

Chairman's Report

From **Mike Hendra**



As we look back on the 2010/2011 year we reflect on a challenging period marked by Human Resources issues and a HSC Board Audit.

Our Head and Eastern Area Office experienced significant problems arising from the long term absence of our Manager Philomena McCrory on extended sick leave and also Paul Anderson, one of the Eastern Area Independent Living Advisers.

We were delighted to welcome Philomena back to her post in late August. Philomena is currently working on a part time basis and is planning to return to full-time working by the New Year.

Paul Anderson, however, recently decided to retire from work and officially ended his employment with CILNI in early October. Paul has been a valued member of our staff team since the formation of our organisation in 2001 and we hope that he enjoys better health in his retirement. We are particularly grateful to Paul for his significant contribution CILNI's Independent Living Service to Direct Payments users. Paul also played a leading part in the setting up and maintenance of the website, the preparation of many of the materials on it and the creation of the CILNI newsletter.



We are also especially grateful to CILNI's other permanent staff members and temporary staff for maintaining our important services over the past eighteen months in very stressful circumstances. Not only have we depended on their accumulated experience, but also their imparting that knowledge to colleagues. Our thanks go to Debbie, Deena, Irene and Ann, and Deirdre, April, Joanne and Chris in the Belfast office and also to Anne, Helen, Martha, Rachel and Francine in CILNI's other Area offices for maintaining such a high standard of service over this period.

The past year has been marked by growing client numbers, increasing uptake of the CILNI Payroll Service against a backdrop of tightened financial resources necessitating increased involvement of the Board in supporting and managing staff and services. My appreciation goes to our loyal Board members for meeting this challenge head on. Over the last 10 years, more than 1,400 direct payment/ILF users have registered with the CILNI Payroll Service, of whom approximately 1,100 are active users.

Chairman's report contd.

Over this time a lot of work has also gone into developing and strengthening our financial control systems and portfolio of management policies, as well as picking up on those other aspects identified in last December's Audit. A considerable amount was done updating the website.

We now look forward to a period of relative stability at CILNI, although we are also mindful of the economic climate in which we operate, the impending changes to personal care and welfare arrangements nationally and locally, and the increasing challenges to and regulation of social enterprises.

Number of direct payments paid during quarter ending

HSC	30-Mar-06	30-Mar-07	30-Mar-08	30-Mar-09	30-Mar-10	30-Mar-11
Belfast HSCT	61	105	211	245	328	376
South Eastern HSCT	87	133	359	287	310	398
Subtotal	148	238	570	532	638	774
Northern HSCT	89	145	169	315	392	456
Southern HSCT	136	189	287	387	540	593
Western HSCT	77	88	118	257	294	275*
TOTAL	450	660	1,144	1491	1,864	2,098

(including one-off and payments which ceased during quarter)

Source: Department of Health, Social Services & Public Safety

*this figure may be subject to review.



Message from our Manager

I was delighted to be able to return to work at the end of August after an extended period of sick leave. It is great to be back and I am gradually getting to grips with all that has been going on in my absence. The staff team with the support of the CILNI Board has done a great job keeping things moving and developing while I was off and I would like to thank them for all their hard work.

We were sorry to see the departure of Paul Anderson from the team in October. Paul has been with us since we set up in 2001 and made a significant contribution to the development of the organisation over the last 10 years. Paul will be greatly missed and we wish him all the best.

I am looking forward to the coming year in spite of all the challenges in the current economic climate. CILNI is committed to continue to work to support disabled people in Northern Ireland to have choice and control in their lives.

Centre for Independent Living N.I

Head and Eastern Area office: Linden House
Beechill Business Park
96 Beechill Road
Belfast BT8 7QN

Tel: 028 9064 8546
Fax: 028 9064 7142
Textphone: 028 9064 0598
E-Mail: info@cilni.org
Website: www.cilni.org

Eastern Area Office

It has been a challenging year for the Head and Eastern Area Office through the continuing absence of the Manager and, since the end of September 2010, Paul Anderson, one of our most experienced Independent Living Advisers.

The remaining Independent Living Adviser, Deena Nimick, has worked very hard with the rest of the team, (Debbie Whitson, Irene McWatters and Ann Benade), to respond to constant enquiries whilst maintaining the programme of ongoing one-to-one meetings, service user training in order to support Direct Payments and Independent Living Fund users within the Belfast Health and Social Care (BH&SCT) and South Eastern Health and Social Care (SEH&SCT).

Support includes:

- information on independent living and Direct Payment and Independent Living Fund procedures
- assistance in recruiting staff
- guidance on fulfilling their legal responsibilities as employers
- assistance keeping records and
- help managing their budgets.

The team has been supplemented at various times in 2011 by Deirdre Anderson, April McKeown, Jo Mason and Chris Carr (who is still working with us) in the role of Assistant Independent Living Advisers. All four had to undergo a very steep learning curve and their contribution to the organisation under trying circumstances has been greatly appreciated by the CILNI Board.

More than 1,300 enquiries were dealt with from a variety of disabled people, carers and relatives, health and social services professionals, voluntary organisations and other interested parties. A total of 139 meetings took place at the CILNI office in Belfast, the user's



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

home or at another organisation's premises.

Additionally and despite the shortage of experienced staff, the team have still managed to deliver 18 information and training sessions on direct payments to well over 150 people comprising

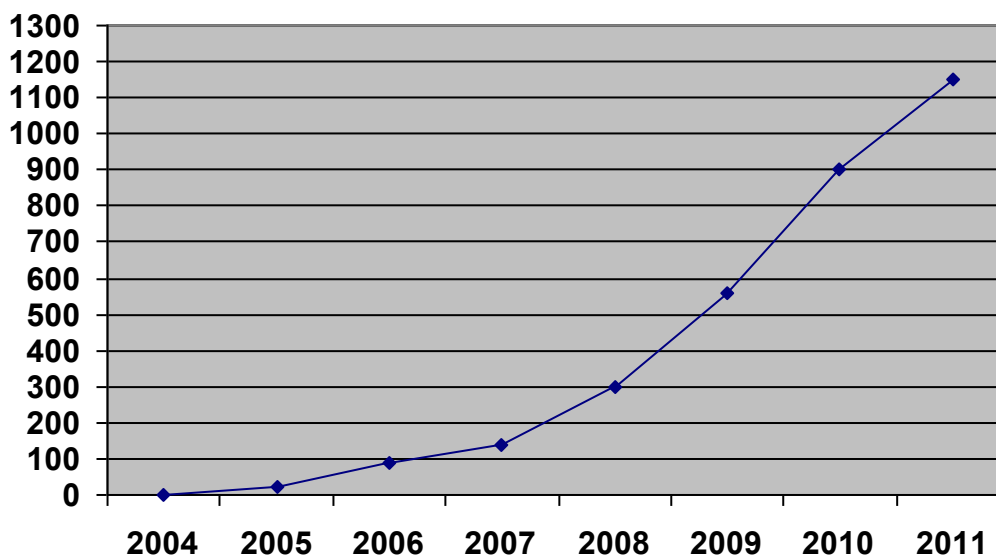
- social workers
- social work students
- team managers and staff
- carers/family support groups
- direct payment users, families and friends.

Northern Area Office

The Independent Living Adviser (Martha McWilliams) and Administrator (Rachel Harkness) have continued to build up a rapport with existing clients, while also introducing many new service users to direct payments. The office therefore continues to be extremely busy, as support is provided to clients on an ongoing basis.

In addition to scheduling office appointments, and providing advice by telephone and email, the office operates an outreach service to many direct payment users who require information and advice within their own home. The outreach service is invaluable to those who are unable to attend meetings

Number of Payroll Users from April 2004 to April 2010



Northern Area Office contd.

in the CILNI Northern Area Office. During this year, the Independent Living Adviser carried out 107 home visits within the area.

During this year, the office dealt with approximately 800 enquiries on a variety of issues. Amongst other things, queries were answered in relation to terms and conditions of employment, recruitment of staff, annual leave entitlement, budgeting, statutory entitlement / payments, employers' liability insurance, Access NI checks and independent living.

During this period, a further 51 direct payment users were signed up to the CILNI Payroll Service. The Payroll Service continues to be an extremely beneficial to many direct payment users, amongst other things removing the burden of all HMRC procedures from the direct payment user.

The Independent Living Adviser participated in 'Level Two' training for social work staff within the Northern area. The training, which is presented alongside other Trust staff, enables social workers to gain knowledge of their role in setting up a direct payment, plus an insight into the responsibilities of direct payment users as employers.

The Independent Living Adviser also attended



Martha McWilliams and Rachel Harkness

the Direct Payments steering group meetings, contract meetings, and team meetings throughout the year to provide up-to-date information on the role of CILNI.

Additionally the team in the Northern Area continues to promote direct payments, by raising awareness and distributing information leaflets. Staff from the Northern Area Office attended information events, while networking with Age Concern, Mencap, CEDAR Foundation, RNID, Alzheimer's Society, Dennet Interchange, The Association for Spina Bifida and Hydrocephalus, Parkinson's Society, Mid-Ulster Christian Helpline, Magherafelt Advice Services, Citizens Advice Bureau and

CILNI Southern Area Office: Unit 10, Ulster Gazette Arcade, 56 Scotch Street, Armagh, BT61 7DQ

Tel: 028 3752 2282

E-Mail: southern@cilni.org

Southern Area Office

This has been another busy year for the CILNI Southern Office in Armagh which has seen a further increase in demand for our support services. Anne Mallon, the Independent Living Adviser continues to work to support disabled people to take control over the assistance they need to live independent lives.

Over the year Anne has:

- provided information and support on Direct Payments in response to 1165 telephone enquiries (an additional 50 enquiries from the Southern area were dealt with by the Belfast office)
- made 148 home visits including joint visits with social workers
- met with 22 clients in the CILNI office in Armagh.

At the end of March 2011 there were 220 people from the Southern area using the CILNI payroll service. (The figure fluctuates from month to month and sadly a number of elderly payroll service users have died recently. There are a number of new users who have become/about to become operative since then.) It is clear that the payroll service is valued and helps to simplify the business of employing staff.

Anne delivered 16 presentations and training sessions regarding Direct Payments and the role of CILNI to a wide range of people including district nurses in Lurgan, trainee social workers in Armagh, members of the Physical Disability Social Work Team in Newry, members of the Visual and Hearing Impaired Team in Gilford, parents and carers from the Appleby Support Group in Appleby Day Centre, parents and staff and therapists at Ceara Special School, Lurgan, parents of disabled children in Orana Centre Newry, members of the Parents support group at Donard Special School Banbridge, parents/carers at the Appleby Trust in Armagh, parents/carers of adults with learning disabilities who use respite in Woodlawn House, Dungannon together with members of Staff from Woodlawn and Social work staff from the Learning Disability team, 50 people in Lurgan at a workshop for community



Anne Mallon and Carolyn Johnston in the Southern Area office in Armagh

groups in the area, three evening seminars, in Bessbrook, Armagh and Banbridge and an information awareness stand at Killicomaine Community Centre, Portadown.

Clinics have been held with the Physical Disability team in Newry and the Hearing and Visual impairment team in Gilford in order to signpost prospective direct payments users to CILNI.

Planning meetings have been held with the SH&SCT training unit to update existing training materials. (Training for Trust staff was planned for early 2011 but has not taken place yet.)

Regular meetings have been held with the H&SCT Direct Payments group.

Self-Directed Support

Anne had 5 meetings with regard to Self-Directed Support, which is being run as a pilot in the SHSCT area. SDS builds on the principles of Direct Payments but extends this to allocate resources giving individuals an indicative budget for them to use in a way that best suits their needs. It brings together streams of support or funding from more than one agency.

Anne has been involved with several of the participants both providing a range of advice and also signing up for payroll. This is a very different way of organising care and requires significantly more time and effort to provide support to SDS participants. There are four cases completely finished and another two in the pipeline. to support everybody involved in the pilot scheme.

We have been very fortunate that since June, we have had a volunteer, Carolyn Johnson, assisting Anne with administration tasks one morning a week. This is much appreciated by CILNI.

Western Area Office

There continues to be 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 which has kept the Independent Living Adviser (ILA), Helen Anderson, very busy.

Our former part-time administrator Tanya Goodwin, who was absent on maternity leave and sick leave between June 2009 and early 2010, subsequently left employment with CILNI. She was replaced later in 2010 by Francine Magennis who settled in very quickly and learned the ropes. This was most welcome to Helen as she had previously been trying to cope with the admin work in addition to performing her role as an ILA. This was a particular challenge given the very large geographic area covered by the Western Area Office.

During the year, Helen and Francine dealt with over 1,100 queries from a variety of disabled people, families, carers and friends, health and social service professionals, voluntary organisations and several other sources. Home visits, frequently with social workers, were made to 72 disabled people and their families whilst a further 70 meetings took place at the Western Area Office or other organisations' premises.



Francine Magennis and Helen Anderson

Regular meetings and training sessions took place with social workers and Trust staff throughout the year. There were frequent meetings of the Western HSCT Direct Payments subgroup in Omagh to discuss all aspects of Direct Payments. In addition, information and training sessions have been provided to Direct Payments users and a number of voluntary organisations.

The staff from the Western and Northern area offices jointly manned a stand at the Disability Exhibition North West in Derry/Londonderry during May this year.

Treasurer's report

The Board of CILNI is very grateful to acknowledge once again its appreciation to the Health and Social Care Board and the Northern, Southern and Western Health and Social Care Trusts for their continued support and funding.

Bill Riddall



After the extra funding received, transactions carried out and expenses incurred in relation to the major Head Office relocation project in 2009/2010, this has been a quieter year for our operations.

- The most significant factor during the financial year 2010/11 was the absence of our Manager, Philomena McCrory, for the entire period and of one of our Eastern Area Office's Independent Living Advisers, Paul Anderson, for the last six months.
- I am pleased to report a surplus for the last financial year of £37,312. This figure is however inflated by the fact that the Manager was in receipt of half pay for the first three months and no pay for the remaining part of the year. (The Manager's duties and responsibilities have been covered jointly by the Chairman and myself over the last 20 months, both acting on a voluntary basis.)

- Allowing for the exceptional saving on payment of approximately £28,000 on the Manager's salary and two outstanding bills, a more accurate reflection of the surplus would be £7,500.
- One pleasing feature of the year was the tight control which was exercised over Administrative Costs, which were reduced on a year-on-year basis. This is partly down to savings as a result of having put out a number of our support and utility contracts to competitive tender and the cost-conscious approach taken by the Board and our staff.
- The Payroll Service Account showed a significantly reduced surplus of income over direct costs and, after allowance for general overheads, is running at an overall cost to the organisation. Consequently we have very reluctantly given notice, that with effect from 1 January 2012, the CILNI Payroll Service charge will increase from £20 to £25. This is the first increase in this charge since the service was introduced in 2002 – since when VAT has become applicable, the cost of which was absorbed by CILNI.
- I am also pleased to report that since 31 March 2011, the debtors outstanding figure has been significantly reduced.

CILNI continues however to face extremely difficult financial challenges given that our core funding has not been increased for a number of years now, whilst the majority of our operational and administrative costs have risen at or above the current inflation rate. The organisation must therefore look to all other potential sources of funding and income in order to cover our costs and ensure the continued provision of our services to disabled people throughout Northern Ireland.

Abbreviated Annual Accounts

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

Balance Sheet as at.....	31 March 2011	31 March 2010
FIXED ASSETS		
Tangible assets	<u>68,545</u>	<u>82,185</u>
CURRENT ASSETS		
Debtors	68,976	74,205
Cash at bank	122,090	71,285
Cash in hand	<u>161</u>	<u>-</u>
	234,864	145,490
CREDITORS: Due within one year	<u>(24,908)</u>	<u>(30,123)</u>
NET CURRENT ASSETS	<u>166,319</u>	<u>115,367</u>
TOTAL ASSETS LESS CURRENT ASSETS	<u>234,864</u>	<u>197,552</u>
CAPITAL AND RESERVES		
Unrestricted Funds:		
General fund	<u>234,864</u>	<u>197,552</u>

ABBREVIATED INCOME AND EXPENDITURE ACCOUNT

	2010-11	2009-2010
Income £		
HSCB Income	120,673	110,945
SHSSB Income	29,608	30,000
WHSCT Income	46,838	45,046
NHSCT Income	49,733	50,310
Employment Support	13,389	10,788
Other Income	1,590	557
New Office Funding	-	45,622
Restricted Client Income	13,153	3,849
Bank Interest	<u>37</u>	<u>238</u>
	275,021	297,355
Expenditure £		
Staff Costs	178,675	195,496
Establishment Costs	21,609	19,011
Administration Costs	26,508	29,448
Finance	1,569	1,432
Restricted Client Income	13,153	3,849
Fit out costs	3,411	
Depreciation	<u>17,122</u>	<u>13,009</u>
	<u>262,047</u>	<u>262,245</u>
SURPLUS OF INCOME OVER EXPENDITURE	<u>12,974</u>	<u>35,110</u>
PAYROLL SERVICE ACCOUNT		
Payroll Service Income	184,844	163,725
Direct Payroll Service Costs (excluding overheads such as rent, utilities, telephone, postage and stationery and general staff costs)	<u>160,506</u>	<u>134,578</u>
Surplus	<u>24,338</u>	<u>29,147</u>
TOTAL SURPLUS INCOME OVER EXPENDITURE	<u>£37,312</u>	<u>£64,257</u>