

## Chairman's Foreword



*Mike Hendra -  
Chairman*

I am pleased to present the Centre for Independent Living Belfast's Annual Report for the year April 2003 to March 2004.

The year was marked by the completion of the 3-year pilot project, and by

the conclusion of an independent evaluation commissioned by the Eastern Health & Social Services Board.

CIL - Belfast is under contract to the Eastern Board to promote and support the up-take of Direct Payments by service users, and to provide training in Direct Payments and Independent Living to Health and Social Services staff in the Eastern Board area.

The analysis of activity contained in this report demonstrates the growth of interest in Direct Payments and is testimony to the work of CIL staff to spread awareness of the potential of Direct Payments and the importance of Independent Living. Their work has been supported by the CIL Management Board and together we have taken forward our Strategic Plan for CIL. We are convinced that CIL's role should be to facilitate and support Independent Living by disabled people, not just in the Eastern area, but everywhere in Northern Ireland and have worked to make this a reality.

CIL Belfast is especially pleased with the outcome of Deloitte Touche's evaluation

report to the Eastern Board. Our future development depends on continuing validation of our operational efficiency and effectiveness. This has enabled us to discuss the potential for similar initiatives with the other Health and Social Services Boards. Together with the impetus given by the commencement of the Carers and Direct Payments Act and CIL's involvement in the DHSSPS's recent Review of Direct Payments, it is helping to chart our future direction. Negotiations with the SHSSB were successfully concluded with an agreement to fund a one-year contract for a part-time Independent Living Adviser based in the Southern Board area.

We subsequently launched a Payroll Scheme in October 2003 to help Direct Payment users with their responsibilities for dealing with wages, Income Tax and National Insurance. Take-up in this useful service is now proving its worth. I believe this in future will be an important part of CIL's support to Direct Payment users.

Other important challenges now facing us are the need to consider the protections afforded by changing CIL into a Company Limited by Guarantee and the need to secure new office space to accommodate our growing organisation.

I would like to record our thanks to the Eastern Board for their invaluable support over the last three years and for their continuing financial commitment to our work. It is greatly appreciated.

Finally, I wish to acknowledge and thank my colleagues on the CIL Management Board and CIL staff for another year of achievement in 2003 - 2004.

# Manager's Report



*Philomena McCrory -  
Manager*

This has been another busy year for CIL. We have continued to work to develop our core services, information, advice and training to ensure that appropriate support is available to

the increasing numbers of people taking up Direct Payments. The launch of the Payroll Service has stimulated a lot of interest and by the end of the reporting period six people had taken it up and several others were in the process of signing up.

Over the year we have dealt with over 800 queries, which is almost double the number for last year. Of these 63% related to Direct Payments, 10% about accessing social services and a further 10% about the Independent Living Fund (ILF), where many of the issues are similar to Direct Payments. The majority (67%) of the queries were from EHSSB area, were mainly by phone (87%) and 28 home visits were carried out.

We delivered 31 training sessions to 480 people and 16 presentations to 250 people. The participants included Social Services staff in EHSSB as well as NHSSB and WHSSB; voluntary organisation staff and users at Speech Matters, ACET and PHAB; user groups at Leonard Cheshire, Equality 2000, and Compass Advocacy Group; and carers/parents groups at Carers (NI), Belfast Carers, National Deaf Children's Society and Lisburn Mencap group. Other groups included medical

students at Queens and social work students at UU. We held a very successful series of Independent Living workshops aimed at young disabled people. These included a group of school leavers at Fleming Fulton School, a mixed group from three day centres in Belfast and a group of people who were moving to the Cedar Foundation's new Supported Living Housing Project at Finaghy.

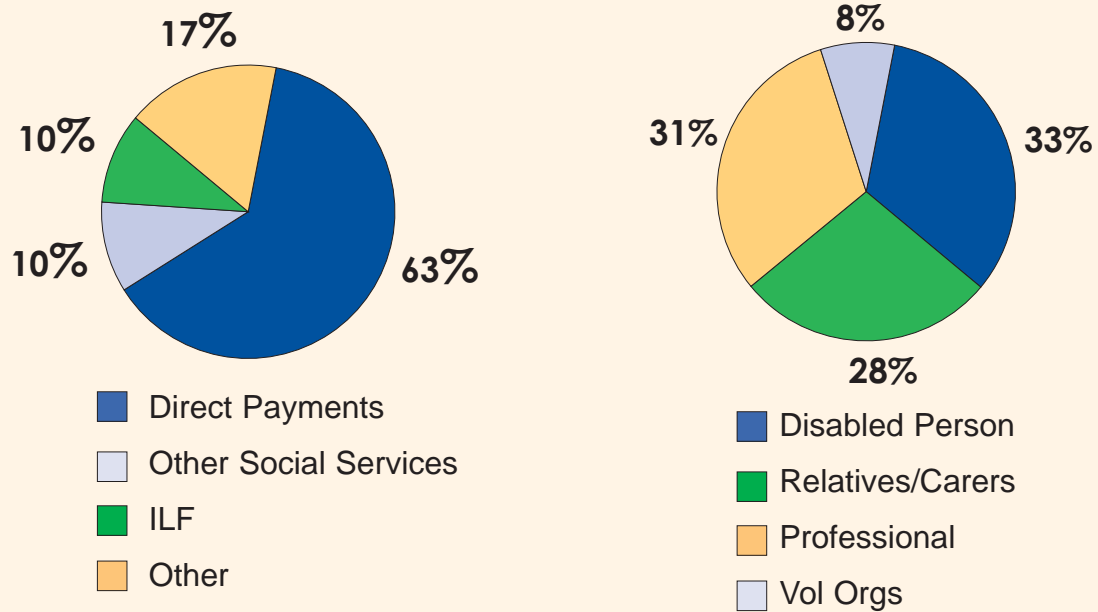
This year we were invited to join in the steering group for a research project, 'Disabled People and Direct Payments: A UK comparative study'. This is a two year project funded by the Economic and Social Research Council and is being undertaken jointly by the Universities of Glasgow, Edinburgh and Leeds. We look forward with interest to the outcome of this timely piece of research.

In September, EHSSB appointed Deloitte Touche to undertake an independent evaluation of CIL. We worked closely with the evaluation team to ensure the ready availability of all records, data and contacts. Interviews were held with a wide range of 'stakeholders', including DHSSPS, HSS Boards and Trusts and voluntary organisations. In addition, two focus groups were held with disabled people who had used our services. Many thanks to all those people who gave their time to participate in the evaluation.

The evaluation report presented to EHSSB in December was very positive. It concluded that CIL had achieved its objectives, was good value for money and had played a 'pivotal' role in the support of disabled people and professional staff involved in the promotion of Direct Payments.

This year we appreciated the opportunity to take an active role in DHSSPS Review of Direct Payments. We were asked by

## Enquiries Recorded from April 03 - March 04 - Total 813



the DHSSPS Review team to facilitate two workshops, one in Belfast and one in Armagh with people who are using Direct Payments. It was invaluable to hear first-hand from disabled people about the positive impact Direct Payments are having on their lives and to highlight some areas where the process

could be improved to make it easier and simpler to use. The Review has stimulated a renewed interest in and enthusiasm for Direct Payments across all the Trusts. We will continue to play our part in the on-going work to take forward the recommendations of the Review.



*DHSSPS Review Workshop in Belfast*

# CIL Payroll Service

The Payroll Service was developed in response to feedback from disabled people and Trust staff indicating that the fear of dealing with tax and national insurance was one of the most significant barriers to the take-up of Direct Payments. We decided to run a pilot to see if it made a difference.

The process is simple. When a Direct Payments user signs up with the Payroll Service they send us details of each of their employees and how much they are to get paid. At the end of each month we send them the payslips which they give to each employee with a cheque for the calculated amount. At the end of each quarter we tell them how much they have to pay the Inland Revenue. One of the people who have signed up with the Payroll Service is Martin Collins, from Belfast. This is Martin's story:

*"I've had diabetes for a number of years and was getting a home help service from the Trust. Then about two years ago I lost my sight because of the diabetes and I knew I would need more help. I talked to the social worker from Everton and she said the Trust could give me help with personal care. I didn't like the idea of a stranger helping me with things like washing, dressing and taking the insulin injections. She told me about Direct Payments and I thought it would be good that I would be able to choose someone that I know to help me.*

*She put me in touch with the Centre for Independent Living and I went down to see Paul who explained it all very clearly. He gave me tapes that I could listen to at home, which was very useful. The only thing I was worried about was that because of my eyesight I wouldn't be able to do the wages and work out tax. Paul mentioned the Payroll Service and it was exactly what I needed.*



*Paul Anderson, Martin Collins and Debbie Whitson*

*I decided to go ahead with Direct Payments. It is working very well and the paperwork is no problem. Every month CIL sends me the payslip and all I have to do is write the cheque. My neighbour helps me with sorting out the cheques and keeping the time sheets. If there is anything I'm not sure about I know I can phone CIL. It's great, I have no worries. Direct Payments has given me a great boost. I'm not stuck in the house all day now, I'm able to get out now and meet more people. I'm getting my confidence back. I think a lot more people could use Direct Payments if they knew about it".*

# Accounts 2003- 2004

## Income

EHSSB Grant	80,000
Employment Support	5,661
Consultancy fees	3,662
Other	482
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	£89,805
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## Expenditure

Staff Costs	68,285
Establishment Costs	6,963
Administration Costs	6,419
Depreciation	4,369
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	£86,036
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Designated reserve 2002- 2003	£36,688
Surplus in income over expenditure	£3,769
Transfer to designated reserve	£40,457
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(Full accounts, audited by Crawford  
Sedgewick & Co, are available  
on request)

## Centre for Independent Living – Belfast Management Board



From left: Michael Morgan, Mike Hendra (*Chairman*), Christine Ferrin (*Treasurer*), Ronan Murray, Angela Hendra, Linda McDade and Heather Nelson. Missing from the photograph: Cathy Chivers and Aidan Shortt.

### Staff Team

Philomena McCrory (*Manager*)

Paul Anderson (*Independent Living Adviser - Eastern area*)

Irene McWatters (*Support Worker*)

Debbie Whitson (*Administrator*)

Anne Mallon (*Independent Living Adviser - Southern area from 1 August 2004*)

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**Tel:** 028 3752 2282 **Fax:** 028 3751 8432

**Registered Charity No:** XR62285

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