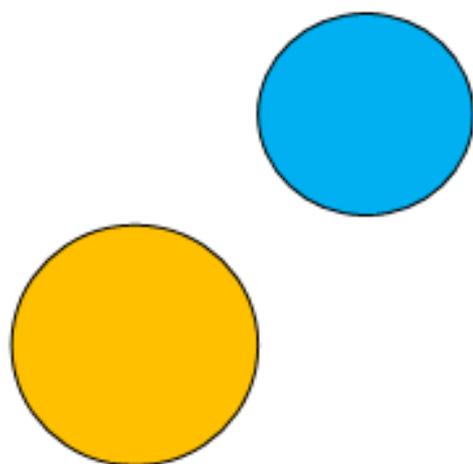




ANNUAL REPORT

2011 to 2012



SURREY INDEPENDENT LIVING COUNCIL

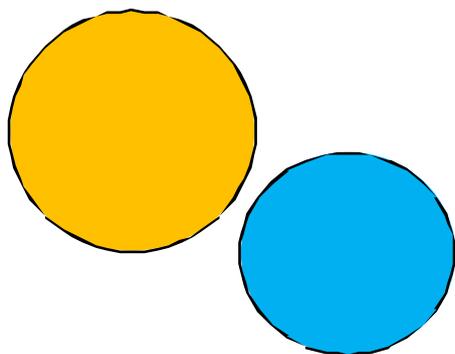
MISSION STATEMENT

We seek to maximise the options open to disabled people in Surrey in their life choices. We do this by responding to and being led by peoples self defined needs, with particular emphasis on independent living, Direct Payments, personal budgets and personal assistance schemes.

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CHAIRPERSON'S REPORT

Welcome to our 2012 Annual Report, the last one from SILC in its unincorporated status. This is because from June the 1st SILC became a Company Limited by Guarantee as well as a Registered Charity. We are still solely run by disabled people and still offer the same range of services and support. However our new status gives us a more formal and secure structure to develop further, as we hope to in the coming years.

We have all had a hard year but it has been excellent and we have achieved a lot. Thank you very much to the staff of SILC for their hard work and dedication over the year. Special thanks to Joan Cumber, Eric Pask, Brenda Griffiths & Richard Davy for their hard work with SILC.

One of the highlights of the year for me was when Brenda Griffiths, Eric Pask and I attended a consultation meeting with Surrey Coalition of Disabled People and Surrey County Council about the proposed changes to how Direct Payments are paid. I was very pleased that following a positive and open discussion, the County Council agreed to offer Direct Payment recipients a greater choice as to how their Direct Payments are made. This was a change to their original plans and is a great example of how action by disabled people can have a real positive effect, as I think you'll all agree.

In February I, along with SILC advisors Dean Beverley and Lorna Marsh helped SID (Surrey Information on Disability) develop the Pathways to Independence project. This project is hoping to set up a new website for young disabled adults to help them gain greater independence and look at the various housing and support options that may be available in the areas they want to live in. The aim

of this is to help them choose whether independent living is the way for them and how to move forwards. I think this will be an excellent tool.

In addition to providing our mainstream Direct Payment advice and support services we continued to be involved in a number of areas and initiatives compliment independent living in Surrey.

Support with Confidence

Working in partnership with Surrey County Council Adult Social Care and Trading Standards we continued to assist the Support with Confidence Scheme extending our role to providing training sessions to trades people and companies joining the scheme.

User Led Organisations and Citizens Hubs

We also continued our support to The Epsom and Redhill Citizen Hubs and were very glad to see the opening of the Woking Hub by our fellow disabled people's organisation the Surrey Disabled Peoples Partnership. There are plans for a total of eleven hubs across the county and SILC will be happy to be involved in these in whatever way we can.

Right To Control

This project continued to develop and it is looking likely that it will be extended for another year. Its unique function in enabling disabled people to combine different elements of funding for care and employment support has shown just what can be achieved by disabled people's organisations working with Districts and Boroughs, the County Council, The Independent Living Fund, Access to

Work and Job Centre Plus. I believe we have been able to demonstrate what real partnership working looks like and just how effective it can be.

Surrey County Council and Personalisation

We have continued to work with Surrey County Council staff from the Transformation team to further develop and embed personalisation. By our participation in events and workshops we have ensured that the voice of disabled people continues to be heard as personalisation develops. Richard has been actively involved in developing and providing training for Surrey County Council staff designed to embed the practice of personalisation as the main 'business' of Adult Social Care.

PA Training

We ran a number of training events and workshops for Direct Payment recipients and Personal Assistants including our 5 day training course for people interested in becoming a Personal Assistant and our 3 day courses for those already employed.

The Surrey LINK

In November 2011 we were asked by Sarah Mitchell, Strategic Director of Adult Social Care in Surrey and by Cliff Bush OBE, Chair of The Surrey LINK to take over the hosting arrangements of The Surrey LINK, After a steep learning curve and the employment of two additional staff I think we have been able to provide The Surrey Link with a good standard of support. It was because of this that the arrangement which was initially designed to run until March 2012 was extended to March 2013. We are now also assisting the Surrey Link and Surrey County

Council with the move into Healthwatch Surrey which will take over from The Surrey LINK in April next year.

TRIBUTE TO NICK DANAGHER.

The saddest event for a long time was Nick's death. It was a shock to us all at SILC. In many ways we have felt that Nick **was** SILC. He inspired us all in those pioneering days in the 90's when '*Independent Living*' and *Direct Payments* were just beginning. Nick was the first Chief Executive of SILC and a steadfast supporter of our organisation as well as being a wonderful advocate for disabled people in Surrey and nationally. He was an amazing person, always positive and cheerful. He will be sorely missed, a tough act to follow and will leave a gaping hole in all of our lives.

Jason Vaughan - Chair

TREASURER'S REPORT

SILC's main source of funding during the year was from Surrey County Council through its Adults & Community Care Department. Income was generated from the administration of Carer's One Off Direct Payments, the administration of One Off GP Carer Breaks, SILC's Financial Monitoring Service, administration of Supported Managed Accounts, The Right to Control Project, The Surrey LINK, Consultancies and the delivery of training.

Income received from Surrey County Council for the provision of the Direct Payment Support Service totalled £290,000. The Right to Control Project, Surrey Link, Financial Monitoring, Carer's One Off Direct Payments, One Off GP Carer Breaks, Supported Managed Accounts, Consultancies, Training,

Investment income and other monies increased the total to £795,297.

Expenditure including staff, operational and governance costs was £729,251.

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 renewal of the main contract or replacement funding from another source. SILC's long term aim is to have a diverse funding base to enable provision of a wide range of services and projects to support Disabled People to live independently and enable them to make choices about their lives.

SILC's policy to establish a general reserve to six months expenditure, in accordance with Charity Commission advice and as a hedge against uncertainty has been met.

Eric Pask – Treasurer

PERSONNEL REPORT

Independent Living Advice & Support

Our six ILAs (Independent Living Advisors) continue to do great work for SILC. Helping people to organise and manage their Direct Payments on their own, or with on-going support. They each take the lead in different areas of support and in this way, SILC has built up a very expert team



with a wide variety of skills. On behalf of our many satisfied customers, we would like to express appreciation to ALL OUR ILA staff.

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Financial Support Team

This is a very busy team who spend most of their time assisting Direct Payment users with keeping their records in good order and balancing their funding. They travel all over Surrey, visiting people at home which is very reassuring for those who worry about managing their money without this valuable support. Our six FMAs (Financial Monitoring Advisors) have outgrown the room within the main SILC office and have recently moved to a separate room nearby that is able to accommodate more desks.

Finance Manager Joan Cumber, oversees the FMA team as well as the three Admin. members of staff. The efficient smooth running of the office is largely due to Joan's loyal devotion and her attention to detail is much appreciated by the whole Board who thank Joan and her team for their hard work throughout the past year.



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SUPPORTING CARERS

The room previously occupied by the FMA team is now used by Stephan Pugsley, who started working part time in December.2011 , then full time from

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January this year Stephen's job involves the development of the GP Programme which was started last year to provide 'one off' Direct Payments to support family Carers through a GP referral.



This has been greatly appreciated by many families, who just needed a holiday, a piece of equipment or a leisure activity to ease their caring role. Thank you Stephen for supporting all the many devoted carers in Surrey.



Right to Control Trailblazer

Jon Boland continues to manage the Trailblazer, which has been running successfully since December 2010.

The Right to Control gives disabled people more choice and control over social care, housing and employment support. There are seven Trailblazers in different parts of England, and the government recently announced



proposals to continue them until the end of 2013 while a decision is taken about whether to extend the Right to Control to the rest of the country. Jon is based at the Epsom Hub with Project Officer Rolfe Showell and Sally Brooks who leads on communication, engagement and training. The team also includes Adult Social Care practitioners seconded from Surrey County Council, and a Disability Employment Advisor from Jobcentre Plus.



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Staff member moves on

One regret recently, was the fact that we had to lose a valuable member of staff, who took a job nearer to her home. Kate O'Brien had provided a variety of admin support to Richard, helped with editing the Liberty Link, arranged the PA training that Hillary does for us, as well as organising the DP network days. She is already greatly missed. But we wish her all the best in her new job. THANK YOU KATE.

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MANAGING THE TEAM

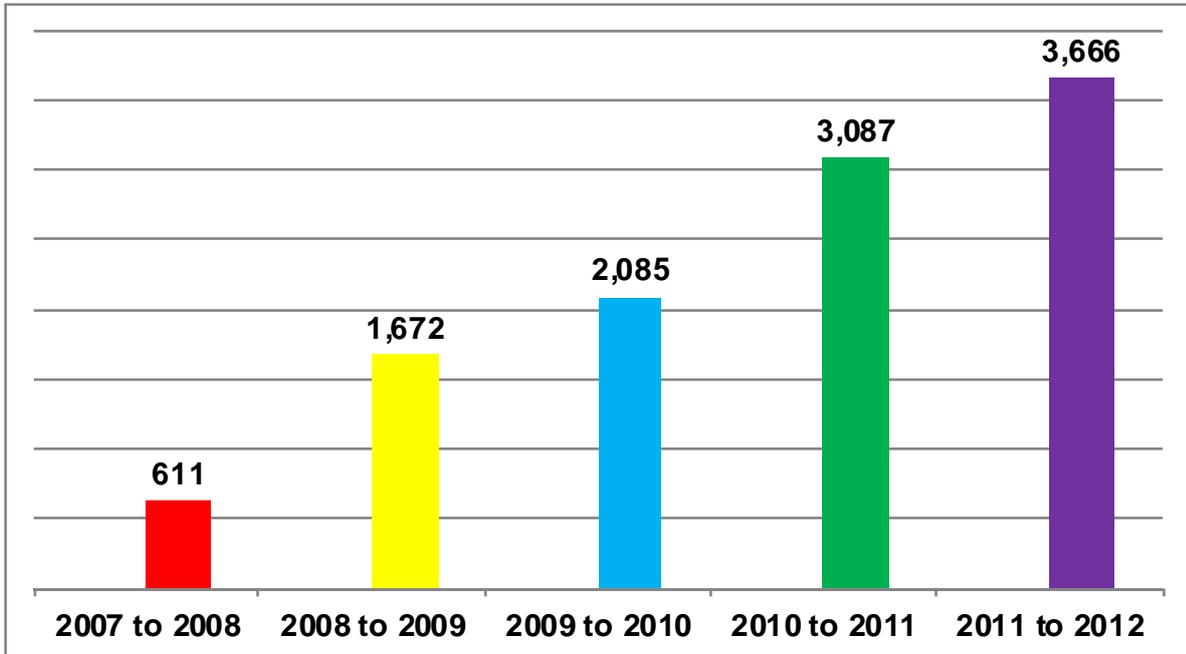
Of course, what makes a good team is usually an excellent Manager and we are indeed fortunate to have such a hardworking, enthusiastic Operations Manager in Richard Davy. Richard has the difficult task of not only managing the service contract, but he also attends several meetings every week with other organisations in Surrey, in addition to training, negotiating and consulting with Surrey Social Services staff & County Councillors. A huge job that has grown over the years to provide what is now a highly valued, quality service for those who use Direct Payments in Surrey. The Trustee Board all truly appreciate all that he continues to provide for SILC. Thank you Richard.



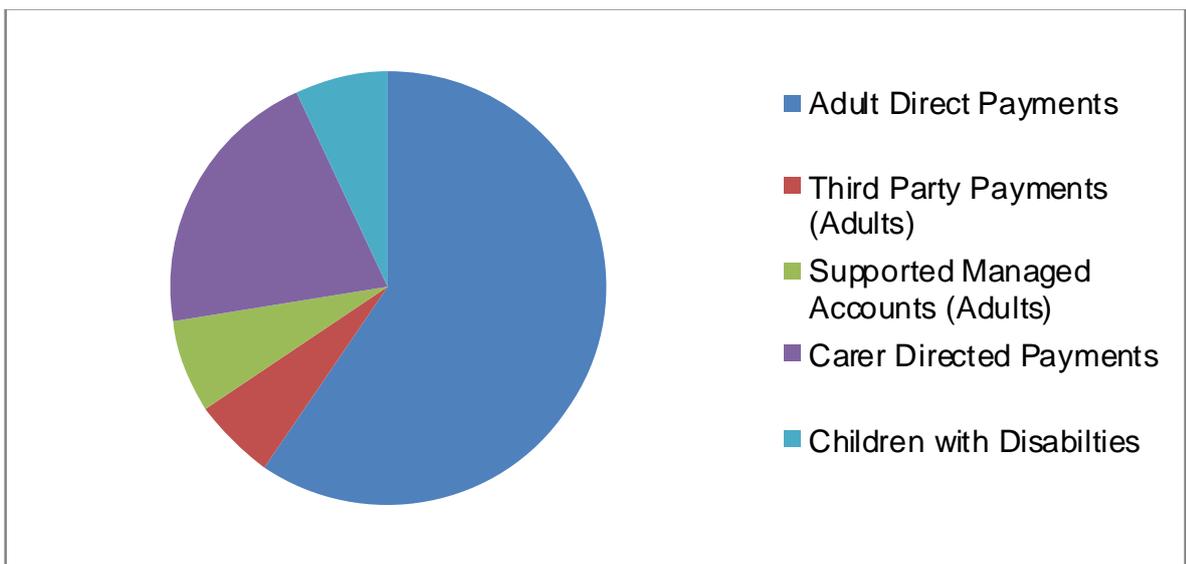
Richard with Kate and SILC's Office Support Team

DIRECT PAYMENTS IN SURREY

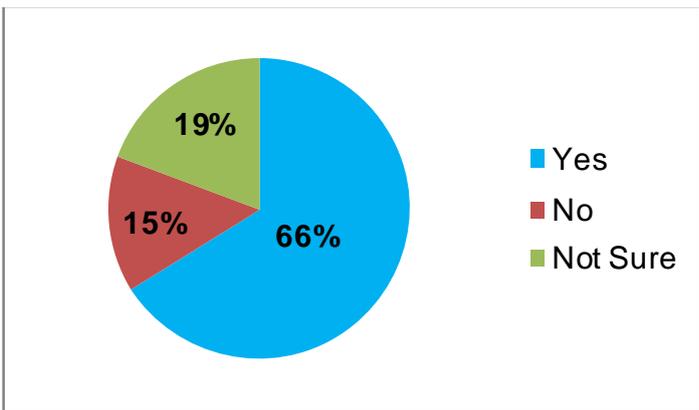
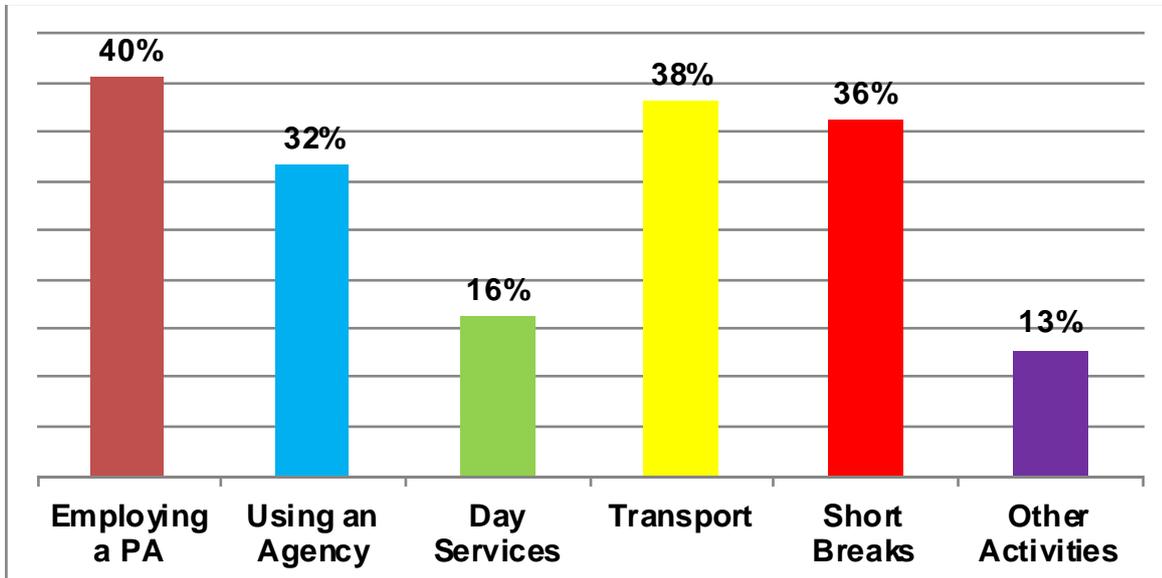
During the year there were 3,666 ongoing Direct Payments in Surrey an increase of 18.7% on the previous year.



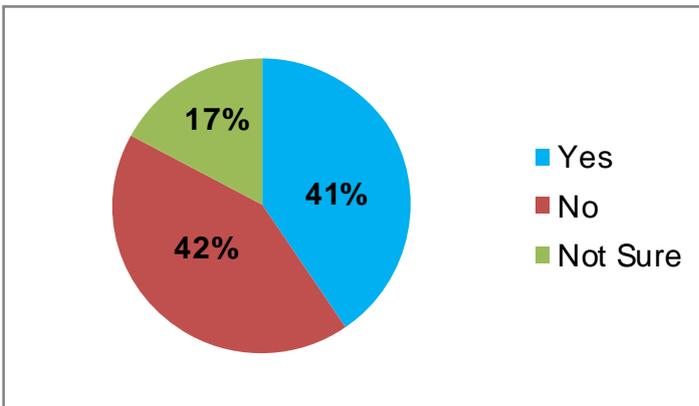
Of these 73% were for adults, 20% for adult carers and 7% for parents of children with disabilities



We asked people how they used their Direct Payments to provide the help that they needed and found.



Of those 66% felt in control of the care and support they needed.



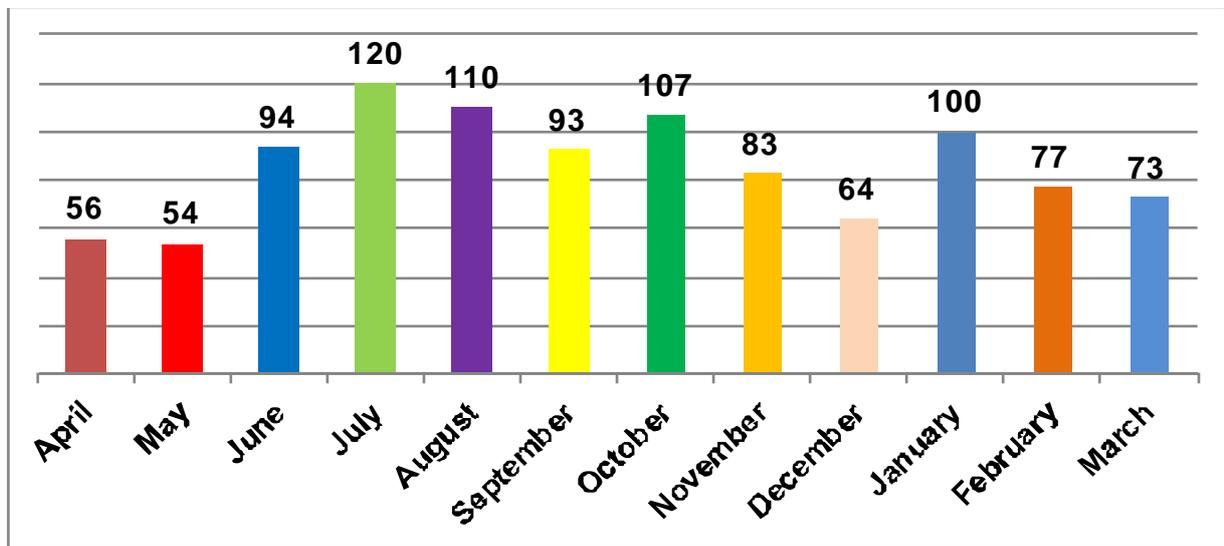
But of those only 41% felt they had the skills and confidence to manage those arrangements on their own.

SILC SERVICE ACTIVITY

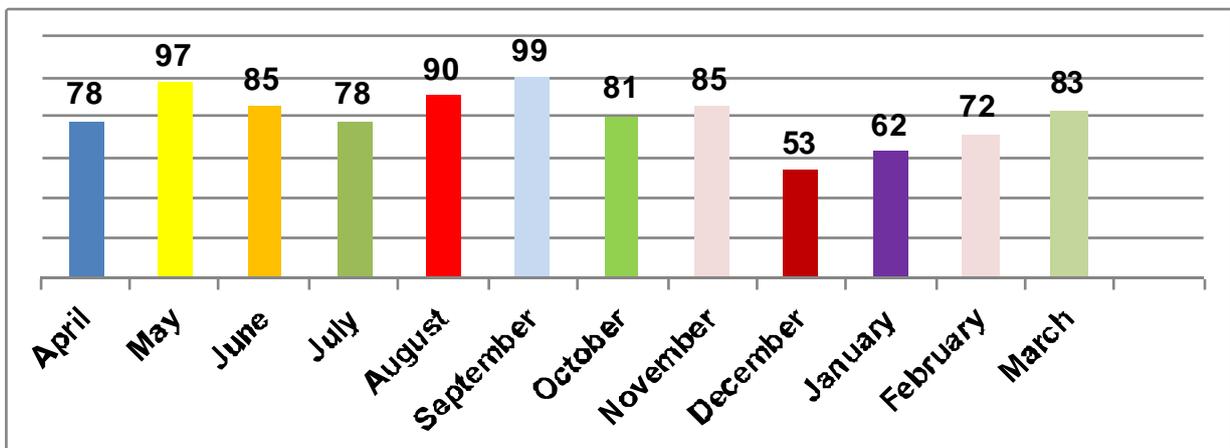
Independent Living Advice and Support

Our team of Independent Living Advisers continued to support growing numbers of people who were going on to, or already on Direct Payments.

We received 1,031 new referrals for Independent Living advice and support, an increase of 42.4% on the previous 12 months.



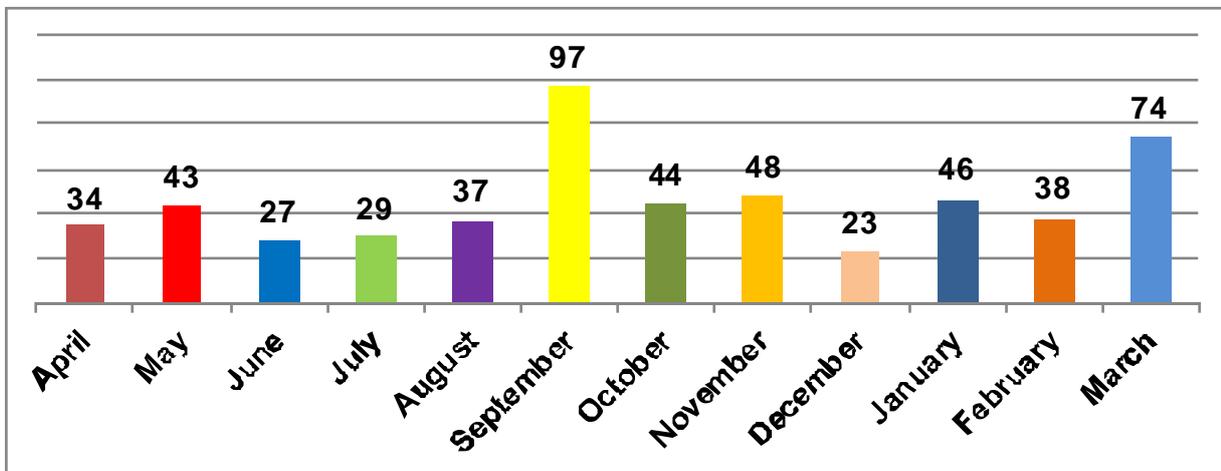
Our Independent Living Advisers carried out 963 visits, an increase of 10.4% on the previous 12 months.



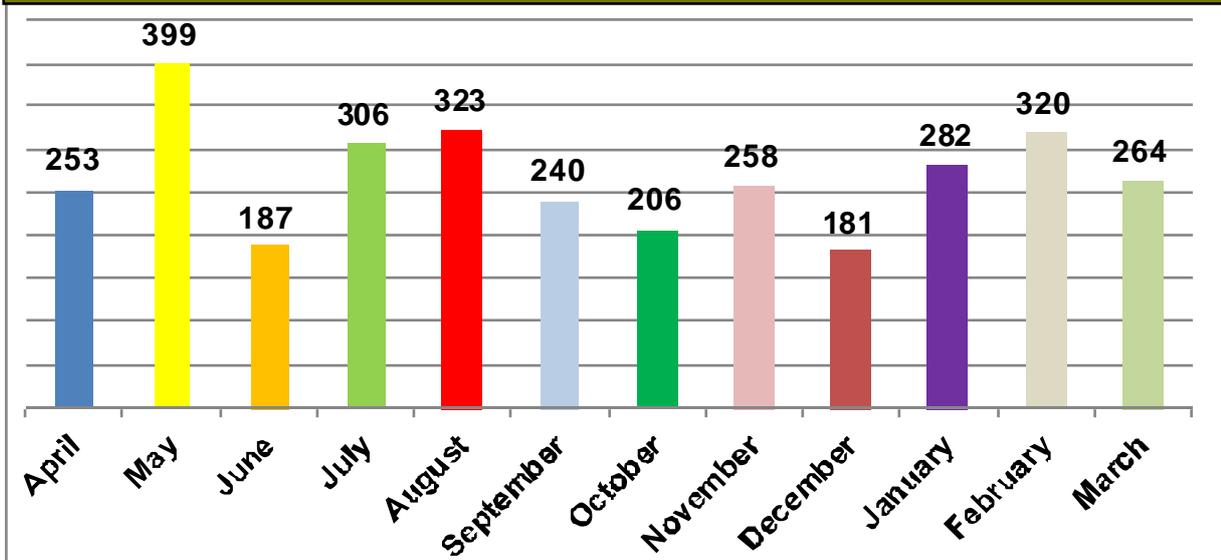
Financial Monitoring service

There has been an increase in the number of people requesting help from our Financial Monitoring & Support Team. The team is now supporting people with the management of their Direct Payment and Supported Managed Accounts as well as financial monitoring and reconciliation.

We received 540 referrals for support with financial monitoring and on-going financial support and increase of 18.7%



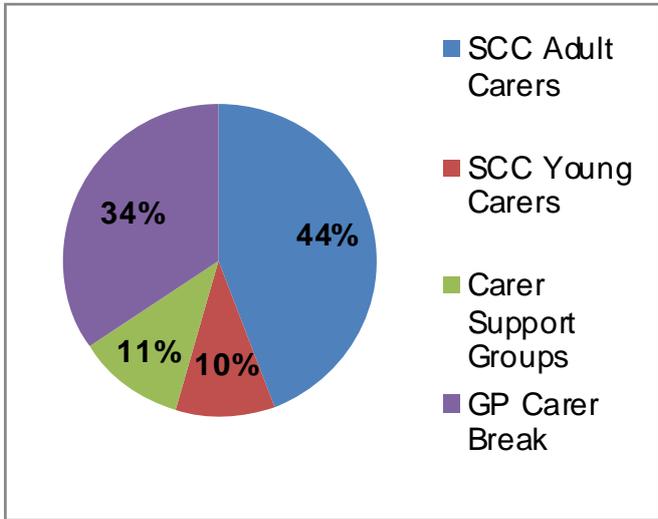
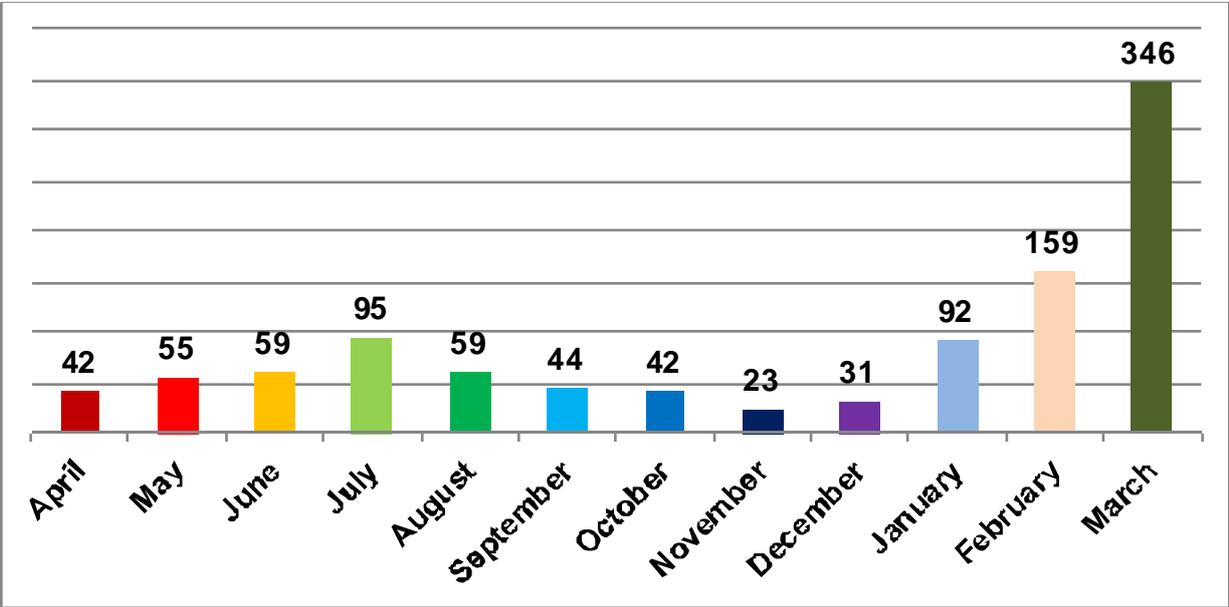
Our Financial Monitoring & Support Team carried out 3,219 visits an increase of 29.6 % on the previous year.



We also received referrals to set up and manage 162 Supported Accounts.

Carers Direct Payments

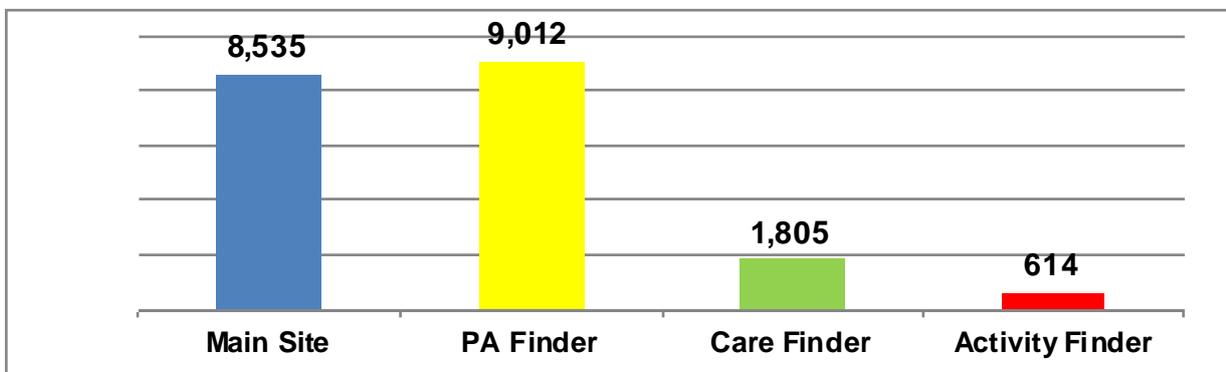
SILC continued to administer the Surrey County Council’s ‘One Off’ Direct Payments to Carers scheme. In December 2011 additional schemes to enable Carer Support Groups to authorise one off payments and for GP’s to make payments to Carers for short breaks were also launched. These two schemes resulted in an increase of 300% in the number of carer payments made in the last quarter of the year compared to the same quarter of the previous year.



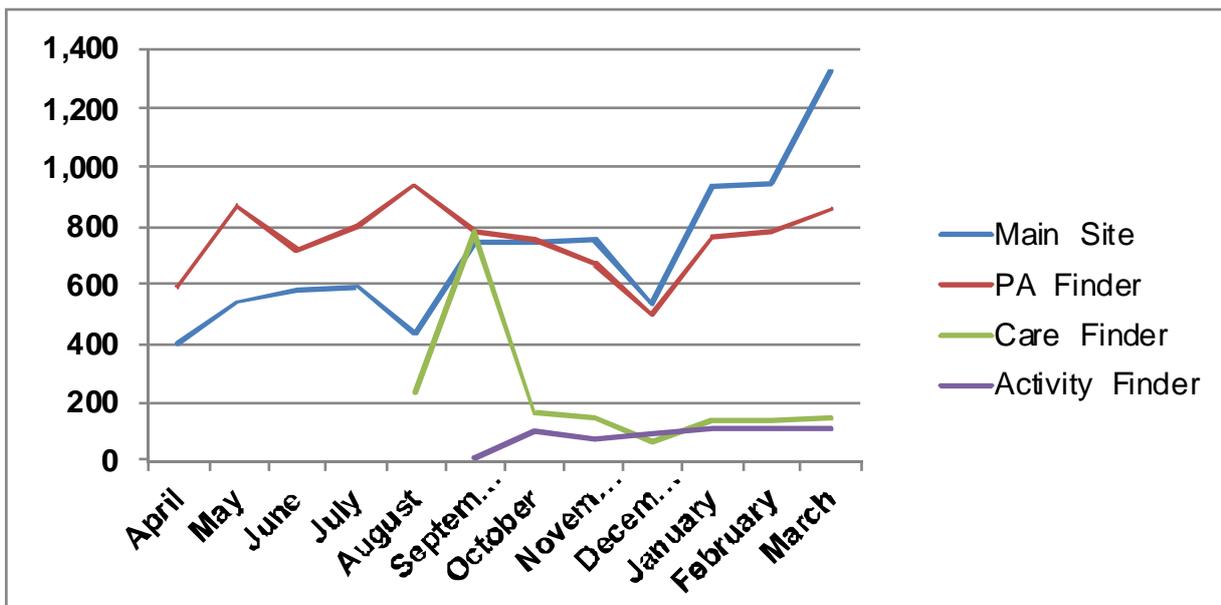
We administered 1,047 ‘one off’ Direct Payments to Carers with a total amount of £619,142 being paid and increase on the previous year of 20.6% and 10.7% respectively

SILC Websites

In addition to our main SILC website and our PA Finder site we established two new sites that we hope will enable people to arrange the help, care and support they need. www.surreycarefinder.org.uk to help people find suitable providers of domiciliary, residential and respite care and www.activityfinder.org.uk to enable people to find suitable activities and hopefully link up with people who have similar interests.



Overall our websites received 19,966 hits !! of which were evenly split between new and repeat visitors.



HELP AND SUPPORT PROVIDED

These are a series of pen pictures drawn up by SILC staff to give a flavour of some of the work they have been involved in.

Lorna - Independent Living Adviser

S is a young man with a visual impairment who was referred to SILC shortly after he moved to in to Supported Housing. This was his first experience of living independently and before this had very much relied on his Mother and family for support. At the first meeting between Lorna and S, his Mother asked all the questions and if S had a question he would tell his Mother to ask our ILA rather than ask it himself.

Lorna supported S to build up his confidence and to manage his Direct Payment and over a period of about 12 months S has become a transformed young man. He is able to speak for himself and no longer asks questions through others and is much more confident, outgoing and independent. His mother has even said that he is so happy with his life that 'he doesn't want to go home to visit anymore'.

Lynda - Independent Living Adviser

K was referred to SILC for support with understanding his direct payment via a Supported Managed Account, including support with seeking a personal assistant, completing any required payroll forms, contracts of employment, job description and employers liability insurance. The direct payment included funding for training courses, a yearly activity day pass, regular attendance to a theatre company, transport costs and the support of a personal assistant to enable K to meet the needs as described on his agreed support plan.

Lynda met with K initially to find out if he understood the SMA and answer any concerns or questions that he had. Linda supported K with writing an advert for a personal assistant. She explained the PA finder website and how to use it. Once the advert was completed a quote from the local newspaper was obtained, agreed with K and SILC placed it in the newspaper and the local job center plus. All responses to the adverts were sent to SILC and we then forwarded application forms to K to decide if an interview would be required. K and his family did not require us to support them with the interview but this option had been discussed. A PA was successfully interviewed and employed by K with Lynda supporting by helping to complete all the required forms for payroll, contracts, job description, disciplinary procedures, and the employers' liability insurance.

K sends all invoices and receipts to SILC for payment and we send him copies of his SMA Bank Statements and completed reconciliations. K has also asked that Lynda attend his next Adult Social care review.

Jill - Independent Living Adviser

T has MS and lives with her husband, who works long hours and goes away on business, they have a grown up son, who's also out at work during the day. Jill supported T with putting together her support plan. Her Care Practitioner at the time was an OT and wasn't aware of the SDS process or how Direct Payments worked, so Jill was able to support her with this as well. T chose to use her Direct Payment to pay a cleaner, hairdresser and gardener and to employ a Personal Assistant to support her with meal preparation, going out and staying safe while her husband's away overnight. Jill supported her with setting up insurance, payroll and contracts with the PA (she already had

someone in mind). T also used some of her budget to take out membership of the Samson Centre, a centre for people with MS where she can meet people and access the gym. She also got an emergency alarm and put some of the budget towards regular massage and meditation.

At T's first review she reported feeling more independent and in control. Both she and her husband are less tired and they can spend more quality time together. She feels less stressed and more in control of her illness.

Abi - Referrals Co-ordinator

There have been many times that we have contacted a service user having received a referral from Social Services and following on from the initial introduction to SILC and the Direct Payment process when it has become apparent that the service user needs to talk about situations that maybe occurring in their lives.

One example of this is when Abi contacted a gentleman who said he was glad that she had called as she was the first person in two weeks that he had had an adult conversation with. The gentleman's wife had advanced Alzheimer's and he was about to receive a Carer's Direct Payment to enable him to take breaks away from his caring role. He had always been a keen traveller but since becoming a full time carer he had been unable to travel as he would like and he said that he had enjoyed sharing his experiences of travelling around the world, with another person as his wife was no longer able to share the memories of their experiences together with him.

On another occasion Abi supported a lady who's family lived out of the county and was unable to visit her regularly due to their own family commitments and she felt so lonely as a result of this. She was also unable to get out into the community independently anymore and having lead a very active life as a sports coach in her younger years, she felt quite depressed and so was happy to have someone to talk to and said that their conversation had helped to fill her day.

Dean - Independent Living Adviser

Dean has been supporting M. Originally he was asked by the Care Manager to help with costing and to visit the lady to explain Direct Payments and the full range of support that SILC can give with recruitment. As M was going to have a Supported Managed Account Dean also explained this on his initial visit and she signed the form.

There was a delay between Dean's initial visit and the Support Plan getting being agreed. But when it was agreed Dean visited M again to discuss recruitment and how SILC could assist with this. He helped draw up a Job Description and assisted her to complete a PA Finder registration form as well as an advertisement which was changed a number of times before the final draft was agreed.

During this visit Dean also discussed payroll and M asked him to explain again how the SMA would work. There was another delay between the adverts being drawn up and the funding being paid into the SMA. Once the funding was paid in M asked Dean to visit her again and go through the advertisement which SILC then placed in the Job Centre and on Gumtree. All responses to the job

adverts were forwarded to SILC and our admin staff sent out application forms and job descriptions to the applicants.

Dean supported M with three lots of interviews and one person was employed. Dean then set up the payroll, employment contracts and liability insurance. M is living at a residential college so Dean liaised with the staff there to sort out the CRB checks that M's PA needed to be on the premises.

M's overall aim is to move out of the accommodation she is in into a place of her own with 24 hour care support from PA's employed directly by her. Apart from visiting to help with interviews Dean has been supporting the M on an emotional level, as she has been feeling very insecure worried that she isn't going to find the right PA to support her or a suitable a property to move to, in this instance, Dean's own direct experience has been invaluable.

Nicola - Financial Monitoring Adviser

Mr & Mrs P both receive a Direct Payments. Mr P for his own support and Mrs P's has a carers Direct Payment. When Nicola first visited them Mrs P was very confused, as Mr P had always dealt with all of the finances and it was a real struggle for her to understand how the Direct Payments needed to be managed especially the reconciliation forms.

From the outset Nicola reported how much Mrs & Mrs P appreciated both the Direct Payment and the support that they received from SILC and Mrs P has said that without Nicola's support she wouldn't be able to find the time or energy to manage the Direct Payment or complete the reconciliations. Nicola has now

helped Mr & Mrs P to put a system in place so they can more easily manage their Direct Payments and Mrs P now knows which paperwork to keep.

Mr P's stroke recovery has progressed, helped by having the flexibility of a Direct Payment and his ability to read is starting to return. This has resulted from the support that his PA who is an ex-teacher has provided.

Emma - Financial Monitoring Adviser

F received her first Direct Payment in January 2011 which enabled her to employ her granddaughter as a Personal Assistant. F began paying her PA the agreed rate of gross pay. However, she had not initially been referred to SILC and was quite confused by the workings of the Direct Payment and did not allow for payroll and HMRC expenses. This resulted in overpayment of the PA. F's daughter had then contacted SILC for assistance.

Emma assisted F to agree a contract of employment with the PA and helped arrange employer's liability insurance. SILC assisted F to register with a payroll company and the personal assistant's pay was adjusted to allow for PAYE and National Insurance contributions.

F was very apprehensive about the completion of the quarterly reconciliation forms and was confused and worried about a letter they had received from the HMRC regarding non-payment of contributions. Emma visited F and explained the reconciliation form. She also identified that F had actually paid the HMRC too early and advised them how to correct this.

Emma then tracked down a copy of the support plan for F and completed the reconciliation which highlighted a funding miscalculation. It appeared that the

employer's national insurance contribution and payroll company charges had not been included in the Direct Payment so Emma contacted the Social Care Team to try and sort this out. Emma continued to support F with her reconciliations and has also advised her on maternity rights for her PA and how to arrange temporary support during her PA's maternity leave.

Sadly F passed away and her daughter contacted Emma for guidance particularly as the PA had started her maternity leave the same week. Emma assisted the daughter to arrange the full advance payment of the PA's maternity pay from the HMRC and advised the payroll company of closing hours and entitlements for her and the covering personal assistant. F's daughter also had difficulty accessing her mother's Direct Payment bank account to make closing payments so Emma advised her how to sort this out. Emma then completed a final reconciliation which generated a settlement figure required from Surrey County Council and liaised with F's daughter and the Council regarding settlement of this.

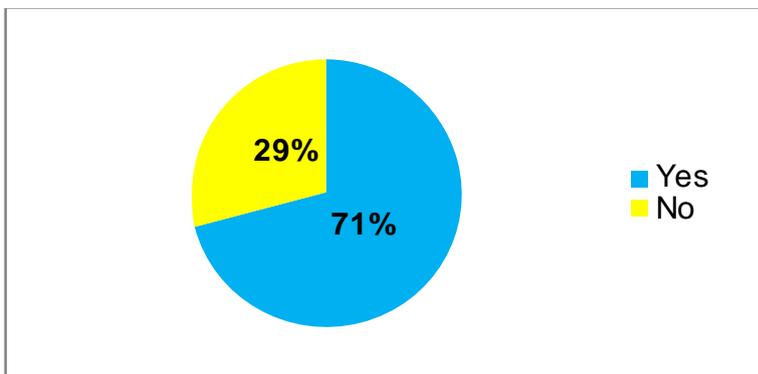
Gemma - Financial Monitoring Adviser

SILC was asked by the Social Care Team to visit the sister of N, so that SILC could take over the management of N's Direct Payment account by means of a Supported Managed Account. Gemma visited and completed a reconciliation with the N's sister and there appeared to be an overspend of £19,000. Gemma explained to N's sister that she would need to take away all the invoices and bank statements so she could re run the reconciliations from the beginning, in order to establish the cause of the overspend. After reworking all the reconciliations from the start of the Direct Payment, Gemma confirmed that there was a definite overspend of £19,000 so she contacted the Care Manager

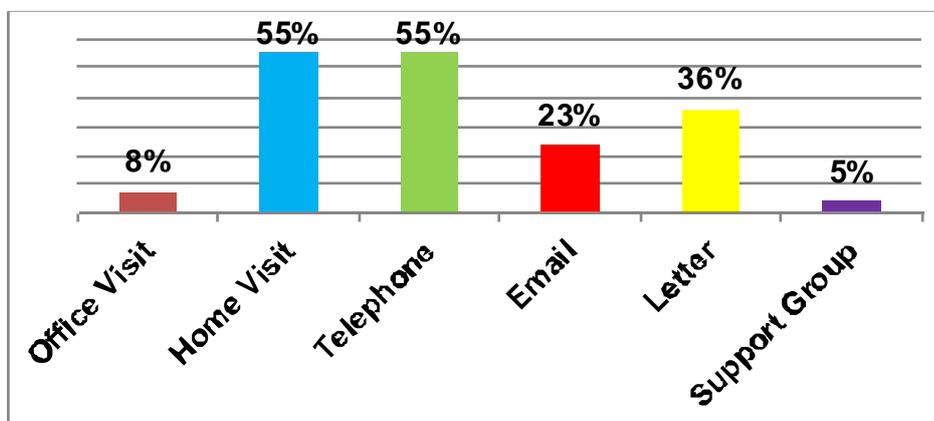
and explained the situation. The Care Manager then sent Gemma a copy of N's support plan so that she could go through all of the care agencies invoices and check them against the support plan. In doing this Gemma discovered that the care agency had been overcharging the N for two years. After speaking to the care manager again Gemma was asked to arrange a meeting with the agency to resolve the overcharging. At this meeting Gemma explained to the agency that they had been charging more than the agreed weekly cost set by the Care Manager and made clear to them that any overcharging would need to be repaid. Shortly after the meeting the agency sent a cheque for the full amount of £19,000.

SILC CONTACT AND SERVICE QUALITY

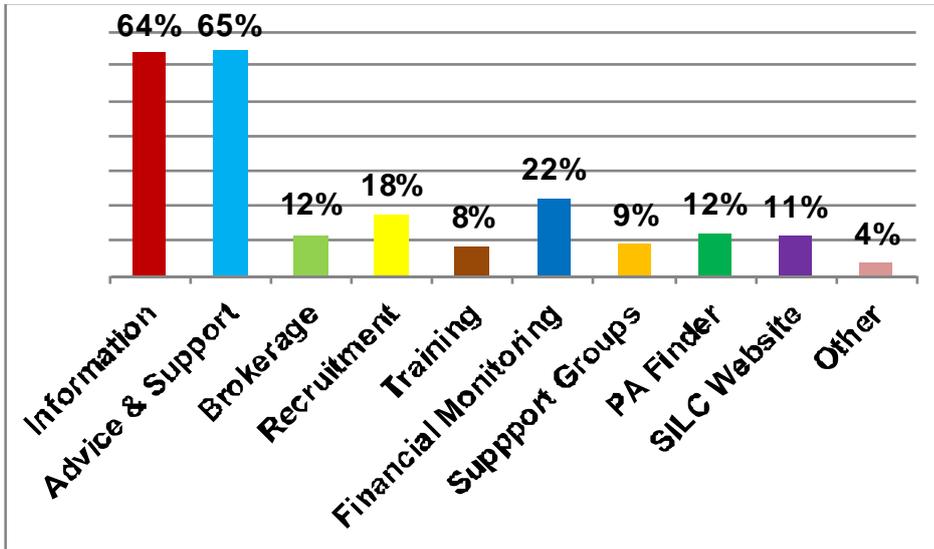
Have you had contact with SILC in the last 12 months?



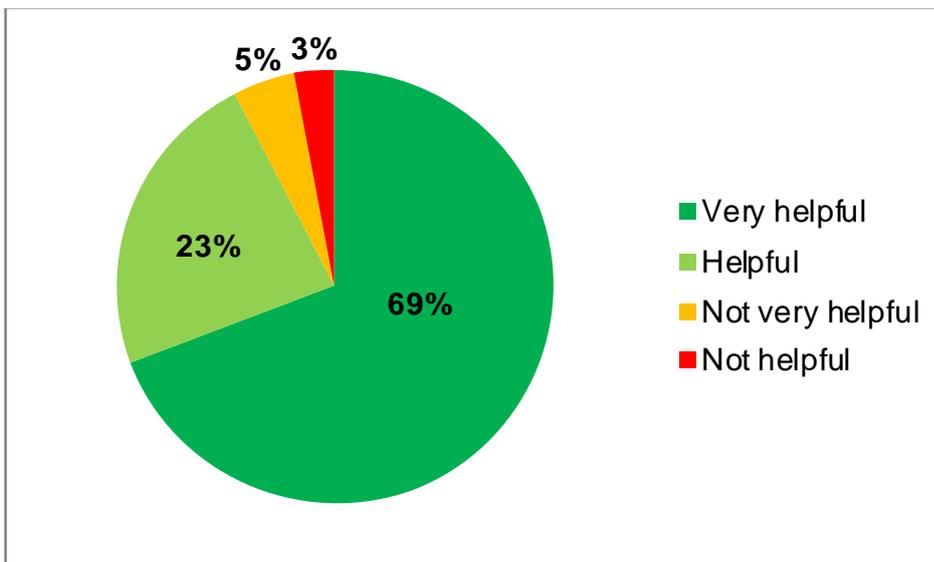
What method of contact did you have?



Which of SILC's services did you use ?



How would you rate the support you received from SILC?



The survey showed that 92% of those who responded were satisfied with the service we provided which is the same percentage as in the previous 12 months.

Financial Reports for the year ended 31st March 2012

Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	2012 Total Funds £	2011 Total Funds £
Incoming resources				
Incoming resources from generated funds:				
Voluntary income	16,900		16,900	52,783
UK bank interest received	143		143	215
Incoming resources from charitable activities:				
Advisory service income	290,000		290,000	290,000
Other income	327,134		327,134	305,893
Right to Control	120,098		120,098	
Surrey LINK	41,022		41,022	
Total incoming resources	<u>795,297</u>		<u>795,297</u>	<u>648,891</u>
Resources expended				
Charitable expenditure				
Charitable activities:	555,810	19,793	575,603	550,534
Right to Control	111,820		111,820	
Surrey LINK	25,498		25,498	
Governance costs	<u>16,330</u>		<u>16,330</u>	<u>9,207</u>
Total resources expended	<u>709,458</u>	<u>19,793</u>	<u>729,251</u>	<u>559,741</u>
Net income/(expenditure) for year	85,839	- 19,793	66,046	89,150
Total funds brought forward	257,200	49,700	306,900	217,750
Total funds carried forward	<u>343,039</u>	<u>29,907</u>	<u>372,946</u>	<u>306,900</u>

The information presented here is a summary of information contained in the annual accounts of Surrey Independent Living Council. These summarised Accounts may not contain sufficient information to allow a full understanding of the financial affairs of the charity. If you would like a copy of the statutory financial statements, they may be obtained from Surrey Independent Living Council, Astolat, Coniers Way, Burpham, Guildford, Surrey, GU4 7HL

Signed on behalf of the board of Trustees Jason Vaughan - Chairperson

Balance Sheet as at 31st March 2012

	Unrestricted Funds 2012	Restricted Funds 2012	Total Funds 2012	Total Funds 2011
	£	£	£	£
Fixed Assets				
Tangible assets	13,683		13,683	16,878
Current Assets				
Debtors	73,804		73,804	15,185
Cash at bank and in hand	321,705	29,907	351,612	299,033
	395,509	29,907	425,416	314,218
Creditors: amounts falling due within one year	-66,153		-66,153	-24,196
Net Current Assets	329,356	29,907	359,263	290,022
Total Assets Less Current Liabilities	343,039	29,907	372,946	306,900
Net Assets	343,039	29,907	372,946	306,900
FUNDS				
Unrestricted funds			343,039	257,200
Restricted funds			29,907	49,700
Total Funds Carried Forward			372,946	306,900

Report of the Independent Auditors to the Trustees of Surrey Independent Living Council

We have audited the financial statements of the Surrey Independent Living Council for the year ended 31st March 2012. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Respective Responsibilities of the Trustees and Auditors

The Trustees are responsible for the preparation of the financial statements which give a true and fair view. Kirk Rice have been appointed as auditors under Section 43 of the Charities Act 1993 and report in accordance with regulations made under Section 44 of that Act. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Opinion on financial statements

In our opinion the financial statements:

* give a true and fair view of the state of the charity's affairs as at 31st March 2012 and of its incoming resources and application of resources for the year then ended.

* have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and

* have been prepared in accordance with the requirements of the Charities Act 1993.

**Kirk Rice L.L.P, Registered
Auditors
The Courtyard, High Street
Ascot, SL5 7HP**

SILC TRUSTEES - April 1st 2011 to March 31st 2012

Judith Ellis	Eric Pask (Treasurer)
Brenda Griffiths (Vice Chair)	Eric Knibbs
Neville Hinks MBE	Joanna Smyth
Milena Krasovec	Jason Vaughan (Chair)
Suzân Lewis-Jones	Phil Wisdom
Michael Moorwood	

SILC STAFF TEAM - April 1st 2011 to March 31st 2012

Dean Beverley	Independent Living Adviser
Jon Boland	Project Manager (Right to Control)
Sally Brooks	Development Manager (Right to Control)
James Campbell	Project Officer (Surrey LINK)
Abi Clear	Independent Living Adviser
Jill Coles	Independent Living Adviser
Lynda Collins	Independent Living Adviser
Joan Cumber	Finance and Administration Manager
Richard Davy	Operations Manager
Hillary Delaney-Hall	Consultant Independent Living Adviser
Judy Goodall	Support to the Trustees
Dave Gosden	Administrative Officer
Chris Green	Financial Monitoring Adviser
Natasha Hall	Admin Assistant
Gemma Harding	Financial Monitoring Adviser
Bryan Lowe	Administrative Officer
Lorna Marsh	Independent Living Adviser
Nicola Palmer	Financial Monitoring Adviser
Stephen Pugsley	Carers Support Adviser
Nikki Nazari	Financial Monitoring Adviser
Wendy Nevin	Financial Monitoring Adviser
Kate O'Brien	Communications Officer
Rolfe Showell	Project Officer (Right to Control)
Laura Swinerd	Independent Living Adviser
Emma Tidy	Financial Monitoring Adviser
Roy Weedon	Development Officer (Surrey LINK)

**Surrey Independent Living Council
Astolat, Coniers Way
Burpham, Guildford
Surrey, GU4 7HL**

**Telephone: 01483 458 111 Fax: 01483 459 976 Text:
0790 481 0935**

Minicom: 01483 459977 Email: admin@surreyilc.org.uk

www.surreyilc.org.uk

Registered Charity Number: 1088220

On June 1st 2012 our registration details changed to

Registered Charity Number: 1146482

Registered Company Number: 7877608

