

We Can Do It!

Lothian Centre for Integrated Living

Annual Report
07-08

**Rights and Choices
for Disabled People:**
Independent Living Service
Peer Counselling
Training Courses
Payroll Service
Grapevine Information

LCiL
rights & choices

We all know how important the 3 'R's are!

So welcome with a **RRR...** to our 2007-08 Annual Report. **REFLECTING, REVIEWING AND REFRESHING**, three little words but with such a big impact for LCIl.

▶ R is for Reflecting

So many things for a busy organisation to reflect on this year! The stakeholders' comments and views on how they saw the future of LCIl; the National guidance on self-directed support which, if applied, would represent a super step towards Independent Living; the start of two new initiatives for LCIl to better meet the needs of our service users and whilst not tickety boo, the funding situation is better than expected despite local authorities severe financial constraints. More than ever, 2007-08 was about taking stock of the many local and national developments affecting disabled people and ground breaking events in the field of self-directed support.

▶ R is for Reviewing

Having looked at the changes, we knew we needed to review how our organisation worked, delivered its services and faced the future. We were able to achieve this with the help of an experienced consultant chappie and the involvement of members of staff, volunteers, service users and other organisations.

What did we get? Only smashing directions for the future as well as the main aims for our 2008-11 strategy!

▶ Most importantly, R is for Refreshing

Taking a fresh look at how we think and communicate, revisiting what our organisation stands for and challenging our own ways of involving service users. These are all the refreshing approaches that we developed in 2007-08.

We hope that you enjoy this latest issue of our Annual Report 2007-08 which merges the style of yesterday with bang up to date values.



◎ Want more out of life?

Get in touch with LCIl to find out how its services can support you to live independently and participate fully in the community of your choice.

◎ Befuddled, Bemused and Bewildered by Direct Payments?

Call the LCIl training service for a list of their helpful, fun and informative courses.

◎ Like the idea of employing a PA but daunted by dealing with irksome financial/administrative responsibilities?

LCiL's trusty payroll service is here to help by calculating and processing wages, including tax and National Insurance deductions.

◎ Looking for a Personal Assistant but don't want to 'get personal' by putting your details in an advert?

Contact LCIl's Independent Living Team. They have a recruitment support service so you don't need to give out your own details.



◎ Looking for a super-duper challenging and satisfying job?

Have you thought about working as a Personal Assistant for a disabled person? See LCIl website PA jobs section for current vacancies, and you could also enroll on LCIl's Training for PAs course.



◎ Feeling isolated and beleaguered as a PA employer?

Join the Peer Support Group facilitated by LCIl where you can discuss issues and gain support from other disabled employers.

◎ Tired of being 'helped' by well meaning people with ever smiling faces?

Come on the LCIl 'Dealing with Niceness' course and find out how to hold your own!



'National guidance on self-directed support'

– our hot item from the Scottish Government.

'National guidance on self-directed support' is not a title that rolls off the tongue, but we think it's a substantial meal of a document. Be filled with knowledge and POWER. Whet your appetite? Then read on!

What can I learn from the guidance?

It provides a framework for implementing self directed support. If it's used, self-directed support would be given a marvelous boost in its quest for success in Scotland. The guidance explains the basics and then gives more detail on assessment, planning and costing self-directed support. Additional support that may be necessary for someone to use self-directed support is considered. There's also a focus on what can be bought, employing staff and specific information related to minority ethnic communities, children's services, users of mental health services and older people.

Who is the guidance for?

The guidance will inform you, whether you're a person interested in receiving support, or you work for a local authority or organisation that provides assessment or support.



▶ **A super thing!** Available at: www.scotland.gov.uk. Also in other formats from: **Self directed Support Scotland (SDSS)** www.sdsscotland@btinternet.com Tel. **0870 850 7795**

Who can receive self-directed support?

Are you disabled or within one of the other eligible groups? You may be able to use funds from your local authority as a direct payment. You might also be eligible for money from the Independent Living Fund, Access to Work, or other sources of funding. You can then choose and buy your own support! Wonderful!

How can I use it?

You could use your self directed support funding to employ a Personal Assistant (PA), or find a care agency, voluntary organisation or other support provider that you like. Look in the guidance for other ways you could use the funds – it's a veritable mine of information!

LCiL Training Resource Pack

– *the latest tool for success!*

LCiL presents the national Training Resource Pack available now to all good support organisations working with Disabled People in Scotland.

LCiL had the wizard idea of transforming its key Independent Living courses and putting them into a *splendid new format* for other Direct Payment Organisations to benefit from. This clever notion had the backing of the Scottish Government who stepped in with the money to make it happen.



Just the ticket!

The Training Resource Pack consists of materials to run courses on Independent Living and Direct Payments as well as Employer Skills and Training for Personal Assistants and is just the ticket as it also comes complete with a user's guide to help people gain a thorough understanding of how to get started.

It's a FACT...

The Training Resource Pack has everything the enterprising trainer needs to put together an accessible training course for disabled people. It's jam-packed full of tips and ideas to make these sessions interactive and enjoyable.

How did they do it?

The trusty LCiL project team got together with another smashing organisation, GCIL, and with a

lot of hard slog, worked out the magic formula which resulted in an accessible Training Resource Pack.

Too Good to miss

The real challenge lay in making sure that everyone knew about the pack and how to use it. Armed with a new-fangled Power Point presentation, dedicated trainers and the pack itself, the project team hit the road to run a series of action packed events around the country for all the Direct Payment Support Organisations and relevant Local Authority groups.

Resounding Success

The events were a resounding success with people chatting over who knew who as well as who knew what. At the end of the days, they all went home again with their Training Resource pack tucked safely under their arms.





The **topping** LCiL team – just some of the scrummy ingredients...



Recipe for our *best ever* LCiL!

Take a full team of committed staff and volunteers, with as much peer support as you have. Remember it is vital to hold that whisk with a firm hand and whip all the ingredients together.

Essential Ingredients:

- ✓ **Support for Independent Living:** Providing you with information and the one-to-one advice you need to arrange and manage your own self-directed support package.
- ✓ **Payroll service:** wages processing for disabled people employing their own personal assistants.
- ✓ **Training service:** Free training opportunities for disabled people and competitively priced training for organisations on topics such as Disability Equality Training & Direct Payments.
- ✓ **Grapevine** – disability information: Free, confidential information and



advice on any disability issue to people in Edinburgh, East Lothian or Midlothian.

- ✓ **'Your Call'** – telephone Peer Counselling Service: Free telephone counselling service for disabled adults in Scotland and their immediate family members.

Place in a fully accessible building, provide enough funding and resources for each ingredient to release maximum flavour.

*Then, **MIX ALL** with enthusiasm and strategic*

'savoir faire' and pour in as many communities as you can reach. Bake carefully under partnership temperature and with adequate funding. Feedback from service users will tell all. There is no better recipe for a scrumptious, yet nourishing taste and long lasting effects to your service users!

LCiL's Vital Statistics 2007-08...

– can you believe it!

▶ Payroll

A total of **237** Personal Assistant Employers used the service and salaries were processed for a total of **817** Personal Assistants. **535** of these Personal Assistants were employed in Edinburgh, **58** in East Lothian, **94** in Midlothian and **130** in West Lothian. Of the **46** new Employers accessing the service **25** were resident in Edinburgh, **3** in East Lothian, **5** in Midlothian and **13** in West Lothian.

▶ **Training**
79 people attended a variety of **11** courses.

▶ Grapevine

1,450 enquiries were dealt with in the course of the year: **627** came from disabled people, **285** from family members/carers, **241** from Voluntary organisations, **197** from Local Authority & Health professionals, and **100** from a variety of other sources.

▶ Peer Counselling Service – 'Your Call'

(opened in Jan 2008)
'Your Call' had received its first **16** enquiries by the end of March 2007, leading to ongoing counselling sessions for **10** people – about **40** hours a month of counselling contact.



▶ Independent Living Support to people in:

Midlothian: 18
East Lothian: 27
West Lothian: 49
Edinburgh: 192



'Your Call' – Our National Telephone Counselling Service

'Bring bring... bring bring...!'

Hello! LCiL's tip-top new telephone counselling service

opened as 'Your Call' on 21st January 2008. Nine professionally trained disabled volunteers offer 70 hours or more of counselling per month, on Monday and Tuesday between 11.00am and 3.00pm, and on Wednesday between 11.00am and 1.00pm. Self-referred disabled people, or those referred by an organisation, can book ongoing counselling.



'Your Call' is an important resource for disabled people in Scotland, who make up around 20% of the population. Any disabled person with difficulty accessing counselling, because of isolation, transport or inaccessibility of local counselling services, now has access to a **FREE, CONFIDENTIAL PROFESSIONAL SERVICE**. The project is funded by the Scottish Government for three years, along with a number of Trusts and Charitable Foundations.

'Your Call' Appointment Line is 0808 801 0362

Grapevine Online – a free, confidential information service for disabled people in Edinburgh, East Lothian and Midlothian.



"It's time for disability information online!"

20 February 2007, a date illuminated in the annals of LCiL! Robin Harper (MSP) officially launched LCiL Grapevine Online, a glorious new addition to the well-known Grapevine Information Service.

Are you disabled and need live online advice on any disability issue including welfare benefits, accessible transport, housing, equipment, holidays, employment and leisure activities? Look no further! This unique and innovative service is here to help. It's locally based but of

national significance as it is the first of its kind in Scotland! Hurrah! Particularly accessible to disabled people with a range of impairments, the service can be accessed by people who may not easily be able to use the phone such as those with a hearing or speech impairment. The software is also compatible with screen readers often used by people with visual impairments.
Grapevine Online:
www.lothiancil.org.uk
eagerly awaits your query!



Terribly nice things people have said about LCiL ...

▶ "In addition to the benefit I received from the actual training, I gained immense benefit from meeting and being around other disabled people for the first time. Having been isolated for so long it was really good to be able to meet new people. I appreciated how comparatively well off I am and I really enjoyed being accepted for myself, particularly as my use of a wheelchair was of no consequence."

▶ "I am not alone!"

▶ "[I would like to show] appreciation of all that is done at LCiL to help in all aspects of the Direct Payment journey "

▶ "So many thanks for being a great team."

▶ "Thank you for all you have done to help us over the last seven years, the service you provide has made my job so much easier."

▶ "This course gives you a chance to focus on the barriers facing disabled people and how these barriers might be addressed."



"We simply love hearing from you. You shape our services and our future and without you we are nothing!"

▶ "I go away feeling inspired but acknowledge that the process may take a while."

▶ "LCiL courses have always been good and this one especially – so I left with the feeling that it is a solid backup when needed."

▶ "I would definitely like to sign up for some of this year's courses because I do find them invaluable."

▶ "I now have a good understanding of what having a PA involves."

▶ "Thank you for all the support, assistance and training that LCiL have provided for me as well as affording me the fringe benefits of attending the courses, such as being able to socialise with other disabled people."

▶ "Thank you for the last course which I enjoyed as much as the others. This time, it was really good because we got a chance to practice very useful techniques as well as being provided with useful information and the opportunity to get out and be with other disabled people who teach me so much as well."



Ask Elsie...

LCiL's *just darling* Agony Aunt!

Dear Elsie,

I feel I'm struggling to cope with changes in my life, but don't want to worry my family and friends – I'm not sure they'd understand anyway. This can sometimes make me feel a bit desperate and alone though.
**Yours in isolation,
Dapper Gent**

Dear Dapper Gent,
Please let me reassure you, you are not alone in feeling like this, and peer support can be most valuable. Why not use 'Your Call', an LCiL service which allows you to work through any issues either related to your impairment or not, with a professionally-trained disabled counsellor in complete confidence. They will listen non-judgementally, and it's a free telephone number, so no need to hunt for shillings!

**Yours in peer support,
Elsie**

Dear Elsie,

I employ my own PAs and love the choice and control but I find some of the responsibilities hard-going and want to make sure I'm doing the right thing.

**Yours in uncertainty,
Rock'n'Roller**



Dear Rock'n'Roller,
Top notch! A good boss understands that there are serious responsibilities involved. Remember, your needs and rights as an employer are equally important, and LCiL can offer lashings of training and support. Good luck and good boss-ing!
**Yours in control,
Elsie**

Dear Elsie,

I enjoy travelling here there and everywhere but can't always be sure my destination has good wheelchair access until I arrive.

**Yours in inaccessibility,
Dr No-go**

Dear Dr No-go,
Poor access is a frightful chore. Luckily, Grapevine Disability Information Service can furnish you with information on accessible holidays as well as a host of other topics including benefits, education and employment. They can give information over the phone, online, or face-to-face by appointment.

**Yours in information,
Elsie**

JUST ASK LCiL!
...for all sorts of other terribly useful advice, such as, getting to grips with Payroll or how to employ your own Personal Assistant.
(www.lothiancil.org.uk)

And what's ahead? 08...

25 June 2008 – Communities Minister S. Maxwell announces a new long term approach to help **the daily lives of Disabled people** backed by £600,000 from the Scottish Government. A portion of this will be used to strengthen the Independent Living Movement (ILiS project).

Summer 2008 – Independent Living in Scotland (ILiS), consisting of EHRC and user-led organisations (incl. LCiL), formalises a **Steering Group** and starts on its project.

2008-11 – Scottish Government, local authorities and other public sector organisations, voluntary organisations and disabled people have a unique opportunity **to make Independent Living a reality in Scotland**. Only by disabled people being at the heart of the project with genuine commitment and a shared vision can it be a success.

In the Lothians, the four local authorities and NHS Lothian could make a difference to disabled people by fully implementing the **Lothian Joint Complex and Physical Disabilities Strategy**.

Income and Expenditure Accounts (for year ended 31 March 2008)

	2008 Total £	2007 Total £
INCOMING RESOURCES		
Incoming Resources from generated funds		
Voluntary Income	486,868	394,448
Investment Income	10,159	3,079
Incoming Resources from charitable activities	117,935	114,797
Other incoming resources		
Pension finance income	7,000	4,000
Total incoming resources	621,962	516,324
RESOURCES EXPENDED		
Costs of generating voluntary income	23,963	24,755
Charitable activities	510,014	471,288
Governance costs	5,139	4,693
Total resources expended	539,116	500,736
NET INCOME / (EXPENDITURE) FOR YEAR	82,846	15,588
OTHER RECOGNISED GAINS/LOSSES		
Actuarial (losses)/gains on defined benefit pension scheme	80,000	49,000
Net movement in funds	162,846	64,588
Total funds brought forward	80,511	15,923
Total funds carried forward	243,357	80,511



The following have been particularly splendid in giving LCiL their support:

The City of Edinburgh Council • East Lothian Council
Midlothian Council • West Lothian Council • The Scottish Government
The Robertson Trust • Lloyds TSB Foundation for Scotland
The Percy Bilton Charity • The Cruden Foundation • Awards for All

A very *BIG THANK YOU* to all service users and stakeholders!

LCiL staff team:

- ☞ Chief Executive – **Hazel Farley**
- ☞ Capacity Building Co-ordinator – **Florence Garabedian**
(*Interim Chief Executive since April 2008*)
- ☞ Operations Co-ordinator – **Sandra Main**
- ☞ Admin Support – **Carol A Kelly** (*since September 2008*)
- ☞ **Support for Independent Living:**
Independent Living Co-ordinator – **Sarah Earnshaw**
Independent Living Officers – **Lucy Kaya, Katrina Sweeney, Judith Balfour**
(*since November 2007*), **Kirstie Ogilvie, Jenny Foreman** (*left in April 2008*),
Emer O’Leary (*left in August 2007*), **Srabasti Dhar** (*since April 2008*),
Louise McMeel (*since April 2008*)
- ☞ **Payroll:**
Payroll Co-ordinator – **Sandra Main**
Payroll Officers – **Isabel Hardie, Alison Walsh, Stephen Lane** (*since May 2008*)
- ☞ **Training:**
Training Co-ordinator – **Maggie Cameron**
Training Officer – **Caroline Mathison, Emer O’Leary** (*job share: left in Aug 2007*)
- ☞ **Grapevine Disability Information:**
Information Co-ordinator – **Catherine Garrod**
Information Officer – **Andy Groves**
- ☞ **‘Your Call’ – Telephone Counselling:**
Counselling Co-ordinator – **Ian Fuller**
Counselling Administrator – **Lynne Conner** (*since October 2007*)



★ New website! www.lothiancil.org.uk

Lothian Centre for Integrated Living (LCiL)
Norton Park, 57 Albion Road, Edinburgh EH7 5QY

Tel: 0131 475 2350 Minicom: 0131 475 2463

Fax: 0131 475 2392 Email: lcil@lothiancil.org.uk

*Information is available on request in **LARGE PRINT, Audio, Braille, Community Languages** and in an **Easy Read** format.*

The Lothian Centre for Integrated Living (LCiL) is a Company Limited by Guarantee, registered in Scotland No 129392. Scottish Charity No SC017954. Auditors: Brown, Scott & Main CA

Printed on uncoated stock which is a 50% recovered fibre and 50% virgin fibre product with FSC certification, and uses soya inks which are vegetable based rather than mineral based and contain fewer greenhouse gases which contribute to global warming.

Design: www.contextdesigns.co.uk Tel. 0131 477 9744

Images – front cover & p5-10 © LCiL: photography: C Ross Photography Tel. 0779 3221 1741

LCiL
rights & choices