



Annual Report 2021/22



Message from our Chair



Welcome to our 2021/22 Annual Report.

2022 has been a year of huge change, hard work and accomplishment!

We have expanded the Board of Trustees bringing in more experience, expertise, and diversity to accelerate our strategic ambitions. My thanks go to all my fellow Trustees who have provided counsel and commitment to the SILC leadership.

This year we have implemented our new business plan, launched the first of many fundraising campaigns and refreshed the SILC webpage, giving prominence to donation opportunities.

In addition, to reflect better our charitable status, we have changed our name from Surrey Independent Living “Council” to “Charity”. This means we can continue to use our established SILC acronym, maintaining our legacy, whilst we focus on our charitable vision for the future.

Both our staff and clients are facing unprecedented cost of living challenges and the services we provide have become more important for yet more people. My personal thanks go to all the SILC staff delivering consistently for our users during this very challenging time; and in particular, the staff engaged in difficult conversations with clients directly.

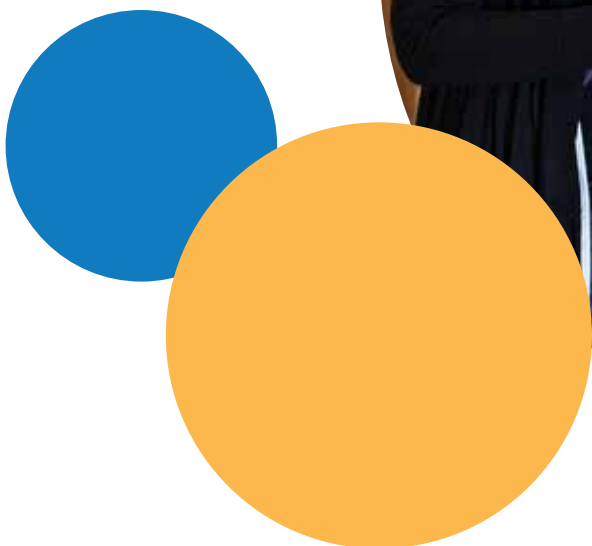
- 2 Message from our Chair
- 4 What our clients say about us
- 6 SILC service activity
- 9 Treasurer’s report
- 10 Financial report
- 11 Balance sheet
- 12 SILC Trustee and staff list
- 13 Staff structure flowchart



Going forward, it is vital that we extend awareness of the support we can provide to families and individuals living with disabilities or care needs, and that we raise additional funding to widen the range of services we can offer. With our sources of public funding under pressure it is vital that we engage in fundraising activities and increase our publicity, improving awareness of the important work we do. I am pleased to see an increase in our social media presence and our first steps towards fundraising. I would urge all our stakeholders to engage in our campaigns, leveraging your personal networks to increase the awareness of SILC's contribution to helping individuals remain independent.

Finally, in June 2022 we lost Brenda Griffiths, a founding member of SILC, longstanding Trustee, and my predecessor as Chair. Without Brenda's experience, contribution and enthusiasm SILC would not exist today and we remain committed to growing our fundraising capabilities to ensure the work of SILC continues to grow and supports more people.

Fiona Bailey
SILC Chair



What our clients say about us

“Direct Payments can be a minefield. I feel very confident in the support and answers from SILC.”

“The phone call came as a complete surprise, and was a great emotional boost for me and my husband at this difficult time.”

“SILC are always my first port of call for queries when I get a new PA. They give me the confidence to be an employer.”

“Thank you so much! This money has allowed me to pamper myself and have something to look forward to.”

“You’ve encouraged me to take care of myself for a change.”

“Thank you so much for this invaluable assistance.”

“Brilliant! The service was really helpful and what I needed. They listened well and gave good support”

“I would not have managed to make the complaint without the support this service has provided. I would have really struggled on my own.”

“Please continue to help others like me as it makes a world of difference.”

“I could not fault your service, very thorough and caring support.”

“Really impressed. SILC has made everything a lot easier. I am not made to feel that I’m taking up anyone’s time. SILC managed most of the paperwork which was a relief.”

“I was feeling overwhelmed with the whole process and SILC held my hand throughout making me feel confident and supported.”

“Without SILC’s help, we wouldn’t have been in a position to employ a PA for the support needed.”

“SILC are a safe and logical pair of hands.”

SILC service activity

Supporting self-managed care

The Independent Living Adviser Team at SILC continues to be kept very busy with supporting people receiving Direct Payments from Surrey County Council, Personal Health Budgets from the NHS and paying for their own care (known as self-funders). Numbers of referrals and re-referrals, particularly for people holding Direct Payments, continue to increase year on year.

Recruiting personal assistants (PAs) has become increasingly challenging and there are a number of factors contributing to this situation.

Recruitment across the care sector as a whole is difficult and residential care homes and domiciliary care providers are experiencing the same challenges. However, there are particular issues around the recruitment of PAs such as lone working and lack of opportunities for career progression.

There's no indication that PA recruitment will become less challenging over the coming months but we continue to work hard to support employers with it and are still successful the majority of the time.

Health Complaints Advocacy

This service provides free, independent and confidential support to people who live in Surrey and wish to complain about an NHS service. Our team of trained advocates can assist with things like writing letters of complaint, helping people prepare for complaints-related meetings and attending these with them. We can also help people approach the Parliamentary and Health Service Ombudsman with their complaint if it's not been resolved to their satisfaction by the NHS provider concerned.

The Parliamentary and Health Service Ombudsman is generally currently taking between nine and eleven months to look at NHS complaints and has a queue of over 2200 complaints waiting to be looked at. They have said that they'll only look at cases they consider to be more serious and have asked that complaints about delays with complaint responses, matters which are likely to resolve themselves within the next few weeks/months and delays in service delivery which are non-critical and are the result of an organisation coping with Covid-19 are no longer submitted to them.



Daily Money Management

We continued to provide our Assisted Finance Account service. During the year we received 17 new referrals and provided an ongoing service to 50 people.

This service support clients to manage their finances by becoming their DWP Benefits Appointee and setting up a secure SILC bank account in their name.

By doing this we then arrange for the client's benefits to be paid into that account and ensure that payments for bills, rent etc are paid in a timely and secure way and any outstanding debts are managed.

We also ensure that clients have access to the money they need for their day to day living expenses by making payments, as agreed by them, into their own bank accounts. Additional payments can be made on request with 48 hours' notice providing the requested funds are available in the clients SILC Account.

The service ensures that clients can remain financially independent and have the same level of choice and control over their money as if it were an account managed directly by themselves.

As each individual requirement is different the final plan as to how the account is managed is subject to the needs and agreement of the customer concerned.

GP Carer Prescriptions (previously GP Carer Break Programme)

During 2021/22, SILC continued to provide umbrella support for all aspects of the management and fulfilment of this NHS-led programme.

Referrals were securely and electronically transferred from some 120 GP Practices across 6 Clinical Commissioning Groups (CCG's) to SILC during this period.

These were then downloaded and a combination of GP Carer Prescription Services are provided to the patient/carer. Most referrals request a GP Carer Payment of £300 to help contribute towards some form of direct respite for the carer.

Other GP Prescription Services may include onward referral to other Carer organisations for advice and support, both for Adult and Young Carers. Also the despatch of an Information Pack which includes up-to-date information (usually from the NHS) regarding the Winter Flu Programme and in 20/21 financial year important, constantly updated, COVID-19 advice and NHS support information, and carer identification letters.

During 2021/22, SILC made 1855 Carer Payments (an increase of 19% from 20/21); processed a total of 2856 Carer Prescriptions; and dispatched 1558 Carer Information Packs.

These numbers are in-line with normal non-COVID year-by-year figures.

2020/21 saw a big spike of incoming non-payment referrals due to an increase of people registering as carers with their GP (due to COVID-19).

New projects and fundraising

SILC are currently working to raise funds to expand our Assisted Finance Account service.

Our pilot of this service currently supports 42 people through services such as acting as an appointee for benefit purposes; setting up and managing a specific bank account on an individual's behalf; assistance with budgeting and bill paying; and the provision of regular manageable cash amounts.

We know that there are a great deal more vulnerable and disabled people in Surrey who are struggling to manage their finances and would benefit from this support.

Because of this we are urgently trying to raise funds to continue and expand this vital service so that we can help an additional 55 Surrey residents who have difficulty managing money to gain financial safety and security.

Employer and personal assistant training

Thankfully, due to COVID restrictions easing, we were able to deliver First Aid training in person and further training sessions online.

Some exciting new training courses have been added: Pressure Area & Tissue Viability; Nutrition & Hydration; Mental Capacity Act & Deprivation of Liberty Safeguards; Autism Awareness (Level 2) and Epilepsy Behavioural Approaches.

Moving forward and following our successful funding bid to Skills for Care for 2022-2023, we will again offer some free training courses to Employers and Personal Assistants. We are very grateful for this funding support, and once the funds are received by SILC, online and face to face training dates and courses will be made available via our Eventbrite training page.

Further training can be provided: If you are in receipt of a Personal Health Budget for your care from the NHS, please request the training you need from them, once the funding has been agreed, we should be able to meet your training needs. But, if you receive a Direct Payment for your care from Surrey County Council, please contact your Social Care Locality Team to request funding, once this has been agreed we should be able to provide the training required. Alternatively, if you fund your own care, please contact SILC directly to discuss your training needs and the cost of our training courses.

SILC declared a deficit of £90,930 from an income of £496,661. This is made up of a £ 163 restricted deficit and a £90,767 unrestricted deficit.

The trustees were satisfied with the result, which was ahead of their initial expectations for the year.

The Trustees are now implementing various strategies to increase income to future proof the services that we provide. We have identified opportunities that exist and will utilise some of our healthy reserves to develop new income streams. We will closely monitor the progress of these to ensure that more than adequate reserves are retained.

The income for the year can be analysed as follows:

	2021-22 £'000	2020-21 £'000
<i>Unrestricted</i>		
Core Advisory Services	323	294
Healthwatch	122	126
Supported Pathways	9	6
Grants and Donations	23	29
Other	2	3
<i>Restricted</i>		
Skills for Care	18	22
	<u>497</u>	<u>480</u>

I can confirm that SILC's policy to retain unrestricted reserves to cover at least six months' expenditure and provide funds for unexpected contingencies has been met. At the end of the year SILC carried forward cash reserves of £569,012.

Maria Adaway
SILC Treasurer

Financial report

Financial Report for the year ended 31st March 2022

Statement of Financial Activities

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total 2022 £	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total 2021 £
Incoming resources						
Donations and legacies	23,077	-	23,077	28,522	-	28,522
Charitable activities	453,903	18,050	471,953	425,748	22,500	448,248
Investments	1,631	-	1,631	3,128	-	3,128
Total income	478,611	18,050	496,661	457,398	22,500	479,898
Expenditure on:						
Charitable activities:	570,214	18,213	588,427	536,397	24,038	560,435
Net gains/(losses) on investments	836	-	836	-	-	-
Net expenditure for the year/Net movement in funds	(90,767)	(163)	(90,930)	(78,999)	(1,538)	(80,537)
Fund balances at						
01 April 2021	599,847	72,700	672,547	678,846	74,238	753,084
Fund balances at						
31 March 2022	509,080	72,537	581,617	599,847	72,700	672,547

Balance sheet

Balance Sheet as at 31st March 2022

	2022		2021	
	£	£	£	£
Fixed Assets				
Tangible assets		1,773		3,259
Current Assets				
Debtors	67,723		77,535	
Investments	292,105			
Cash at bank and in hand	276,907		631,105	
	<u>636,735</u>		<u>708,640</u>	
Creditors: amounts falling due within one year	(56,891)		(39,362)	
	<u></u>		<u></u>	
Net Current Assets		579,844		669,288
Total Assets Less Current Liabilities		<u>581,617</u>		<u>672,547</u>
Income Funds				
Restricted funds		72,537		72,700
Unrestricted funds		509,080		599,847
		<u></u>		<u></u>
Total Funds		<u>581,617</u>		<u>672,547</u>

These are a summary from the financial statements of the charity 'Surrey Independent Living Charity' for the year ended 31st March 2022.

If you would like a copy of the statutory financial statements, they may be obtained from Surrey Independent Living Charity, Astolat, Coniers Way, Guildford, Surrey, GU4 7HL.

The annual accounts were independently examined by the accountants Kirk Rice LLP.

Signed on behalf of the board of Trustees
 Maria Adaway
 Treasurer/Trustee

SILC trustee and staff list

As of November 2022



SILC Trustees

Carey Lawrence	Fiona Bailey (Chair)	Lucy Castle
Maria Adaway (Treasurer)	Mike Moorwood	Milena Krasovec
Nick Ayios		

SILC Staff

Becky Griffin	Resources and Communications Manager
David Gosden	Senior Finance Officer
Dean Beverley	Independent Living Adviser and Health Complaints Advocate
Doug Payne	Reception, Communications and Design Officer
Jill Coles	Independent Living and Health Complaints Advocacy Manager
Joan Cumber	Finance Manager
John Rich	Referral, Recruitment and Training Administrator
Laura Swinerd	Independent Living Adviser and Health Complaints Advocate
Omar Chughtai	Independent Living Adviser and Health Complaints Advocate
Orla Willoughby	Referral, Recruitment and Training Administrator
Richard Davy	Chief Executive
Trudy Waite	Referral, Recruitment and Training Manager

Tribute to our colleague and friend

Brenda sadly died in June of this year.

She was an important part of SILC from its beginnings way back in 1997. As part of a small group of disabled people in Surrey she lobbied Surrey County Council to encourage them to set up a pilot project to allow disabled people to directly be given the money they need to organise and manage their own care arrangements.

From that small start she went on, with this group to form Surrey Independent Living Council and become one of its founding trustees.

Brenda remained an active SILC trustee right up until her death, always supporting the staff team and her fellow trustees. During her time as a trustee Brenda acted as Chair and Vice Chair for several terms. She brought to these roles invaluable range of knowledge and experience and an unswerving commitment to the principles and practices of independent living for disabled people.



In addition to this she was active in a number of steering groups, sub committees, and working groups both for SILC and more widely for Surrey County Council and other voluntary sector organisations and charities.

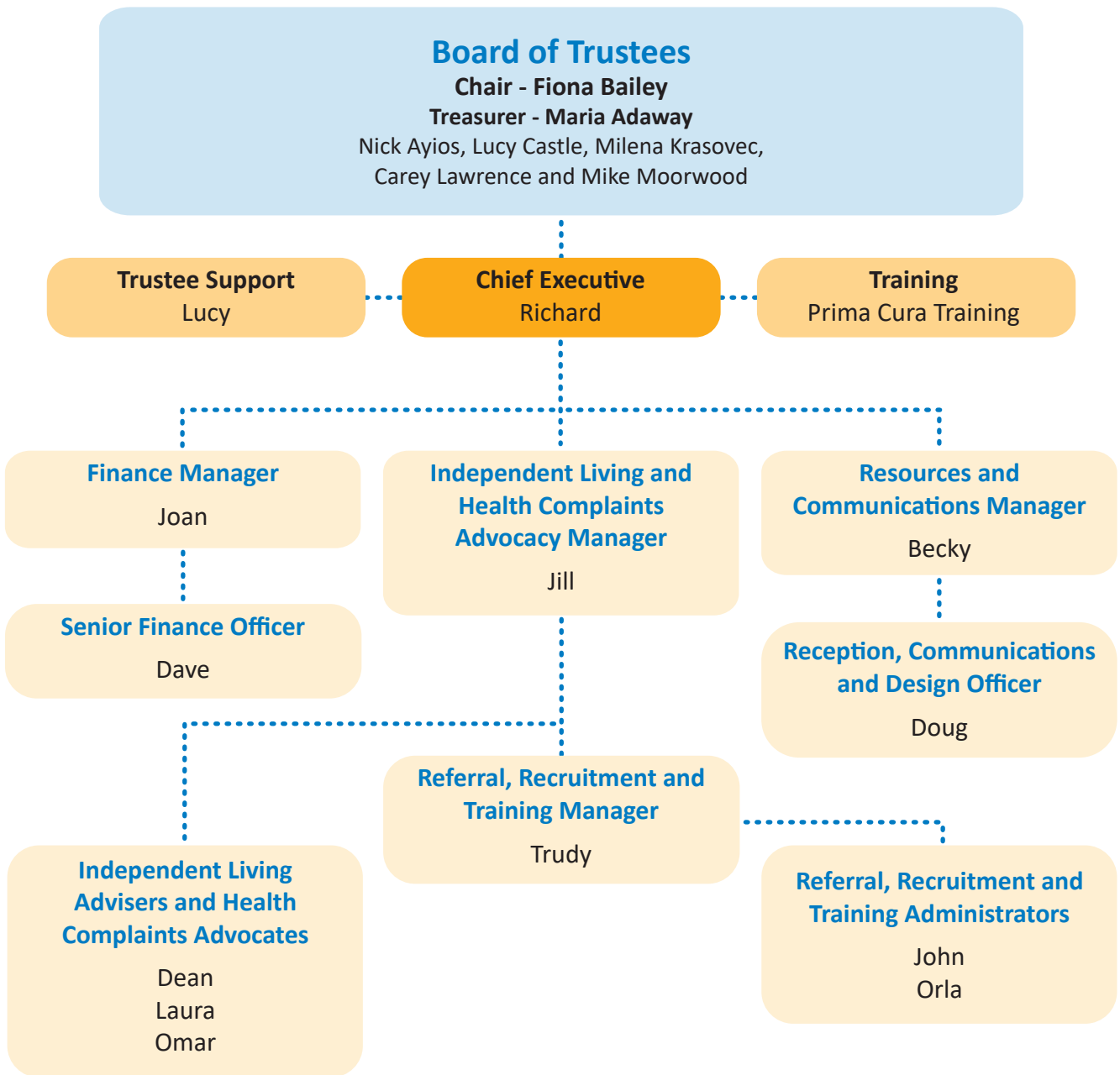
One of Brenda's main interests as a SILC trustee was the personnel side of things and was actively involved in the recruitment of almost everyone who works for and who has worked for SILC.

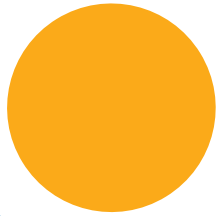
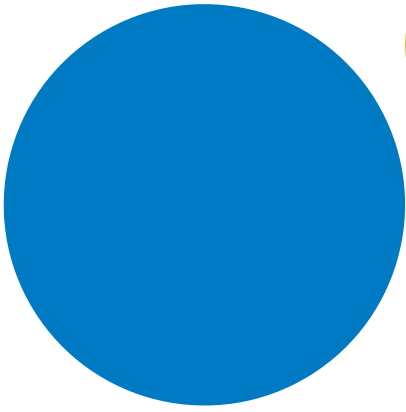
In short SILC would not exist as an organisation doing the work it does without Brenda. From all the staff, trustees and people that have and do benefit from SILC's services so I just want to finish by saying thank you, Brenda.

Richard Davy – Chief Executive

Staff structure flowchart

As of November 2022





Surrey Independent Living Charity
Astolat, Coniers Way, Burpham,
Guildford, Surrey, GU4 7HL.

**Self-managed care services, Personal
Health Budgets support and GP Carer
Break Prescription programme**

Telephone: 01483 458 111
Fax: 01483 459 976
Text: 07771 108 624
Email: admin@surreyilc.org.uk

Independent Health Complaints Advocacy

Telephone: 01483 310 500
Text: 07704 265 377
Email: nhsadvocacy@surreyilc.org.uk

www.surreyilc.org.uk
www.supportfinder.org.uk

Registered Charity Number: 1146482
Company Limited by Guarantee, Company Number: 7877608

