

Chairman's Report

From Mike Hendra



The most significant change over the last two years has been the change of name from **Centre for Independent Living, Belfast** to **Centre for Independent Living N.I.** to reflect the fact that our services are available to disabled people, carers and health and social care professionals throughout Northern Ireland.

We now have four fully operational offices:

- our Head & Eastern Area Office in Belfast
- our Southern Area Office in Armagh
- our Western Area Office in Omagh
- our Northern Area Office in Magherafelt.

This is clear evidence of our continuing commitment to the promotion of independent living for disabled people. Reading this combined annual report will show that it is been another period of growth and progress for the organisation. The management and staff has continued over the last two years to work tirelessly to ensure that disabled people are supported in making their own choices about the support they receive. The exponential growth in the take-up of the Direct Payments (1,864 as 31 March 2010) continues to demonstrate the popularity of this scheme as the key to enable disabled persons to arrange and manage their personal care and support at home and enable them to lead active lives in the Northern Ireland community. The parallel growth of users of our Payroll Service shows how essential this is to enable our members to derive full benefit of the Direct Payment scheme. As of today, we have 1010 users of the Payroll Service.

Some of you will already be aware that Philomena McCrory, our Manager, has unfortunately been away from the office because of medical problems. This has meant additional pressures have fallen upon the rest of our team. The Board is very grateful to the staff for the way they have responded to the challenge and is doing all it can to provide support and guidance. In the meantime, we all wish Philomena a speedy return to health and fitness.

CILNI is well aware that the economic climate and cuts in government funding will present us with a very difficult situation in the coming years. The organisation is therefore gearing itself up to meet the unique challenges we will face in seeking to maximise efficiency and productivity by constantly evaluating, streamlining and improving the quality of services it provides to support the concept of independent living amongst all disabled people in Northern Ireland.

Eastern Area Office

We are delighted to report that, after nearly nine years in our temporary start-up office at NICVA, CILNI's Head & Eastern Area Office finally moved to its own premises on the Beechill Road in Belfast. Our smart new fully accessible office is situated in the newly-developed Beechill Business Park, just off the Knock Dual Carriageway/Outer Ring Road, not far from the Forestside shopping centre and on the main bus route. (A number 77 bus will leave you right outside the gates of the Beechill Business Park.) We have seven dedicated parking spaces, four of which (including two wide ones for wheelchair users) are immediately outside the office. There is ample additional parking available for all visitors to the Beechill Business Park.

We finally have enough room for each member of staff to have their own desk and additionally we have our own Meeting/Interview Room together a Board Room (which can double up as a Training Room). The days of fighting over desk space, falling over filing cabinets, conducting confidential interviews in any corner available and searching desperately for somewhere to park are now over!

Through ongoing one-to-one meetings, service user training and the CILNI website, the Independent Living Advisers (ILAs) Paul Anderson and Deena Nimick in the Head & Eastern Area Office provide Direct Payments and Independent Living Fund users within the Belfast Health and Social Care Trust (BH&SCT) and South Eastern Health and Social Care Trust (SEH&SCT) with:

- assistance in recruiting staff
- fulfilling their legal responsibilities as employers
- keeping records and
- managing their budgets.



Deena Nimick, Debbie Whitson, Paul Anderson and Irene McWatters outside the new office

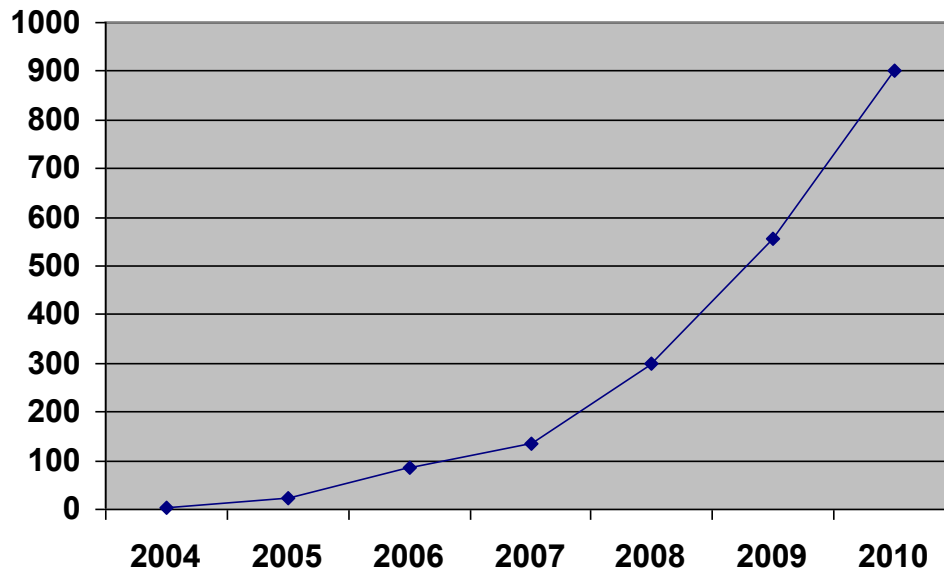
The ILAs have continued to deliver information and training on direct payments to a wide and varied audience, working with the Training Teams from both Trusts to co-facilitate Level I and II Direct Payments training as well as Refresher Workshops for more experienced Trust staff. There has been an increase in demand to provide Direct Payment Awareness to Trust and voluntary organization staff as part of their Induction process.

Information workshops on the uses of Direct Payments and CILNI have been delivered to:

- many voluntary groups, including Health and Wellbeing Forums, disability organizations
- carers/family support groups
- older people's forums and schools
- School groups and youth workers who have benefitted from Disability Equality and Independent Living Training
- community care groups involved with the Law Centre
- Social Work students at the University of Ulster.

Using research previously carried out by CILNI, we are now working with BH&SCT staff within each programme of care/service area to assist them in the production of their own, tailor-made strategy to increase

Number of Payroll Users from April 2004 to April 2010



Eastern Area Office cont.

the staff and service user knowledge around Direct Payments and tackle barriers identified within their service area. One very significant difficulty experienced by many service users, especially older people wishing to use DPs for support for either themselves or a disabled adult son or daughter, is that of identifying and recruiting staff. Thanks to a study project carried out by Catherine Glenn (a University of Ulster Social Policy student on placement with CILNI for 6 weeks), work has begun to try to address this problem and a number of solutions are being considered by the BH&SCT.

Northern Area Office

Since the Northern area office started operating in 2008, the ILA Martha McWilliams, supported by Rachel Harkness (the administrator) have experienced a growing demand for information and advice within the Northern Trust area. The workload has increased rapidly within this period, due to the increased number of payment users living in the Homefirst and Causeway areas requesting assistance and support. The ILA has provided information and advice, and raised awareness of, Direct Payments through:

- meetings with direct payment users in CILNI's Maghrafelt office
- home visits to direct payment users - very important given the large geographical area covered. During the 2 year period, the



Martha McWilliams and Rachel Harkness

ILA has visited over 350 family homes, including many joint visits with social workers

- participating in workshops with senior Trust staff
- providing training sessions for social work staff within the Trust

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Northern Area Office cont.

- responding to enquiries from a wide range of organisations as awareness of CILNI's services grows within the Trust area.

Over the period, the team responded to over 2,300 queries, resulting in many individuals deciding to take up direct payments in the knowledge that CILNI's staff were there to support them throughout the process. The ILA works very closely in partnership with Trust staff, in particular the Direct Payments Development Officer, to ensure that All Direct Payments users receive the appropriate information, support and guidance.

The payroll service has been of great value to the majority of direct payment users within the Northern Trust area. Approximately 150 clients have signed up to our Payroll Service over the two years. Many Direct Payment users feel this service is essential and say that they would not take up Direct Payments if this service had not been available. The ILA has offered guidance on HMRC registration and the relevant procedures to those clients who decide to manage their own payrolls.

The Northern area office of CIL continues to work closely with clients, their families/carers and Trust staff, so that both new and existing Direct Payment users feel able to contact us at any stage for continued guidance and support.

Southern Area Office

This year has seen a lot of upheaval for the ILA, Anne Mallon, as she was forced to move premises in April. CILNI's former office in Armagh were shared with other voluntary organisations, whose funding was not renewed, and there was no one else with whom to share the office rent and expenses. Anne found a smaller office in a small shopping arcade in the centre of Armagh and, after the necessary refurbishment, the move was completed at the end of April 2010.

The workload has been exceptionally busy involving:

- regular meetings with the new Trust representative for the Southern H&SCT
- organising Direct Payments seminars in each area of the Trust
- attending regular Physical Disability Team meetings
- presentations to and training for new social work recruits, voluntary organisations and other statutory bodies



Anne Mallon

- a series of "clinics" for direct payments users in each area, held in the Trust's day centre facilities and publicised by the Trust's Publicity Department.
- (an initiative to reduce travelling expenses and the need for individual home visits). These clinics were ongoing training for new and existing Trust staff
- monthly meetings with the Southern Trust Direct Payments Group
- over 250 home visits (in the last two years)

The number of Direct Payment users in the Southern Trust continues to rise and stands at more than 500. The payroll service continues to be very popular with 377 current users.

Western Area Office

Since the Western Area Office started operating from its office. In Omagh in August 2007, there has been a high demand for the information and advice service in relation to direct payments from disabled people, families/carers, local voluntary organisations and Trust staff. The Independent Living Adviser (ILA), Helen Anderson, has also been closely involved in Western Trust direct payments training for staff. In 2008, a Direct Payments User group was set up in Omagh and CILNI started offering the payroll service, which has proved a very popular and valued addition to the range of support.

The Western Area Office:

- provides information and support on direct payments to more than 3000 contacts in the area.
- provides ongoing support to 300 current direct payment and Independent Living Fund users in the area.
- provides detailed advice and support to 145 payroll service users, 34 Simplified Deduction Schemes and 19 non-taxable cases.

Treasurer's report

After a year of steady growth in 2008-2009, this last year has been very challenging financially. When CILNI commenced operations in 2001, the team worked from a small start-up office in NICVA's premises in Duncairn Gardens.

This was only meant to be a temporary arrangement and we are very appreciative of NICVA's support and patience, as this enabled us to develop the scope of our services and operation and build up some reserves.

After several years searching, we eventually identified suitable permanent premises in autumn 2009 and finally relocated to Beechill Business Park in March 2007. As anticipated, this was a difficult and expensive exercise with costing approximately £87,000 - with a very substantial impact upon last year's income and expenditure and balance sheet.

Additionally, CILNI had to cover maternity leave in the Western Area Office in both financial years.

- deals with an increasing number of queries from less confident and/or inexperienced Trust staff, providing guidance on the setting up of new direct payment schemes.

Helen Anderson



The ILA is supported by a part-time administrator, Tanya Goodwin who was absent on maternity leave between June and December 2009. Due to return in January 2010, Tanya became unwell and remained off work until she commenced the second period of maternity leave in June 2010. Given the recent pressure on CILNI's finances, Helen has been operating since single-handedly and endeavouring to perform a role as ILA whilst trying to carry out as much of the administrative work as she could. This has been a great challenge given the very large geographic area covered by the Western Area Office. CILNI has now advertised for a relief administrator in Omagh and it is hoped to have support in place in mid-October 2010.

Bill Riddall



The Board of CILNI is very grateful to:

1. the Health & Social Care Board for significant financial support which has enabled us to move to and fit out the new premises.
2. Access to Work for its contribution to the cost of making the office totally accessible for staff.

With regard to the last year's accounts, I would like to highlight that: The surplus of income over expenditure for 2009-10 has been greatly distorted by the exceptional flow of funds for the relocation project and consequently a better picture of the true impact of this year's operations is provided by the significant changes to the balance sheet.

- Even after allowing for depreciation, CILNI's tangible assets have increased dramatically from £12,609 at 31 March 2009 to £82,185 at 31 March 2010 reflecting the move to our own premises.
- Despite the major expenditure, and related increase in its tangible (fixed) assets, CILNI's net current assets have held up remarkably well - a reduction of only £5,319.
- I'm delighted to report that since 31 March 2010, we have been very successful in substantially reducing the debtors outstanding figure.

Finally, I would like to express my appreciation to Edel and her team at Pauley Business Services for ongoing support and their help setting up an accurate budget system.

Abbreviated Annual Accounts

Balance Sheet as at.....	31 March 2009	31 March 2010
FIXED ASSETS		
Tangible assets	<u>12,609</u>	<u>82,185</u>
CURRENT ASSETS		
Debtors	34,103	74,205
Cash at bank	97,844	71,285
Cash in hand	<u>509</u>	<u>-</u>
	132,456	145,490
CREDITORS: Due within one year	<u>(11,770)</u>	<u>(30,123)</u>
NET CURRENT ASSETS	<u>120,686</u>	<u>115,367</u>
TOTAL ASSETS LESS CURRENT ASSETS	<u>133,295</u>	<u>197,552</u>
CAPITAL AND RESERVES		
Unrestricted Funds:		
General fund	<u>133,295</u>	<u>197,552</u>

	2008-2009		2009-2010
Income £			
EHSSB Income	105,118	HSCB Income	110,945
SHSSB Income	30,000	SHSCT Income	30,000
WHSCT Income	43,861	WHSCT Income	45,046
NHSCT Income	39,926	NHSCT Income	50,310
Employment Support	10,436		10,788
Other Income	45		557
Payroll Service Income	89,060		163,725
New Office Funding	-		45,622
Restricted Client Income	-		3,849
Bank Interest	<u>2205</u>		<u>238</u>
	320,651		461,080
Expenditure £			
Staff Costs	176,578		195,496
Establishment Costs	13,186		19,011
Administration Costs	24,492		29,448
Payroll Service Costs	89,853		134,578
Finance	422		1,432
Restricted Client Income	-		3,849
Depreciation	<u>4,196</u>		<u>13,009</u>
	<u>309,764</u>		<u>396,823</u>
Surplus of income over	£ <u>10,887</u>		£ <u>64,257</u>

Expenditure

(Full accounts, audited by Crawford Sedgwick & Co, are available on request)

Centre for Independent Living N.I. Management Board

Mike Hendra (Chairman)	Anita Gracey	Aidan Shortt
Bill Riddall (Treasurer)	Angela Hendra	
Christine Ferrin	Ronan Murray	
Heather Nelson	Linda McDade	