



**Rights  
and choices  
for disabled  
people**

**Lothian Centre for  
Inclusive Living (LCiL)**

**Annual Report 10-11**

[www.lothiancil.org.uk](http://www.lothiancil.org.uk)

**Training Service**

**Independent Living**

**Grapevine Information**

**Your Call Counselling**

**Payroll Service**



As I write this report, the House of Lords is scrutinising the UK Government's Welfare Reform Bill and changes to the benefits system. While the majority of disabled people, people with long-term conditions and older people are starting to understand how this will affect them personally, politicians, under pressure from organisations like Lothian Centre for Inclusive Living (LCiL), are only now asking serious questions about the significant impact these changes have, and will continue to have, on the lives of people already in the most disadvantaged section of society.

Against this gloomy backdrop, LCiL has maintained a stoic approach and focused on its **four aims** so that it continues to deliver best quality support and information to hundreds of people across its five services and is ready for a challenging future.

## 1. LCiL is a well resourced organisation

In 2010-11, despite an obvious difficult financial environment, LCiL used its flexible, realistic and transparent services costing to sustain a balanced budget. It also welcomed 15 successful grant

applications out of the 171 submitted, while bringing some income through the development of new tailored training courses for other voluntary or private sector organisations. Self directed support and personalisation plans may bring opportunities for generating new income. As a user-led organisation, however, we are very conscious that any service we provide should not be at the expense of already reducing care or support packages.

## 2. LCiL is a modern and innovative organisation which provides individual services and a one-stop-shop

**Pioneering new projects** and responding holistically to disabled people's expressed needs remains a continuing goal for LCiL. Our work alongside the City of Edinburgh Council on its Edinburgh Card, as a new means for Direct Payment recipients to receive their money, and our involvement in various council working groups are good examples of this. In 2010-11, LCiL finalised new models of support, in particular financial management support that could be offered to those who either do not have the capacity to manage the financial and administration of their Direct Payment (DP) or who would be interested in buying this particular support.

During the year L CiL worked closely with Edinburgh Development Group and Ownership Options on a pilot project testing new approaches to working with disabled people by drawing from the expertise of these organisations so that individuals are able to explore effectively the best outcomes when using their direct payments.

Although L CiL has established some links with organisations working with specific minority groups, the organisation is still conscious that, due to a lack of resources, it has been difficult to work on this particular objective of the strategy.

### **3. L CiL develops, sets, and maintains standards of excellence**

**L CiL continues to receive** positive comments from people using our services. Their views also enable us to measure the success of the organisation and, more importantly, ensure that services respond to their needs. To better capture this we have introduced new tools to our sophisticated monitoring and evaluation process, which allows us to better measure the impact our support can make on the lives of people and provides vital information for future planning.

### **4. L CiL is an independent, strong values-based, pro-active organisation which leads the future on Independent Living and works in partnership with other organisations**

**2010-11 has been** extremely important for the organisation, as it has been involved in significant national developments. Aware of its historical role in the development of the Independent Living Movement in Scotland, L CiL continues to work and lead with other organisations in the field.

- L CiL is actively involved in the Government's review of Independent Living in Scotland through the Independent Living in Scotland (ILiS) project and the Core Reference Group.
- Very active on the Steering Group of ILiS, L CiL was able, during this period, to take part in important policy discussions (e.g. the UK comprehensive funding review, the Scottish budget review).
- Locally L CiL is also involved in important developments and brings an enthusiastic, professional user-led approach to them while being increasingly recognised as a valuable, even if challenging, partner by local authorities, NHS Lothian and others.

**Jeff Adamson** October 2011

## Independent Living Service

Our experience of working alongside disabled people shows that people using Direct Payments (DP) or self-directed support report improved quality of life and feel more a part of the community. Many have experienced independence at a scale that they never thought was feasible for them.

To support disabled people to live a more independent life is a core aim of LCiL. The Independent Living Team (ILT) offers one-to-one advice at whatever stage an individual has reached on their journey towards independent living. The support continues, as required, on an ongoing basis after the direct payment has been set up.



of events, including at a 'Disability in Sport' event, holding a number of information days in libraries, and holding stalls at information days.

- › The Independent Living Service worked in partnership with a number of organisations including developing a new more integrated support model with EDG and Ownership options.
- › Our independent living officers facilitated Peer Support Group meetings in both Edinburgh and East Lothian.

### Looking ahead

The ILT has worked tirelessly to ensure that disabled people are supported in making their own choices about the support they receive. In 2010-11 this work has been carried out efficiently and professionally against a backdrop of political uncertainty, public sector funding cuts and a rapidly changing policy context. The coming year is likely to present similar challenges. Nevertheless, self-directed support is here to stay and the team will meet these challenges by seeking effectiveness and constantly evaluating, streamlining and improving the quality of service it provides to promote independent living amongst all disabled people in Edinburgh and the Lothians.

**'To support disabled people to live a more independent life is a core aim of LCiL.'**

Our innovative training programme comprises a variety of courses relevant to the notion of Independent Living. The programme offers people a fully accessible and positive experience of learning and widens their opportunities to increase self confidence and expands existing knowledge of independent living.

The Training Service provides training for potential and existing Personal Assistant (PA) employers. Training is also available to potential Personal Assistants to enable them to participate in Disability Equality Training and to explore the roles and responsibilities involved in PA work.

### In more detail

During 2010-11, the Training Service, despite severe budgetary constraints, remained active and provided the following courses directly to disabled people:

- › **Confidence building** courses
- › **Choices for All** course, providing information on self-directed support to individuals with learning difficulties on a 1:1 basis,
- › **Your Time to Choose**, providing information on self-directed support to young disabled people
- › **Elementary Food & Health REHIS** course,
- › **Intensive 1:1** training on employer skills for a Fife service user.

The Training Service was also able to deliver on its complementary function which offers competitively priced training to other organisations. For example, Disability Equality Training was delivered to Ownership Options with further training planned on Peer Support.

The Training Service responded to a significant number of requests for places and information.

### Recent moves

During 2010, LCiL Board of Directors made a decision to join the training service with the Independent Living Service primarily in recognition of the strong relationship that exists between the two. Although the Training Service remains an integral part of services provided by LCiL, it will in future be more closely linked with the Independent Living Service.



‘The programme offers people a fully accessible and positive experience of learning... and expands existing knowledge of independent living.’

LCiL offers a comprehensive, computerised payroll service for disabled people choosing to employ a personal assistant for their support or care. It also provides a link with HMRC and operates a helpline for disabled employers.

### A changeover

The 2010-2011 year was an extremely busy one for the payroll team. The start of the year saw some significant changes for many Edinburgh-based users of our service with a changeover to a new four weekly payment cycle by the City of Edinburgh Council, in line with the launch of their Royal Bank of Scotland corporate card payment method.

### In numbers...

Over the year, a total number of 316 Personal Assistant employers used our payroll service and salaries were processed for a total of 953 personal assistants. 583 of these personal assistants were employed in Edinburgh, 129 in Midlothian, 82 in East Lothian, 154 in West Lothian and 5 were employed by self-funding disabled people.

Of the 51 new employers accessing our payroll service in 2010-11, 28 were resident in Edinburgh, 4 in Midlothian, 14 in East Lothian and 5 in West Lothian.

During the course of the year 23 Personal Assistant employers ceased employing PAs, the majority, sadly having passed away or having moved into supported accommodation.

In line with current HMRC regulations, LCiL submitted end of year returns online for all 316 Personal Assistant employers and issued P60s for all current employees.

### Enhanced support

In 2010-11 the service started to pilot on a small scale a new 'financial management support service' which is now available for people who would like or need this enhanced support to manage their package.

'The start of the year saw some significant changes for many Edinburgh-based users of our service.'





In 2010-11 the Grapevine Disability Information Service received **2,310 enquiries** for advice and information from **1,193 individuals and organisations** in Edinburgh, East Lothian and Midlothian.

## Awards for All project

Grapevine received additional funding from the Awards for All fund to run various information events. Through this project, Grapevine recruited **4** new disabled volunteers, provided **26** Information Events and Talks to groups and organisations, ran **9** Information Displays in shopping centres, hospitals, libraries and community centres, and provided **68** face-to-face interviews to disabled people. In total, over **700** disabled people received information and advice.

## Other achievements

The Information Service was also involved in new areas of policy work, researching issues relevant to disabled people and highlighting these at local and national government level. The service responded to 16 government and legislative consultations and focused on policy work related to welfare reform and the major changes to benefits like Disability Living Allowance, incapacity benefits and Housing Benefit.

In January 2011, Grapevine hosted a conference on the benefit changes which was attended by 60 disabled people, organisations and politicians. The information service represents service users on a number of policy groups continuing to influence national and local policy agendas.

## Who used the service?

Disabled People	610
Family/Carer	164
Voluntary Organisation	246
Local Authority Staff	85
NHS	27
Other	61

### Subject of enquiry:

Money/Funding	530
Transport & Travel Concessions	78
Benefits	362
Equipment & Wheelchairs	102
Disability Living Allowance	227
Housing & Adaptations	86
Social Work Services	113
Equality, Tackling Discrimination	94
Direct Payments	83
Holidays & Leisure	56
Improving Access	82
Employment & Education	60
Personal/Counselling	57
Other Support & Services	380

Grapevine responded to **600** phone calls, **200** emails and online requests for advice, and provided **115** face to face interviews.

2010-2011 was a significant year for Your Call. During our third year of operation, we had the highest demand so far in terms of client numbers (55 in 2010 as opposed to 46 in 2009 and 31 in 2008). We also ran a conference on psychological and emotional support for disabled people and people with long term conditions.

### Areas in focus

This year's conference emphasised the importance of non-medical, people-based approaches to emotional and psychological support and personal development and empowerment for people with long-term conditions and those who are disabled.

120 people attended and the feedback from delegates was overwhelmingly positive. One quote was:

'The whole day was so inspirational, by far the most informative and enjoyable conference I have been to in years. It was so good to see the use of so many aids that made the day truly inclusive. Well done and thank you!' Nurse Specialist, Aberdeen

### Levels of satisfaction

Returns from our annual evaluation exercise indicate that client satisfaction with the service remains high: **90%** of respondents would use the service again in the future if they needed to, and **70%** of respondents either agreed or strongly agreed with the statement that 'I made some positive changes in my life as a result of counselling with Your Call.' One client quote among many was:

'I am so grateful for the support I've had from Your Call – the counsellor has been warm, friendly and knowledgeable when I needed it... I think this service is a lifeline – I wouldn't like to think how awful the last year would have been without it.'

### In remembrance

Finally, there was a sad and painful event in the year – the death of Your Call Administrator, Lynne Connor in June 2010. Lynne was a warm person and a resourceful administrator. She is very much missed by her friends and colleagues at LCiL.



'Returns from our annual evaluation exercise indicate that client satisfaction with the service remains high.'

## Convenor

Jeff Adamson

## Other Directors

Liz Pearston, Treasurer

Louise Doctor

Colin Cameron

Dugald McArthur

Pamela Judson

Jimmy McIntosh

Ann Robertson

Suselle Boffey

## Current members of staff

Chief Executive – Florence Garabedian

Operations Co-ordinator – Sandra Main

Fundraising & Development Co-ordinator – Stuart McCallum

Administrator – Carol A Kelly

## Support for Independent Living & Training Service

Co-ordinator – Sunil Bhatnagar

Independent Living Officers – Katrina Sweeney, Judith Balfour,  
Kirstie Ogilvie, Srabasti Dhar, Louise McMeel

Training Officer – Amanda Beech

## Payroll Service

Payroll Co-ordinator – Alison Walsh

Payroll Officer – Stephen Lane

## Grapevine Disability Information Service

Information Co-ordinator – Catherine Garrod

Information Officer – Andy Groves

## Your Call, Telephone Counselling Service

Counselling Co-ordinator – Ian Fuller

Your Call Administrator – Claire Marchant-Collier

## Also...

Suddenly and very sadly, Lynn Conner, Administrator with Your Call passed away in June 2010 – she is greatly missed by everyone. Sarah Hendry and Lucy Kaya, from the IL team moved back to England. Maggie Cameron continues to be seconded to Self Directed Support Scotland (SDSS). In April 2011, Karen Campbell started her secondment with Ownership Options. Lisa Shotton, payroll officer moved back to Australia in September 2011.

# Lothian Centre for Inclusive Living

## Income and Expenditure Account

to year ended 31 March 2011

	<b>2011</b>	<b>2010</b>
	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
<b>INCOMING RESOURCES</b>		
<b>Incoming resources from generated funds</b>		
<b>Voluntary Income</b>		
Grants	530,105	466,779
Donations	4,795	5,928
	<b>534,900</b>	<b>472,707</b>
<b>Investment Income</b>		
Bank interest	1,521	1,997
<b>Incoming resources from charitable activities</b>		
Local Authority SLAs	94,849	95,155
Payroll fees	76,032	66,483
Consultancy fees and other income	4,108	8,141
	<b>174,989</b>	<b>169,779</b>
<b>Other incoming resources</b>		
Pension finance income	9,000	3,000
<b>Total incoming resources</b>	<b>720,410</b>	<b>647,483</b>
<b>RESOURCES EXPENDED</b>		
Cost of generating funds		
Costs of generating voluntary income	16,019	22,259
Charitable activities	565,416	561,839
Governance costs	7,541	5,817
<b>Total resources expended</b>	<b>588,976</b>	<b>589,915</b>
<b>NET INCOME FOR YEAR</b>	<b>131,434</b>	<b>57,568</b>
<b>OTHER RECOGNISED GAINS/LOSSES</b>		
Actuarial gains/losses on defined benefit pension scheme	81,000	-193,000
<b>Net movement in funds</b>	<b>212,434</b>	<b>-135,432</b>
Total funds brought forward	162,005	297,437
<b>Total funds carried forward</b>	<b>374,439</b>	<b>162,005</b>

Full copies of audited accounts available on request.

We would like to thank all our funders for their support and for enabling us to deliver important support services to disabled people (regardless of their impairments), people with long term conditions and older people in the Lothians and across Scotland.

› East Lothian Council, Midlothian Council, City of Edinburgh Council, West Lothian Council

› Four Neighbourhood Partnerships which enable us to take information directly into specific communities and to meet people locally:

- Inverleith Neighbourhood Partnership
- Almond Neighbourhood Partnership
- South Central Neighbourhood Partnership
- Western Neighbourhood Partnership

› Trusts and Foundations which have supported our unique services, improved our own operational capabilities and added to the range of support we can provide:

- Award for All
- Ponton House Trust
- Blakemore Foundation
- Yorkshire & Clydesdale Bank Foundation
- Boshier Hilton Foundation
- J Liston Charitable Trust
- Consumer Focus Scotland
- R S Macdonald Charitable Trust
- Souter Charitable Trust
- Clothworkers Foundation
- JTH Charitable Trust
- Astra Zenica Foundation
- Queensberry House Charitable Trust
- Long Term Conditions Alliance Scotland
- Henry Smith Charity
- Agnes Hunter Trust
- BAPS Charities
- Hospital Saturday Fund



## Contact Information

**Lothian Centre for Inclusive Living** is a user-controlled organisation which supports disabled people to live independently. 'Independent living' means disabled people of all ages having the same freedom, choice, dignity and control as other citizens at home, at work and in the community.

### Grapevine Disability Information Service

A free, confidential information and advice service for disabled people and their supporters in Edinburgh, East Lothian and Midlothian.

Phone **0131 475 2370**

Email [grapevine@lothiancil.org.uk](mailto:grapevine@lothiancil.org.uk)



### Your Call Telephone Counselling Service

A Scotland-wide free telephone counselling service by disabled people for disabled people.

Freephone **0808 801 03 62**



### Lothian Centre for Inclusive Living (LCiL)

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

The Lothian Centre for Inclusive Living is a company limited by guarantee, registered in Scotland No 129392. Scottish Charity No SC017954. Auditors Brown, Scott and Main CA.