for the coming year is on building capacity, strengthening relationships with local partners, and continuing to champion personalised, co-produced approaches to SEND support.

We remain committed to making sure families feel supported rather than overwhelmed, and empowered rather than excluded, as they make decisions about their child's future.

**Across all areas, the service now supports over 200 children, young people and families.**



# INDEPENDENT

# TRAVEL TRAINING

Our approach combines one-to-one travel training with small group workshops, allowing young people to learn at their own pace while building confidence through shared learning and peer support.

KCIL's Independent Travel Training (ITT) programme has continued to make a real difference over the past year, supporting young people to build the skills and confidence they need to travel independently.

More than 150 individual travel training sessions were delivered, alongside eight structured workshops introducing core travel skills to groups of young people. We also held coffee mornings in partnership with local authorities and schools, creating valuable opportunities for parents to ask questions, share experiences and feel more involved in their child's journey.

Our approach combines one-to-one travel training with small group workshops. This allows young people to learn at their own pace, while also benefiting from shared learning and peer support. Training focuses on practical, real-world skills such as planning journeys, understanding routes and ticketing, using public transport safely, assessing risk, and building confidence when travelling independently.

The workshops provide a supportive, low-pressure environment where young people can explore different travel scenarios and build confidence before putting their skills into practice. Feedback from participants shows that attending workshops helps young people feel more prepared and confident when moving on to independent travel.

Over the past year, many young people have progressed from supported journeys to travelling independently. The programme has also helped increase access to education, leisure activities and community life, supporting greater independence and social inclusion. Parents, schools and local authority partners have shared positive feedback about the confidence and independence young people gain through the service.

During the year, KCIL successfully expanded Independent Travel Training into an additional local authority area. This has allowed us to reach more young people and families, work with a wider network of schools, and build new

partnerships. The expansion reflects growing confidence in the programme and provides a strong foundation for further development in the years ahead.

Naomi Duhaney

**Lead Travel Trainer**



# Learning to travel independently



We felt so lucky when we found Natalina and the Brent ITT service. Our son had just turned 16 and was about to start a new school. At the initial meeting, Natalina took the time to get to know him, while her colleague explained the travel training process to me.



She worked around our schedule and supported my son at his own pace, giving me real confidence that he would be able to travel independently to college within a few weeks.

He is now able to use the Tube safely and confidently, and he calls me every day when he leaves college.



The Brent ITT service has been life-changing for our whole family. I wish more parents knew about it, because it gives young people the opportunity to gain independence and sets them up for future success.

Brent Parent

[kcil.org.uk/brent-independent-travel-training/](https://kcil.org.uk/brent-independent-travel-training/)

Brent Independent Travel training is operated by KCIL, an independent living charity.

Call us on 020 8546 9603 or email [BrentITT@kcil.org.uk](mailto:BrentITT@kcil.org.uk)

Registered Charity number 1123063

# ACCESSIBILITY

**As each new area was brought into the fold this year, we were able to seamlessly add their access needs, reports and queries into our existing workload.**

As KCIL expanded its reach in 2025 the Access Team were well prepared, having spent much of the previous year improving our reporting services and reaching out to organisations in the surrounding area to ensure we were already a known entity in many of the boroughs already. As such, as each new area was brought into the fold this year we were able to seamlessly add their access needs, reports, and queries into our existing workload. As well as continuing our tireless accessibility work in Kingston, we successfully solved a plethora of new cases in each new borough – ranging from public spaces such as libraries, town halls, and care homes to individual cases regarding housing and workplace support.

KCIL continued to enjoy close relations with other organisations this year, completing two NHS funded projects that had been started in 2024, as well as taking part in the 2025 Healthy Communities scheme which saw KCIL raising education and awareness around accessibility issues within the community and around what individuals can do to help prevent issues and improve their communities for themselves and others. Through surveys, educational documents, and several in-person and online workshops we were able to foster a

greater understanding, and confidence, in our audience that we are very proud of.

In addition, the access team has been working closely with leisure, entertainment, and educational institutions across all our boroughs to battle the issue that we identified in our community research; that while there had been noted improvement in commercial and workplace environments, there were very few accessible options for free time, leisure, or hobby activities. KCIL reached out and consulted with several leisure centres, as well as worked with clubs and organisations to find ways to improve, or if necessary, change their venues to welcome a wider audience. At Kew Gardens, we have been strongly involved with the refurbishment of several attractions, as well as the construction of a new learning centre with accessibility as a key focus.

As the Access Team enters 2026, we look forward to continuing and strengthening our work in, and most importantly with, the community in all our boroughs – new and old.

**James Bassett**

Accessibility Officer

# EVENTS

**Across the year, KCIL's events offered accessible spaces for engagement, learning and community connection.**

Throughout 2025, KCIL delivered a varied programme of events designed to bring people together, build community, and increase skills and confidence among disabled people, their families, carers and personal assistants.

Highlights included KCIL Summer 2025, which offered a range of inclusive activities from relaxed group lunches to KCIL's traditional annual boat trips on the river, and KCIL's partnership with Parallel Windsor, a fully accessible festival of sport and activities that welcomed people of all ages and abilities.

Alongside social and celebratory gatherings,

KCIL continued its practical and skills-building events, including travel training workshops and personal assistant training sessions in areas such as first aid and safeguarding. These events supported people to develop confidence and essential skills while connecting with others in the community.

Across the year, KCIL's events offered accessible spaces for engagement, learning and community connection, reflecting the organisation's commitment to inclusion, empowerment and shared social experiences.

## SIGN UP TO OUR NEWSLETTER



Find out when our next KCIL event is, and your local disability news. Sign up to the KCIL fortnightly newsletter.



# THANK YOU

With thanks to everyone who has supported KCIL this year.

KCIL would like to thank everyone who has supported our work over the past year. Our members and service users remain at the heart of everything we do, and we are grateful for the trust they place in us every day.

We would also like to thank our trustees for their time, commitment and governance, and our staff and volunteers for their dedication, care and professionalism throughout a year of growth and change.

**With thanks to our funders and supporters:**

Skills for Care

Lloyds Bank Foundation

The estate of Bryan Pickering

Big Yellow

Malden Golf Club

**With thanks to our partners:**

Our local authority partners

Money Carer Services

Together, your support helps KCIL continue to champion independence, choice and inclusion for disabled people across the communities we work in.



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## Empowering disabled people

