

Southampton Centre for Independent Living



Annual Report 2000 / 2001

Choice and Control

Promoting equality across the south



Gerry



Neil



Julian



Hazel



Paul



Lynn



Ian



Steve



Gill



Janet



Derek

NB: This report will shortly be available on our website, see back cover for website details

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Looking back over this last year I feel very proud of the whole SCIL team - staff, volunteers and, last but not least, the Management Committee.

Our organisation has experienced two years of very rapid growth. We now need to consolidate our position and secure long-term funding for posts which are currently covered by National Lottery grants.

All the staff should be commended for their patience and forbearance during the acute accommodation crisis - they must have felt like sardines at times! The new Portacabin will alleviate our problem but it only gives us a short breathing space to look for a more permanent solution.

A very big vote of thanks should go to Ian Loynes, our Coordinator, for keeping the show on the road so successfully. Besides coping with a large expansion in our Direct Payments service provision, which has resulted in an increase of 5 members of staff, he has overseen the creation of the Outreach Project. We have great hopes for this project - its potential for the empowerment of disabled people cannot be underestimated.

We are very fortunate in having a core team of volunteers who help to run the SCIL office. The tasks they undertake range from answering the phone or making photocopies to book-keeping or producing the newsletter. We could not manage without them!

We are also very grateful to the Consumer Audit volunteers. Thanks to them, our audit programme has been very successful. It is good to see these volunteers gaining a valuable qualification as a result of their work.

The Management Committee has had a difficult year. Illness and resignations have depleted the number who have been able to take an active role in the organisation.

Despite this, we have made considerable progress in improving communication between the staff and the Management Committee and we have spent time discussing SCIL's role in the future.

In recognition of the need to liaise with our much bigger staff team, we have created the position of Vice Chair. Jeff Downing is the first holder of this position. He is to have regular meetings with the staff and reports back to the Management Committee. In addition, at least one member of staff now attends each Management Committee meeting.

We were glad to welcome Chris Boswell as our new Treasurer when Ken Bray's work commitments made it necessary for him to resign.

You will have received notification of an Extraordinary General meeting which will take place immediately before the AGM. Your Committee have proposed a number of small changes to our constitution which will allow us to cover a wider geographical area and to include young people over the age of 14 in our membership. We also need to increase our maximum membership to 200. A further change will allow the Management Committee to make decisions even if our number is reduced.

I hope very much that you will vote in favour of these proposals.

Whilst statistical information can be a very misleading method of demonstrating the work and value of an organisation, we provide the following as an indicator of the range and depth of SCIL's work in 2000/01:

Consumer Audit:

- Trained 6 disabled people in "Introduction to Consumer Audit Skills" to join the currently active team of Consumer Auditors.
- Provided input of Service Users views to 2 Best Value Challenge Meetings in Hampshire and Portsmouth.
- Contacted 197 service users and carers while carrying out 7 audits of community care services and care management processes.
- Supported consultation with for the Review of Equipment Services for disabled people at 7 workshops.

Direct Payments Support Workers:

- The Direct Payment Support Workers supported around 350 people.
- And provided approx. 950 'contacts' with people.
- And provided information, support and training to 200 Non Disabled people needing information, support and training e.g. Care Managers.

Independent Living Support Scheme:

- 29 new people registered.
- 167 requests for Personal Assistants.

Disability Equality Training:

- Delivered DET training to 415 participants.
- 7 new Trainers trained for the Isle of Wight.
- Personal Development and support programmes run for residents of Le Court and CPI in Ireland.

Outreach and Skills Development:

- Made a total of 1514 contacts comprising:
- 437 contacts with disabled people.
- 717 contacts with professionals.
- Networked with 300 people at various venues.
- Redirected 17 disabled people onto other organisations.
- 43 people on the waiting list for Personal Development Training.

General Enquiries:

- SCIL receives general enquiries all the time, varying from a request for a phone number to a visit from a team of people wanting to know more about SCIL.
- In 2000 / 01 we received almost 280 general enquiries, which we categorise into the 12 basic needs. Of these basic needs, most enquiries were for Information (76) and Technical Aids /Equipment (44).

At the last AGM the following people were elected to SCIL's MC:

Steven Kingsford Rebecca Longley Lynda Parsons

They joined **Gordon Bright, Jeff Downing, Paul Kobryn, Billy Maguire, Byron Oliver** and **Gill Whitworth**.

The following people supported the Management Committee in its duties:

Chris Boswell Treasurer
Gail Loynes Company Secretary

The Management Committee members can be contacted through the SCIL office, contact details on the back cover.

Current MC members duties/interests are as follows:

Gill Whitworth: Chair	Gordon Bright: Transport
Jeff Downing: Vice Chair/Staffing issues	Byron Oliver: Membership
Rebecca Longley: Hearing impairment issues	
Paul Kobryn: Health issues	

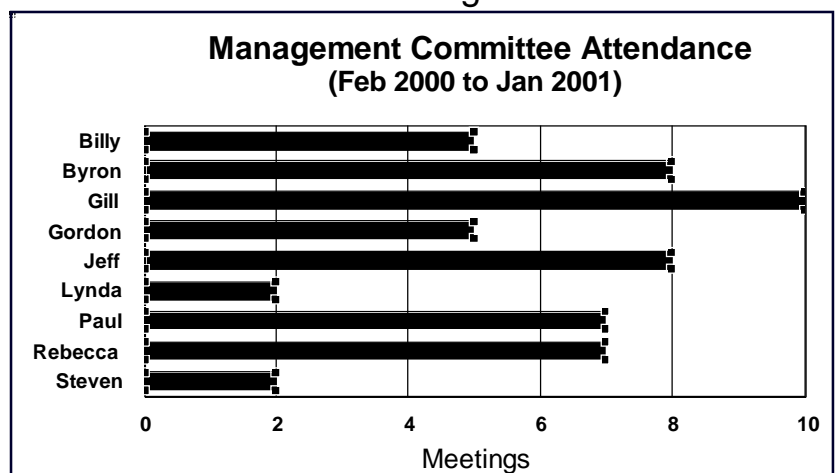
Retirements/Resignations:

Lynda Parsons resigned from the Management Committee. Both Billy Maguire and Steven Kingsford retired from the committee during the year.

SCIL's Management Committee is limited to a maximum of nine people, one third of whom are required to retire by rotation each year. As we currently have six members of the Management Committee, this means that two people from the committee are required to retire.

This year **Byron Oliver** and **Gill Whitworth** retire and are eligible for re-election if they wish.

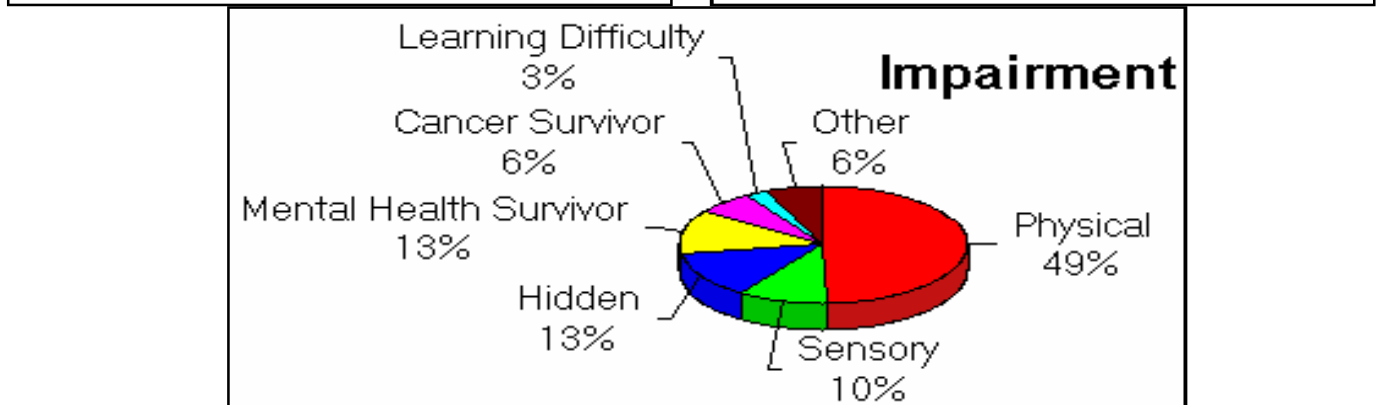
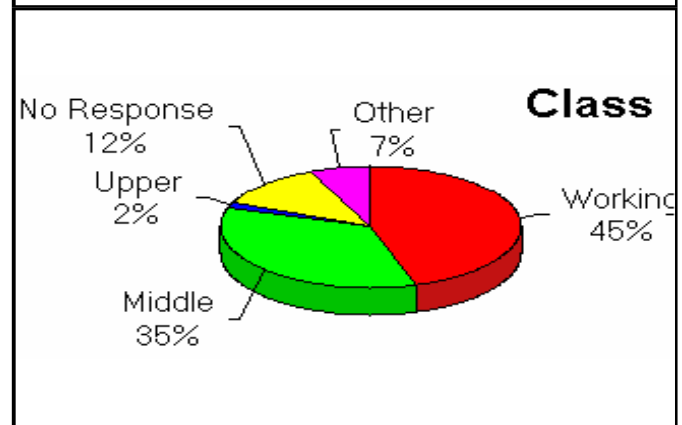
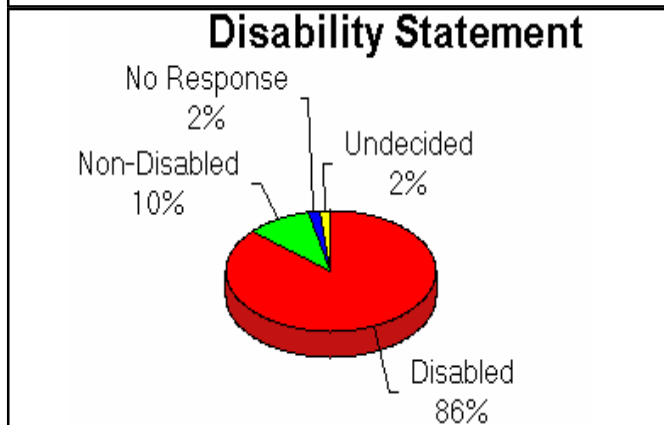
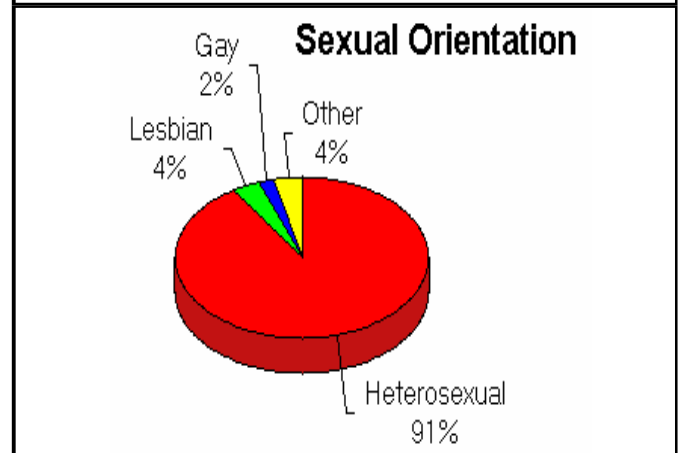
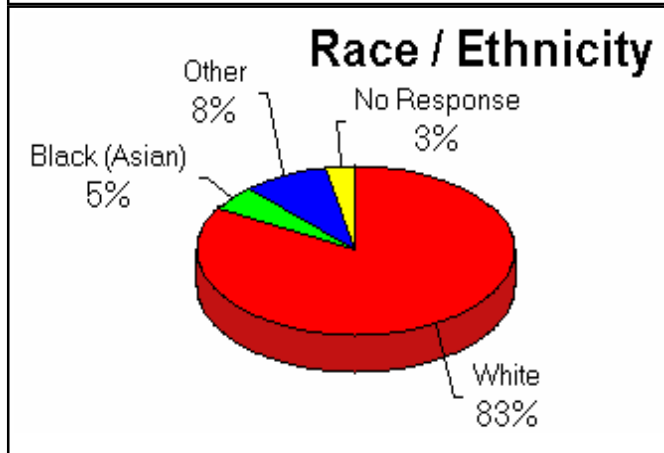
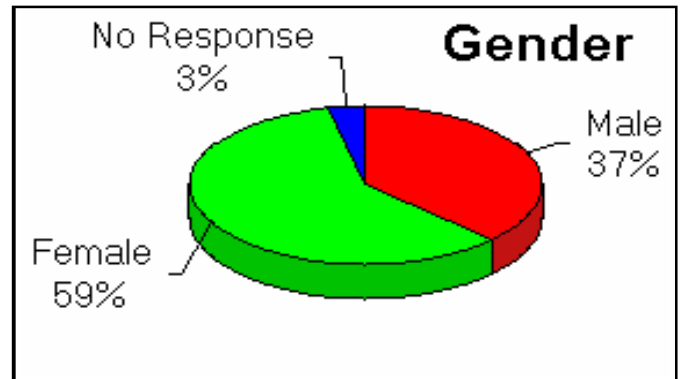
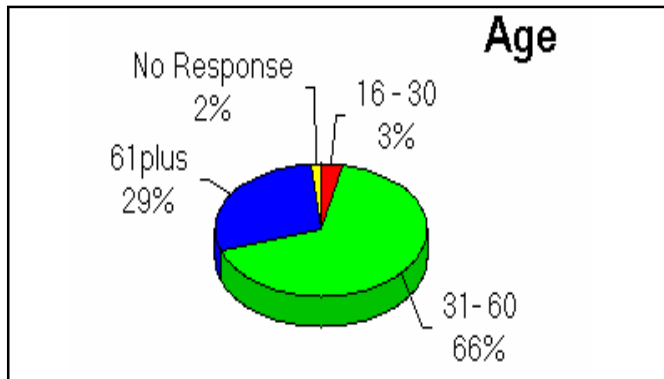
Accordingly, there are now five places available on our Management Committee. Full members of SCIL are eligible to be nominated to these positions. Elections will take place at our AGM on Saturday 24th March 2001



As at 31st December 2000, SCIL membership was 70 all of whom are fully paid up members. This is a decrease of 7 over the previous year.

Our current constitution restricts us to a maximum of 100 members.

An analysis of the 59 equal opportunity forms that were returned to us reveals the following statistical information:



(Details as at 31 January 2001)

Robert Droy	Direct Payments Support Worker (Soton & Eastleigh/Romsey)
Julie Everett	Support Worker to Mark
Julian Fiorentini	Outreach and Skills Development Worker
Lynn Hemming	Administration Support Worker
Chris Hunt	Joint Consumer Audit Co-ordinator
Lesley Long-Price	Administration Assistant
Ian Loynes	Co-ordinator
Neil Luckett	Joint Consumer Audit Co-ordinator
Paul Manning	Support Worker to Julian (not employed by SCIL)
Janet Marshall	Training Administrator
Gerry McKeown	Independent Living Support Worker
Hazel Peasley	Direct Payments Support Worker (New Forest)
Mark Redman	Direct Payments Support Worker (Havant/Petersfield & Winchester/Andover & Fareham/Gosport)
Julie Richardson	Support Worker to Fiona
Jean Seifert	Support Worker to Mark and Robert
Fiona Stevenson	Direct Payments Support Worker (Basingstoke & Alton/Aldershot)
Berni Vincent	Independent Living Team Leader
David Vincent	Support Worker to Berni

Staff numbers have risen substantially in the last year from 12 to 18.
8 Of these are full time and 10 are part time workers.

(For the year ending 31 December 2000)

Once again we would like to express our thanks to our Consumer Auditors and Volunteers who have supported the organisation during the year.

Anne Hoskins

Bev Moulds

Brian Hyde

Cathie Romans

Chrissie

Colette Galloway

Danny

Derek Spacagna

Doris Cranmer

Frank

Gordon Bright

Gill Nixon

Joe Cranmer

John

Kathy

Liz Nizolek

Lorraine

Marc

Pauline Tizard

Steve Kingsford

Steve Polden

Sue

Suzanne Cooke

There have been several other Volunteers who have assisted though not on quite so regular a basis. We should not underestimate the contribution made to the richness of our organisation by our volunteers and auditors.

A Consumer Auditor's Report — Brian Hyde

I must admit that when I joined the SCIL Consumer Audit training, my notion of what a consumer audit meant was rather vague. My motives for wanting to become an auditor were far from altruistic and my expectations, that an audit could contribute to any meaningful change in outcomes, was rather low. However, the training turned all that upside down, through a clear understanding of the consumer audit approach and it's philosophy. My own perceptions of disability were challenged, especially the language of disability which we all use unwittingly creating barriers in the process.

With other trainees, I learnt how to judge services which we and other disabled people receive, through hearing about other people's experiences. We learnt to identify possible outcomes of using a community care service, and how to carry out an audit to best advantage.

I am now persuaded that the Consumer Audit is an exiting and positive approach for identifying basic individual needs, which services should meet and through focussing and evaluating outcomes in these areas promote change where necessary, with dignity. I feel it will be a privilege to be a member of the team.

This report relates to the Accounts for the year ended 31 March 2000. Full copies of the Annual Accounts are available at the AGM, or on request from SCIL.

Total Income was £247,172 (£149,740 in 1999) an increase of 65%. This produced a surplus of £35,824 and an increase in our reserves to £85,387. Only the ILSS project failed to make a contribution but that swung into surplus during the first half of the current year.

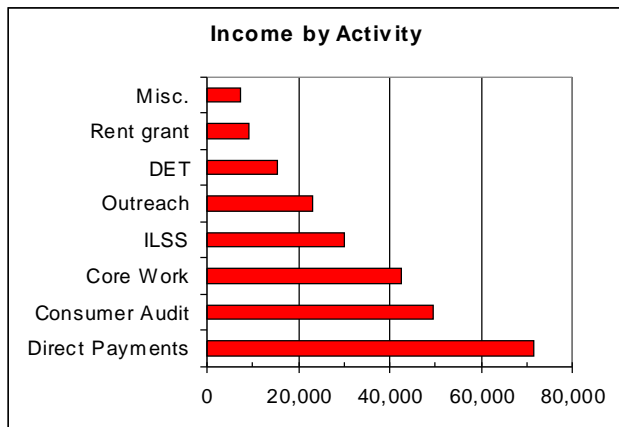


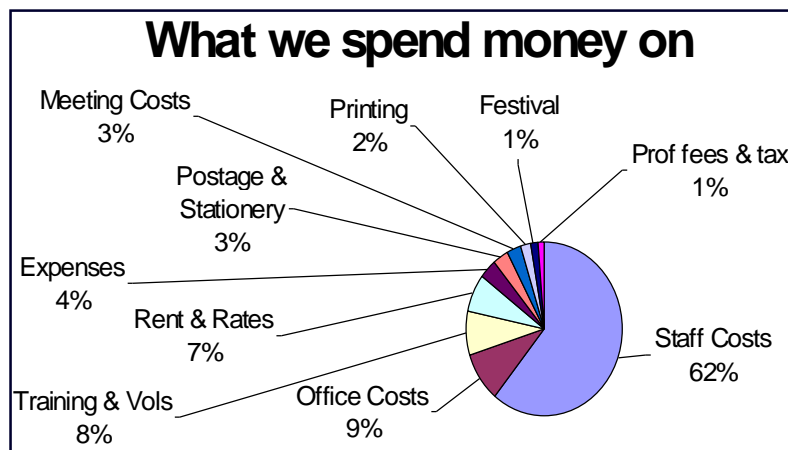
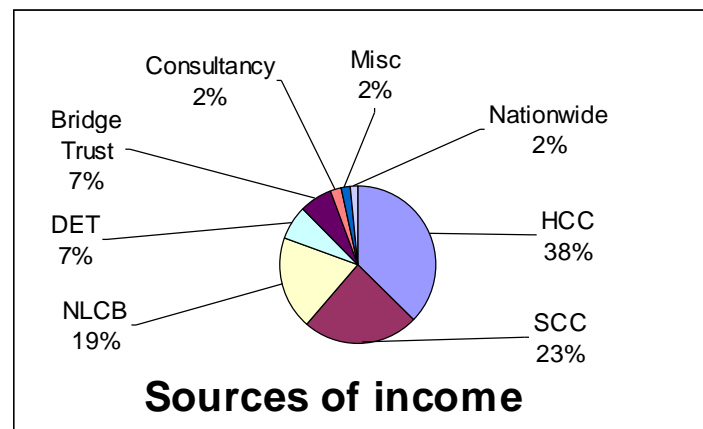
Figure 2: Sources of Income

Figure 2 highlights the continued dominance of the Local Authorities as our main providers of income.

Income

Figure 1: Income by Activity

It can be seen from *Figure 1* that Direct Payments Support remains our largest source of income, but the Consumer Audit project was a significant contributor to the improved surplus.



Expenditure

Figure 3: How we spent the money

Figure 3 is self explanatory. Inevitably, with the additional activity there were small increases in all our running costs, but staff costs remained static as a percentage of our overall spend.

Summary

The accounts for the year show a healthy position. We are satisfied that we continue to trade within our funding income, although at a lower level than last year with the Consumer Audit making a much smaller contribution, and the need for expenditure on the expansion of our premises.

The aim of my report is to give you an overview on SCIL's activities in 2000, whilst leaving it to our project staff to describe their work in more detail.

In my last report I said that we would need to find new office space to accommodate the growing number of staff and volunteers that SCIL has. Finding suitable new offices with adequate car parking proved very difficult, so the MC decided to lease a large Portacabin sited behind, but linked to, our office. This should be in place by the time you read this. Finally, we have more office space and a spacious ACCESSIBLE TOILET! Why not come down and have a look (and sample our coffee!).



SCIL offices at 6 Northlands Road

It's just as well that we have increased office space as 2000 has been another year of expansion for SCIL. Whilst we said goodbye to Wayne Vincent, we have seen a large increase in both staff and volunteers. (See pages 9-10 for details)

At the last AGM we ran workshops looking at the future of SCIL, this was followed up by several other meetings. I think it would be fair to say that we found more questions than answers! However, the future is important and we will answer those questions. We are currently working hard to ensure that staff, MC, volunteers and members all work together, to help us achieve our aims.

SCIL's influence continued to grow in 2000. We were heavily involved in the following work: Joint Investment Plan (access to work for disabled people); Helped to draft the Southampton Community Care Charter; Worked hard to support the development of our sister groups of disabled people. We conducted Hampshire's Equipment Services Review, as well as finishing our Consumers in Partnership work, both important examples of how SCIL is helping to educate Local Authorities on how to consult effectively with disabled people. We have expanded our Direct Payments support, and continue to develop in this area. We have also had a key role to play in the Best Value review of Social Cohesion in Southampton.

Finally, SCIL has continued to support disabled people to fight for their rights, supporting more people than ever to fight against injustice. This included a successful campaign against a major supermarket who sacked someone simply because they were disabled.

Direct Payments Support Scheme — Berni Vincent, Robert Droy, Mark Redman, Fiona Stevenson, Hazel Peasley and Lynn Hemming.

One of the developments of the Direct Payments Support Service this year has been the funding from Hampshire for my post as Independent Living Team Leader. I took up my position during November 2000 and currently work for 21 hours a week. My remit is basically around providing support for the Direct Payment Support Workers and developing the scheme and its work.

Direct Payments Support Service has also been successful in gaining the contract for Hampshire (which means that we are now in a position to offer Direct Payments to Hampshire as a whole). We have also been successful in gaining funding to recruit a Mental Health Support Worker to work with Mental Health System Survivors, due to start in mid 2001.

In the interests of continuing to maintain a high profile nationally, the Direct Payments Support Team have also commented and contributed to issues relating to the Disability Movement as a whole. These have included comment on the consultation stage of the Carers and Disabled Children's legislation and Charging Policy and attendance at a recent conference on the Human Rights Legalisation, which came into being during October 2000.

Plans and ideas are already underway which will include Service Users in Direct Payments and Independent Living issues for the year ahead. This plus campaign work around the government's Charging Policy, and a statement outlining our policy around supporting carers within the context of Direct Payments are soon to be underway. We also look forward to constructively extending Direct Payments to Mental Health Survivors with the pending recruitment of the Mental Health Support Worker in due course.

It has been rewarding to see the Direct Payments service growing and we will continue to work towards providing a high standard of support through our Support Workers during the year ahead. As such we will aim to continue to raise the profile of Independent Living Issues, and appropriately resourced care packages; that will enable Disabled People regardless of impairment, age or support needs to have choice, control and dignity over living an Independent Lifestyle.

Independent Living Support Scheme (ILSS) — Gerry McKeown and Lynn Hemming

The ILSS was set up eight years ago to offer disabled people advice, information, and support on all aspects of recruiting staff to assist them to live independently. The scheme works closely with the Direct Payments Scheme formally known as SOCS (Self Operated Care Scheme), to ensure a complete service is being provided, and is funded and supported by Southampton City Council.

The scheme is now well established and it's been another very busy year. Demands on the service from disabled people have increased, and new people registered onto the scheme able to access the services has again increased. As previously predicted, demands on the scheme has continued to increase, and this trend is sure to continue in the future especially as the upper age restriction for direct payments was removed last October, and in April 2001, direct payments will become an option for people under 18. This I believe will have a major impact on the already increased demands for the services provided by the ILSS.

The scheme has again this year, as last year, received several requests for information from people who live outside the catchment area. As requests for information on the ILSS continues to increase year on year, and although funding has been increased for the scheme within Southampton, I continue to feel we should be looking into ways to increase funding and resources to be able to offer the schemes services not only to Southampton City, but also to the outskirts of the City. However, as Southampton City Council are experiencing serious financial problems, obtaining extra funding at this time could prove difficult, to the extent that holding on to current funding levels may also be a problem. The current funding situation for the ILSS, as I understand it is secure until March 2002, with an option on a further years funding. Hopefully by the time funding is again required for the ILSS, Southampton City Council would have sorted out their financial problems.

The results from the evaluation survey indicated that most disabled people who use the service even with it's increased membership, and limited resources are happy with the level of service provided by the scheme and recognise the need for it's continuation.

/ Continued on next page

Independent Living Support Scheme (ILSS) — Gerry McKeown**/ Continuation from previous page**

A main function of the ILSS, is to maintain a register of personal assistants (PA's). Recruiting PA's has continued to be a continuous activity, and the scheme is competing well for suitable candidates with private care agencies. However, more and more agencies seem to be opening, that have more resources, but are also experiencing difficulties in recruiting suitable candidates to meet the increased demand for this type of service. With this in mind, the ILSS is doing well.

The scheme has continued to provide disability issues related training courses, not only for disabled people and PA's, but also in conjunction with Social Services providing information for care managers/ social workers. Feedback received from these courses remain very positive, and these courses should continue in the future.

Priorities for the future

Continue to promote the service ensuring people who could benefit from the service, i.e. disabled people, or work with the service i.e. PA's, social services etc. are aware of it's existence, and services provided.

Continue to work closely with Social Services, but remaining independent to provide comprehensive support and advice to disabled people on all aspects of employing staff, and encouragement to live an independent lifestyle.

Continue to look in to ways of improving the service, by way of feedback from evaluation surveys, and monitoring internal procedures to ensure that the best quality of service is being provided.

DET Training Administrator — Janet Marshall

The Training Register has had a successful and busy 2000. We have continued our work with H.T.S (formerly Hampshire Social Services Training), Wiltshire Training and development team, Portsmouth Social services Training and Southampton City Council. Interestingly Southampton City Council are the only ones who cancelled training courses due to lack of participants. However the new Social Cohesion Team have now taken over the responsibility for training and we are about to embark on a new pilot course which hopefully will see the reinstatement of DET in Southampton.

We have run a very successful Trainer Training programme on the Isle Of Wight this year. They now have a team of seven apprentice trainers and have just appointed an Administrator. They are going to keep contact with SCIL as a mentoring organisation.

We also crossed the water in another direction this year to Ireland, to work with disabled people on a Personal Development Programme and hopefully will keep links and have the chance to progress this work in the future.

We have had chance to work with Le Court, a Cheshire Home, that gave birth to the disabled people's movement as we know it back in the 1970's. We are continuing to work with the residents in the very difficult time of change due to redevelopment. Hopefully we are letting them know there is life outside Le Court.

The DET project seems to be becoming increasingly linked with the Outreach Project in designing the Personal Development Programme for local disabled people. Julian and myself now have what we hope will be **THE** course that disabled people **WANT** to participate in !!

Although funding continues to be a critical issue with the project we are becoming more and more widely known as providers of a quality service, something we should rightly be proud of.

Consumer Audit - Chris Hunt, Neil Lockett & Lesley Long-Price

Consumer Audit has now entered a new phase in its growth cycle. The achievements of Susan Laing and Chris Hunt in developing both the project and the training programme can now be built upon.

The year 2000 was a very busy and successful year with the team of auditors concluding seven audits of community care services in Hampshire. Notably these included input into the Hampshire County Council Review of Equipment Services for Disabled People, an audit of consumer views for Best Value reviews in Portsmouth and Hampshire and an audit of Mental Health Provider and Contracted Services.

Following the accreditation by the Open College Network of the 'Introduction to Consumer Audit Skills' training programme, six disabled trainees have now completed the course. These new auditors have joined with other experienced auditors and formed the new teams for the work in hand.

These audits currently being undertaken for Hampshire Social Services include:

- Rapid Response Service (in South West Hampshire)
- Preventing Dependency Service (Eastleigh area)

and

- An evaluation of personal assistance obtained through the Care Attendant Scheme, Direct Payments and independent providers (in South West Hampshire)

Following the recent Consumer Audit annual review day we have learned:

- what is important about Consumer Audit to the auditors that get involved;
- what they want out of Consumer Audit in the future;

Although Consumer Audit said goodbye to Susan in 2000, her valuable contribution has provided a 'springboard' for the future of the project.

Hampshire County Council has confirmed their continued support for Consumer Audit and has projected a further 5-8 new audit commissions for 2001/02. While this on-going workload provides important medium-term security it is prudent to seek to develop new markets.

With this aim, Neil Lockett has joined the team as Joint Consumer Co-ordinator and while contributing to auditor support and audit management he will focus on promoting and marketing Consumer Audit to a wider base of care service providers, particularly in health and the newly emerging Primary Care Trusts.

Outreach & Skills Development Project — Julian Fiorentini

Much of the year 2000 has been spent arranging the Personal Development course and generating interest from prospective participants. During the course of the year, the project has had contact with 437 disabled people and more than 700 professionals from a variety of places. The generalised nature of the initial work meant that I received requests to attend a lot of disparate events, these ranged from small groups of disabled people meeting in satellite groups away from day centres to large events such as service and equipment fairs. The geographical area that we covered was also quite substantial and covered most of the county of Hampshire. The contact seemed to provide an opportunity for an, as yet, unreached number of disabled people to have contact with and learn about SCIL and the disabled people's movement.

Our overall aim in the project was to increase the involvement of under-represented groups of disabled people with the disability movement and specifically with SCIL. The first year was really all about building bridges and making partnerships with organisations that had a large number of disabled people taking part in the events that they offered. The main target groups were located in traditionally hard to reach areas such as day centres or residential units. The waiting list for the Personal Development Training course has now got 43 people on it and it is growing all the time, so the future looks good for the project and for the people taking part.

I have also enabled SCIL to make greater inroads in the health sector, with talks at the General Hospital. There is much to be done in this area, with Primary Care Groups growing in importance all the time.

We will continue to increase our profile as an organisation, to make SCIL the first name on anyone's lips when they require a service or consultation on any disability issue.

In 2000 we have worked much better at empowering volunteers. We now have an accredited training course, and will in the coming year, be vastly extending the personal development training we can provide to disabled people. It is this type of training that really does change people's lives. I am very pleased that SCIL is now able to empower people in this way.

This is a challenging time for both voluntary organisations and disabled people. In the last year we have seen the Hampshire Coalition of Disabled People and the British Council of Disabled People, amongst others, experiencing fundamental difficulties. Disabled people's liberty continues to be threatened by continual budget cuts and increased charges. At times like this we all need to unite to protect what we have gained and fight for meaningful equality for disabled people. It is only by us all uniting behind our common cause that we can achieve our aims.

It seems that we just finish sorting out a problem and the next minute it's time to begin the process all over again! For example:

Office space: With the new Portacabin, we have bought some time, just over 2 years in fact. As we have found out, finding new premises is not easy. We must look urgently at what SCIL needs to do when its lease runs out in 2003.

Funding: Our National Lottery grant, which funds most of our core costs, runs out in just over a year. We must, once again, find funding to allow us to continue to provide support to disabled people. This will take time, valuable time that would be better spent in support people. However this is the ridiculous system that we have to work within.

I look forward to the coming year with optimism, an optimism that with all our efforts and determination we can achieve a better world for disabled people.

Finally, I can't let this report go without saying thank you to Steve Polden for producing this report. There is no doubt that without his time and skills, we would have had great difficulty in producing this report.

Name our Portacabin

We have leased a large Portacabin sited behind, but linked to our office, giving more office space and a spacious ACCESSIBLE TOILET.



The Portacabin being off- loaded

It needs a name. Can you think of one for us?

Prizes:

1st prize: £15 in "High Street" Vouchers

2nd prize: £10 in "High Street" Vouchers

Competition closing date: **31 March 2001**

Send your entries to the SCIL office. (Address on back cover)



Lesley



Fiona



Billy



Paul



Jean



Julie



David



Jeff



Rebecca



Chris



Berni



Robert



Gordon



Gill



Mark



Byron



Dorcas



Fergal

SCIL's Aims are:

- To provide a means by which disabled people may take control over their lives, achieve full participation in all spheres of society, and make changes to how they are viewed and treated.
- To provide encouragement, assistance, advice, support and facilitation to individuals or groups wishing to live independently.
- To raise the expectations of disabled persons, individually and collectively, and ensure that their voices are heard.

Everybody has the right to lead an independent life. Our aim is to support people in achieving this.

To be independent does not mean doing everything for yourself. Independence means having control over your life and having a say over what happens to you.

For further information contact us on:

Telephone: (023) 8033 0982

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Fax: (023) 8022 5060

Address: 6 Northlands Road, Southampton. SO15 2LF

E-mail info@SouthamptonCIL.demon.co.uk

Website: www.SouthamptonCIL.demon.co.uk

**SCIL acknowledges all our supporters in 2000 / 01,
particularly the following:**



Hampshire County Council

