

Lothian Centre for Inclusive Living

Independent Impact

An external report on LCI's impact,
values and services



Executive Summary

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An external report on LCiL's impact, values and services

by Graeme Reekie MBA CMGr FCMI, Wren and Greyhound Limited, June 2018

This is the Executive Summary of LCiL's Impact Report. There are two versions of the full report. The digital version contains film footage from the interviews conducted as part of the review and is on our website www.lothiancil.org.uk. The hard copy version is available on request from LCiL (see Contact on page 3).

About the report

An independent review of LCiL and its impact took place in May 2018. Interviews and focus groups with 15 service users, 2 carers, 4 staff and 10 external partners provided a rounded picture of LCiL's values.

About LCiL

LCiL is a user-controlled organisation which supports around 1,500 disabled people, people with long-term conditions and older people, to live independently in their communities.

“It's a one-off, it's unique. There are not many organisations that employ the amount of disabled people that LCiL employ. There are also not many organisations that offer the breadth of things they offer – training, back up, practical things like payroll and contracts, and advertising. It's all under one roof, you don't have to go elsewhere” Caroline

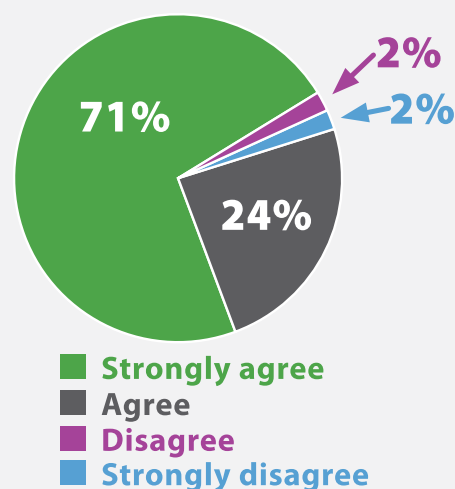
All 15 people interviewed value LCiL highly, describing it as unique, positive, hopeful and solution-focused. Similarly, **95% of those who responded to the 2018 LCiL Service User Survey would recommend the organisation to others.**

What makes LCiL different?

For services users, carers and external partners, **there are 6 factors:**

- ▶ It is a disabled people's organisation run by and for disabled people
- ▶ Its breadth of expertise: disability-specific, not condition-specific
- ▶ It is a 'one stop shop'
- ▶ Its consistency and integrity over time
- ▶ Its knowledge and understanding of what matters
- ▶ Help is always there on the end of a phone

“I value the work of LCiL and would recommend the organisation to others”



LCiL's impact

LCiL has adopted one overarching aim: Enabling people to achieve their personal outcomes and the life they want to live.

There is strong evidence that LCiL has exceeded its intended outcomes and achieved several more. The outcomes and lives that people described in the review can be grouped into three areas of impact:

► Quality of life

“If I hadn't been introduced to LCiL I don't know where I would have been. Possibly in residential care. I don't know if my marriage would have survived. I think I would be isolated. I wouldn't have had the contact with other disabled people that I have now, or the understanding of what life could be – the positive aspects of being disabled” Jeff

► Employment, volunteering and activism

“I've worked for the same sex marriage campaign and wrote amendments to the legislation that made it into the final Bill. I wouldn't have been able to do those things had I not had PAs to do the everyday tasks that I find so difficult... I would have been exhausted as opposed to thriving and making a difference to other people's lives as well” Nathan

► Reduced isolation and increased involvement

“They have given me chances to do things I didn't think I'd be able to do. They have allowed me to make friends. They have broken down my isolation” Kirin

LCiL's values

Four main values stood out in people's stories about LCiL's impact:

- Independent living
- Empowerment
- Rights
- Peer support

The review found that these values are at the heart of LCiL's work and aspirations. They are where its impact comes from.

“I think LCiL empower their service users through having a really firm ethos, that disabled people are treated as valuable members of society” Nathan

Dugald's story

A seamless support

“ My first engagement with LCiL was in 1996. I suffered a spinal cord injury. As I went through my rehab, it came to a point where I was going to be released, and that is when LCiL sent through an Independent Living Officer. I had no idea how life would work post-injury, what the nuts and bolts of living independently were and what to expect.



LCiL were very prominent in making sure that others were aware what potential issues were, from their experience of other disabled people living in the community. A number of times, this caused people to rethink the process of discharge. LCiL spent extra time with me, talking me through the whole thing. They made it a seamless transition from being in an institution to living independently. If you are going to become a PA employer, then you're going to have to know your rights and responsibilities, consider things like advertising, job descriptions, timetabling – none of these things had occurred to me.

It all afforded me the ability to come out of hospital, live in a house on my own, be able to get up and go to bed when I wanted, go to the cinema, go and do anything I wanted, make my appointments, and begin steps on the way to me going back to work. It just meant that I carried on my life. It wasn't the same life as I was part of prior to my accident, but I was doing much the same things. And I was able to do that from a comfortable, stable environment where I had the support to allow me to do that ”

LCiL's Services

Independent Living Support: information and one-to-one support to manage self-directed support packages.

Grapevine Disability Information: free, confidential, independent disability information and advice for people in Edinburgh.

Payroll Services: wages processing and administration for people employing personal assistants.

Training Service: training for individuals and organisations on topics such as disability equality and self-directed support.

Peer Support: workshops, peer support groups and one-to-one peer support to help increase knowledge, skills, confidence and resilience.

LCiL Champions: a group of service users who are trained and supported to share their lived experience of independent living, self-directed support, LCiL services and peer support.

Contact

Lothian Centre for Inclusive Living (LCiL)

Norton Park
57 Albion Road,
Edinburgh EH7 5QY

Tel/Minicom:
0131 475 2350

Fax: **0131 475 2392**

Email:
LCiL@lothiancil.org.uk

Website:
www.lothiancil.org.uk

