



Annual Report 2022/23



Message from our Chair



Welcome to our 2022/23 Annual Report.

2023 has been another transformational year where SILC has successfully restructured the organisation and completed the realignment of key responsibilities. SILC has also delivered major IT and operational improvements. In addition, we have also expanded our social media presence using channels such as Facebook, LinkedIn, and innovative podcasts. All this has been achieved whilst continuing to serve our clients well.

As SILC continues to evolve, we plan to recruit new Trustees with experience of fundraising, law, and / or strong business networks within Surrey. Being a Trustee of SILC is very rewarding and more information can be found www.surreyilc.org.uk/trustee-faqs/

A highlight of 2023 was our inaugural sponsored walk at Virginia Water and improvements to our online fundraising capability. A huge thanks to the organisers and all those that took part.

We also implemented our new Customer Relationship Management system and the transition went extremely smoothly. This has improved the way we can handle client information, delivering improvements to both our operational processes and efficiency. It will also deliver further financial benefits over time through the reduction of IT costs.

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The ILA/Advocacy Team is often engaged in very difficult conversations with clients directly. This year the team continued to provide a great service despite an increasing number of referrals during this period of change. Feedback from our recent client survey demonstrated that over 90% of our clients were happy with the services we provide.

2023 continued to be a challenging time for both staff and clients with the cost of living issues still with us. Once again the services we provide remain important for our clients. My personal thanks go to all the SILC staff who have continued to deliver for our clients and have adapted well to the organisational changes, and the new systems and processes, despite this being a challenging time for everyone.

Fiona Bailey
SILC Chair



What our clients say about us

“SILC helped me know I am not alone and have given me a sense of relief and feeling of ease”

“SILC were very friendly and approachable from the very start”

“Absolutely brilliant, wonderful. SILC went above the call of duty and I have nothing but praise”

“I’d never have been able to manage to get the answers I was looking for without your help. Thank you!”

“Supportive, friendly and informative. Helped me during a very difficult time”

“I feel relieved and supported, and most importantly, not judged”

“SILC are very professional, helpful, and really know their stuff”

“My life has finally calmed down and I’m on the up”

“I would not have had the same satisfaction without the help of a SILC advocate”

“SILC’s support was faultless”

“The service was very efficient, supportive and professional”

“I believe SILC’s support made a big difference in how the hospital dealt with my case. Definitely recommended”

“SILC’s support made a big difference. It was seamless and I’m very grateful”

“I’ve actually been able to do something FOR ME for once!”

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, remain high and have increased over the last few years.

Recruiting personal assistants (PAs) remains 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 up to six months to look at NHS complaints. During the Covid-19 pandemic, they changed the way they handle complaints about the NHS and have since reviewed this approach and decided to embed that into their casework process. They now only look further into what they consider the more serious cases. To help them work through the complaints they are receiving, they ask people not to submit complaints to them if they are about:

- delays with complaint responses of less than six months
- matters which are likely to resolve themselves within the next few weeks or months.



Employer and personal assistant training

It has been a busy year for Employer and Personal Assistant training. SILC ran a series of Employer 'Good Boss' training webinars covering topics such as an Introduction to Direct Payments, Recruiting PAs, Payroll and Insurance, to help Employers of PAs to gain greater knowledge on these topics.

Following our successful funding bid to Skills for Care for 2022-23 we were able to offer 36 different online training courses and 3 in person training courses to recipients of Direct Payment funding last year. Our funding bid has now been approved for 2023-24 and courses are already available to book via our Eventbrite training page. If you are in receipt of a DP and need more specialist training, please request this from your Social Care Locality Team and we can provide training once funding is agreed.

We also provide training if you are in receipt of a Personal Health Budget for your care from the NHS, please just request the training needed from the PHB team and we can liaise with them once funding is agreed to meet your training needs.

If you fund your own care, please contact SILC directly to discuss your requirements and the cost of our training courses.

Daily Money Management

Unfortunately, due to a lack of funding we have been unable to offer this service to any new referrals.

However, we have and will continue to provide our full service to existing customers.

We are very disappointed that we have been unable to secure funding to expand the service as more than ever there is a need for financially vulnerable people to be supported to safely manage their finances.

GP Carer Prescriptions (previously GP Carer Break Programme)

SILC continues to facilitate making GP Carer PHB payments funded by the NHS, to carers following receipt of a referral from their doctor. Referrals are securely and electronically transferred from over 120 GP practices to Action for Carers and then forwarded, electronically to SILC.

These are then downloaded and the process of contacting the carer and ascertaining how they would like to use the payment for the betterment of their well-being begins. The payment can be used in a variety of ways with the aim of providing the carer with some form of a break or respite from their caring role.

This year SILC made a total of 1,976 GP PHB payments, 283 Early Intervention payments to Young Carers and facilitated the pilot Carer Grant Personal Budget initiative.

New projects and fundraising

On 1st July 2023 SILC hosted our first fundraising event, The Waterside Walk. Held in the beautiful surroundings of Virginia Water, this accessible sponsored walk was hugely enjoyable. Refreshments were donated to us by Tesco, so thank you to them. It was lovely to get staff, trustees and service users all participating in the event together. They raised just over £6000 in sponsorship which was a fantastic effort, and we really appreciate their time and commitment.

An easy and free way that people can help raise funds is via Easyfundraising who will donate funds to SILC when you shop via their donation link. There are thousands of brands who participate, and funds can be raised by a range of purchases from food & drink, entertainment, fashion & beauty, travel, utilities, insurance and more!

If you are interested in undertaking a challenge event on behalf of SILC (marathon, cycle event etc.) then please let us know. We will also be offering 'virtual' challenge events and we will be publicising these and other upcoming events, so follow us on social media for more details.



SILC now has a revamp of the 'support us' section of our website. See www.surreyilc.org.uk/support-us/ for more information on all upcoming plans and how you can donate to SILC!

This year we have also launched SILC Cast, SILC's new podcast! You can find this on our website and on Soundcloud. We have had various guests on the podcast from Surrey County Council, Surrey Heartlands ICB and the Independent Living Group and we will continue to develop this and produce new episodes on issues that affect our service users.



Financial Review

SILC was able to achieve a deficit of £67,326 from income of £608,715.

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

Ongoing Concern

In the medium term, SILC's funds are sufficient to sustain the organisation.

In the longer term, SILC would not be able to continue its operations at present levels or expand without replacement funding from another source.

Reserves Policy

Funds not immediately required by the charity for its day-to-day expenses are transferred to an investment 'unreserved' account, in order to earn a higher level of interest.

The trustees consider that reserves should be maintained, in order to:

- Provide funds for unexpected contingencies.
- Bridge the timing difference between the start of the financial year and the receipt of the first quarter's contract payment.
- Cover staff redundancy costs in the event of closure.

At the period end date, the funds balances were:

Unrestricted General Fund:
£431,592.

Restricted Fund:
£82,699.

Maria Adaway
SILC Treasurer

Financial report



Financial Report for the year ended 31st March 2023

Statement of Financial Activities

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total 2023 £	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total 2022 £
Incoming resources						
Donations and legacies	28,248	-	28,248	23,077	-	23,077
Charitable activities	521,135	55,174	576,309	453,903	18,050	471,953
Investments	4,158	-	4,158	1,631	-	1,631
Total income	553,541	55,174	608,715	478,611	18,050	496,661
Expenditure on:						
Charitable activities:	610,406	45,012	655,418	570,214	18,213	588,427
Net gains/(losses) on investments	(20,623)	-	(20,623)	836	-	836
Net expenditure for the year/Net movement in funds	(77,488)	10,162	(67,326)	(90,767)	(163)	(90,930)
Fund balances at						
01 April 2022	509,080	72,537	581,617	599,847	72,700	672,547
Fund balances at						
31 March 2023	431,592	82,699	514,291	509,080	72,537	581,617

Balance sheet

Balance Sheet as at 31st March 2022

	2023		2022	
	£	£	£	£
Fixed Assets				
Tangible assets		10,618		1,773
Current Assets				
Debtors	52,864		67,723	
Investments	269,127		292,105	
Cash at bank and in hand	230,333		276,907	
	<u>552,324</u>		<u>636,735</u>	
Creditors: amounts falling due within one year	<u>(48,651)</u>		<u>(56,891)</u>	
Net Current Assets		503,673		579,844
Total Assets Less Current Liabilities		<u><u>514,291</u></u>		<u><u>581,617</u></u>
Income Funds				
Restricted funds		82,699		72,537
Unrestricted funds		431,592		509,080
		<u>514,291</u>		<u>581,617</u>
Total Funds		<u><u>514,291</u></u>		<u><u>581,617</u></u>

These are a summary from the financial statements of the charity 'Surrey Independent Living Charity' for the year ended 31st March 2023.

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 2023



SILC Trustees

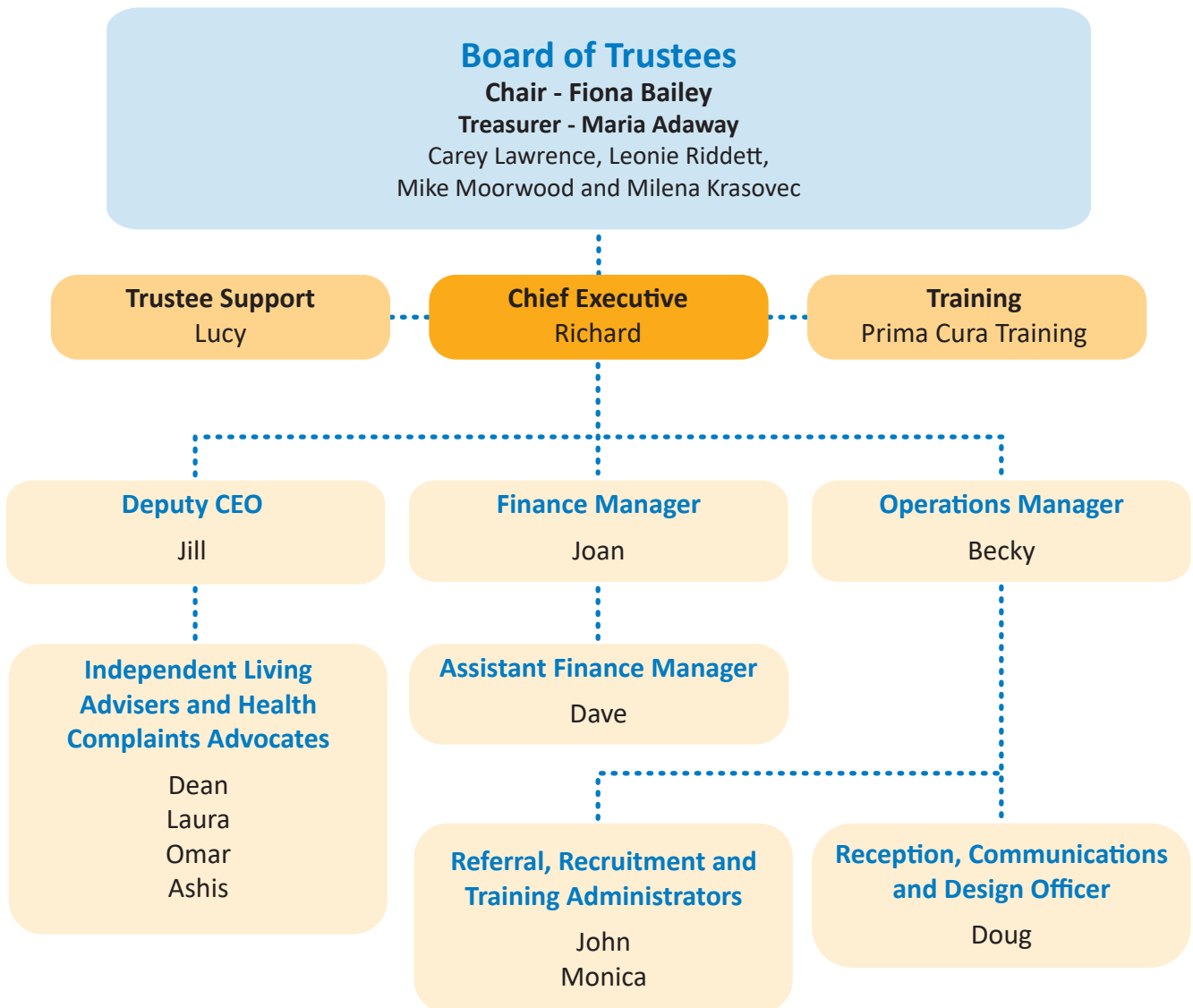
Carey Lawrence	Fiona Bailey (Chair)	Leonie Riddett
Maria Adaway (Treasurer)	Mike Moorwood	Milena Krasovec

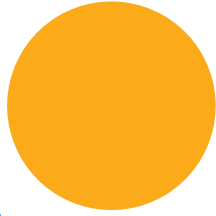
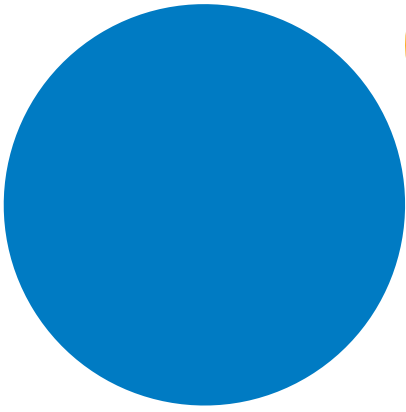
SILC Staff

Ashis Korattyswaroopam	Independent Living Adviser and Health Complaints Advocate
Becky Griffin	Operations Manager
David Gosden	Assistant Finance Manager
Dean Beverley	Independent Living Adviser and Health Complaints Advocate
Doug Payne	Reception, Communications and Design Officer
Jill Coles	Deputy CEO
Joan Cumber	Finance Manager
John Rich	Referral, Recruitment and Training Administrator
Laura Swinerd	Independent Living Adviser and Health Complaints Advocate
Monica Blanco	Referral, Recruitment and Training Administrator
Omar Chughtai	Independent Living Adviser and Health Complaints Advocate
Richard Davy	Chief Executive

Staff structure flowchart

As of November 2023





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

