



# Annual Report 2019/20



# Message from our Chair



## Welcome to our 2019/20 Annual Report.

Firstly, I hope you are managing to keep safe and well in what continues to be very difficult times. I, like many of you, have been shielding since March and will probably need to do so for quite some time to come.

I am very proud of the way that SILC as an organisation has risen to the unprecedented challenges presented by COVID-19 and has not only managed to continue to provide its usual services but has also provided a great deal of support, advice and information to help Direct Payments and Personal Health Budget users during this period.

We have managed to do this by having most of the staff team working from home with only Richard, our Chief Executive, and our dedicated admin staff, Doug and Rolfe, based at the SILC office.

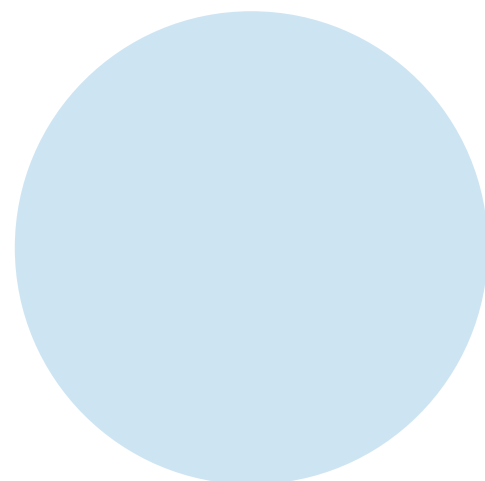
We managed very quickly to adapt our IT and phone systems to support this new way of working and hopefully people have experienced very little difference in the way we provide our services.

The one area where we have seen a real difference in the way we work is that we have been unable to carry out home visits or 'physically' attend meetings.

Unfortunately, due to the uncertainty surrounding COVID-19 along with the vulnerable nature of several of our staff and of the people we support this is likely to continue at least for the foreseeable future.

This also means that our AGM for this year will be a limited online-only affair, but I hope that by this time next year the 'new normal' will allow us all to meet up again in person.

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The period from April 2019 to March 2020 was another busy year for the team here at SILC. We continued to provide all of our services, details of which are covered in this report, and to work closely with our stake holder and partner organisations.

Three of our staff (Jade Wilson, John Rich and Jon Boland) went off to pursue new opportunities and we wish them all the best in their new endeavours.

In March, we appointed Omar Chughtai as a new Advocate and Independent Living Adviser, however unfortunately due to COVID-19 we had to delay his start date. I am pleased to say that he has now started work with us and has brought with him a great deal of valuable Independent Health Complaints Advocacy experience.

In the autumn of last year, Richard and Steve, our Treasurer, worked with a senior team from Barclays Bank in Canary Wharf to develop an outline proposal for an improved and updated replacement for our PA Finder website.

Since April, Helen, our Resources Manager, along with Dave Smith, our Community Employment Specialist, and his Support Worker, Vicki, have been working very hard to take this forward. After a very thorough process we identified a team of web developers to build the new website that will be called Support Finder.

This new site will be ready to go live in early 2021 and will include a number of new features, cover a wider range of support requirements, have improved interactivity and be easier to use than our current PA Finder website.

Lastly I would like to thank all our Trustees, staff, funders and partners, whose work and support go to make SILC the special organisation that it is.

**Jo Komisarczuk**  
**SILC Chair**



# Treasurer's report



I must first thank Joan, David and her team for a fantastic job (as always) during what has definitely been a challenging year. Okay, so turning to our 2019-20 financial year.

SILC declared a deficit for the year of just over £46,000, all of which is unrestricted. This is made up of a £16,000 restricted surplus and a £62,000 unrestricted deficit. This very much reflects the second full year of our transition plan after the end of the Surrey County Council Direct Payments contract and the development of new income streams. Overall SILC's trustees are satisfied with this result as it is better than had originally been expected.

Income for the year was £579,000, £6,400 ahead of last year. This can be analysed as follows:

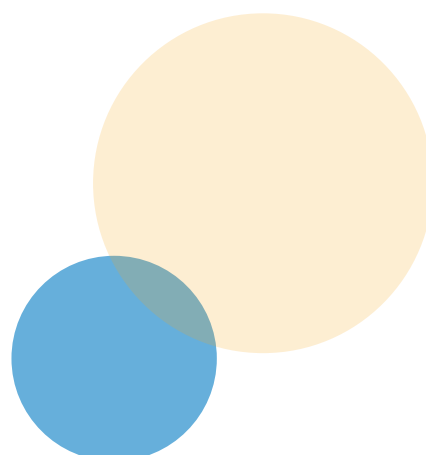
	2019-20	2018-19
	£'000	£'000
<b><i>Unrestricted</i></b>		
Core advisory Services	273	310
Healthwatch	127	132
Journey to Employment	60	57
Dolphin Project	20	
Donations	17	
Other	3	3
<b><i>Restricted</i></b>		
Skills for Care	79	71
	<u>579</u>	<u>573</u>

As reported it is critical that SILC develops new income streams to replace and reduce reliance on council funded services. Work is under way, focussing on increasing existing schemes such as our work with the DWP but also in identifying and pursuing new opportunities.

Covid-19 has impacted every charity and SILC has not escaped this. However, we have been able to operate most of our activities and even work on exciting new projects whilst still protecting our staff and clients. Our income streams have also largely continued uninterrupted.

Finally, I can confirm that SILC's policy to establish unrestricted reserves covering at least six months' expenditure has been met. At the end of the year SILC carried forward cash reserves of £735,000 which included unrestricted reserves of £679,000.

**Steve Peckham**  
**SILC Treasurer**





# SILC service activity

## Supporting self-managed care

The Independent Living Adviser Team at SILC continues to be kept 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 for people holding Personal Health Budgets and Direct Payments have increased significantly in the last year.

We haven't been carrying out face-to-face visits during the Covid-19 pandemic but continue to support people over the phone and online, including offering online meetings. We have been responding to a high number of queries about employing PAs during the pandemic, including around shielding and self-isolation, PPE and testing. We produced and circulated FastFact guides for PAs and employers at the start of lockdown and are continuing to work with Surrey County Council, the NHS and legal advice services to ensure that the advice we give is up to date, accurate and relevant during this evolving situation.

## Advocacy

Through this service, we provide free, independent and confidential support to people who live in Surrey and wish to complain about an NHS service.

Our team of trained advocates support people to explore the options open to them at each stage of the NHS complaints process. We 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 has not been resolved to their satisfaction by the NHS provider concerned.

Early in the Covid-19 pandemic, some NHS providers suspended complaints investigations as they prioritised their response to the pandemic and responses from others were delayed. All but one Trust within Surrey resumed complaints investigations as of 1st July but there are continuing delays to responses due to pressures on clinical and management staff within the NHS caused by the pandemic. The Parliamentary and Health Service Ombudsman stopped taking on new complaints and contacting the NHS about ongoing complaints from 26th March but resumed normal service from 1st July.

## Supported Pathways to Employment

Last year we were contracted by the DWP to deliver three Supported Pathway to Employment programmes in Surrey. The first programme was delivered in Staines, the second in Camberley and the final course in Weybridge. We were fortunate to have been able to deliver the 12 week training element of the programme to the group in Weybridge before lockdown started. As a result of restrictions, we were unable to provide the support we had hoped during the 12 week 'Keep in Touch' phase. We were able to provide remote support though.

We were pleased to support four people with finding paid employment and six people with moving on to further training programmes. Other participants were really pleased with the support that we had offered and had felt that we had definitely increased their motivation and confidence to make positive changes to their lives. This was another successful DWP contract with us delivering 100% of our contract and exceeding our performance targets.

## GP Carer Support Programme

SILC continues to provide umbrella support for all aspects of the management and fulfilment of this NHS-led programme.

Referrals are securely and electronically transferred from some 120 GP Practices across 6 Clinical Commissioning Groups (CCG's) to SILC. These are 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 the tail end of the 19/20 Financial Year (continuing into the 20/21 Financial Year) important, constantly updated, COVID-19 advice and NHS support information.

In 2019-20, SILC made 2183 Carer Payments; processed a total of 2626 Carer Prescriptions (not including Carer Payments); and dispatched 1381 Carer Information Packs (which was an increase of 500 over the previous year).

## Money Management

During the year, our Money Management service supported 22 Surrey residents to continue to live independently in the community by helping them to manage their personal finances.

This included acting as an approved Corporate Appointee for the Department of Work and Pensions; managing secure bank accounts on the individual's behalf; and helping people to organise their day to day personal finances.

Although we have been unable to carry out any home visits since March, the service has continued to operate successfully and since April we have set up new Money Management arrangements for 5 people.

We have also continued to support many people to manage their Local Authority Direct Payment and NHS Personal Health Budget finances.

## Employer and Personal Assistant Training

Thanks to continued financial support from Skills for Care, our training team was able to provide a wide range of training to both Employers and Personal Assistants. Training included Health & Safety, Moving & Handling, Safeguarding, Food & Hygiene and First Aid. We also provided bespoke training for specific conditions along with our 'Good Boss' peer support employer training.

We also provided a wide range of individual training to Employers and Personal Assistants as part of their NHS Personal Health Budget arrangements.

Although COVID-19 has meant we have been only been able to provide limited training since March, we have been able to secure continued Skills for Care funding that will enable us to provide some online training courses in the coming months.



# Financial report

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## Financial Report for the year ended 31st March 2020

### Statement of Financial Activities

Incoming resources	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total 2020 £	Unrestricted Funds 2019 £	Restricted Funds 2019 £	Total 2019 £
Donations and legacies	17,400		17,400			
Charitable activities	461,476	96,745	558,221	502,350	70,000	572,350
Investment income	3,081	-	3,081			
<b>Total incoming resources</b>	<b>481,957</b>	<b>96,745</b>	<b>578,702</b>	<b>502,350</b>	<b>70,000</b>	<b>572,350</b>
<b>Resources expended</b>						
<b>Expenditure on:</b>						
Charitable activities:	544,427	80,006	624,433	554,138	70,000	624,138
<b>Net (expenditure)/Income for the year/</b>	<b>(62,470)</b>	<b>16,739</b>	<b>(45,731)</b>	<b>(51,788)</b>	<b>-</b>	<b>(51,788)</b>
<b>Net movement in funds</b>						
Fund balances at 01 April 2019	741,316	57,499	798,815	793,104	57,499	850,603
<b>Fund balances at 31 March 2020</b>	<b>678,846</b>	<b>74,238</b>	<b>753,084</b>	<b>741,316</b>	<b>57,499</b>	<b>798,815</b>



# Balance sheet

## Balance Sheet as at 31st March 2020

	2020		2019	
	£	£	£	£
<b>Fixed Assets</b>				
Tangible assets		4,305		2,035
<b>Current Assets</b>				
Debtors	65,132		53,047	
Cash at bank and in hand	735,015		780,615	
	<u>800,147</u>		<u>833,662</u>	
<b>Creditors: amounts falling due within one year</b>	(51,368)		(36,882)	
<b>Net Current Assets</b>		748,779		796,780
<b>Total Assets Less Current Liabilities</b>		<u><u>753,084</u></u>		<u><u>798,815</u></u>
<b>Income Funds</b>				
Restricted funds		74,238		57,499
Unrestricted funds		678,846		741,316
<b>Total Funds</b>		<u><u>753,084</u></u>		<u><u>798,815</u></u>

These are a summary from the financial statements of the charity 'Surrey Independent Living Council' for the year ended 31st March 2020. If you would like a copy of the statutory financial statements, they may be obtained from Surrey Independent Living Council, 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  
S. Peckham  
Treasurer/Trustee

# SILC trustee and staff list



## SILC Trustees 2019/20

Brenda Griffiths (Vice Chair)	David Campling	Jason Vaughan
Jo Komisarczuk (Chair)	Justine Fallis	Michael Moorwood
Milena Krasovec	Phoenix Maycock	Steve Peckham

## SILC Staff 2019/20

David Gosden	Senior Finance Officer
David Smith	Community Employment Specialist
Dean Beverley	Independent Living Adviser & Health Complaints Advocate
Doug Payne	Reception, Communications & Design Officer
Helen Anjomshoaa	Resources Manager
Jade Wilson	Independent Living Adviser & Health Complaints Advocate
Jill Coles	Senior Independent Living Adviser & Health Complaints Advocate
Joan Cumber	Finance Manager
John Rich	Independent Living Adviser & Health Complaints Advocate
Jon Boland	Operations Manager & Deputy Chief Executive
Laura Swinerd	Independent Living Adviser & Health Complaints Advocate
Lyn Pugsley	Carers Support Assistant
Richard Davy	Chief Executive
Rolfe Showell	Referral Admin Officer
Stephen Pugsley	Carers Support Adviser

Jon Boland - Left SILC - July 2019

John Rich - Left SILC - November 2019

Jade Wilson - Left SILC - February 2020

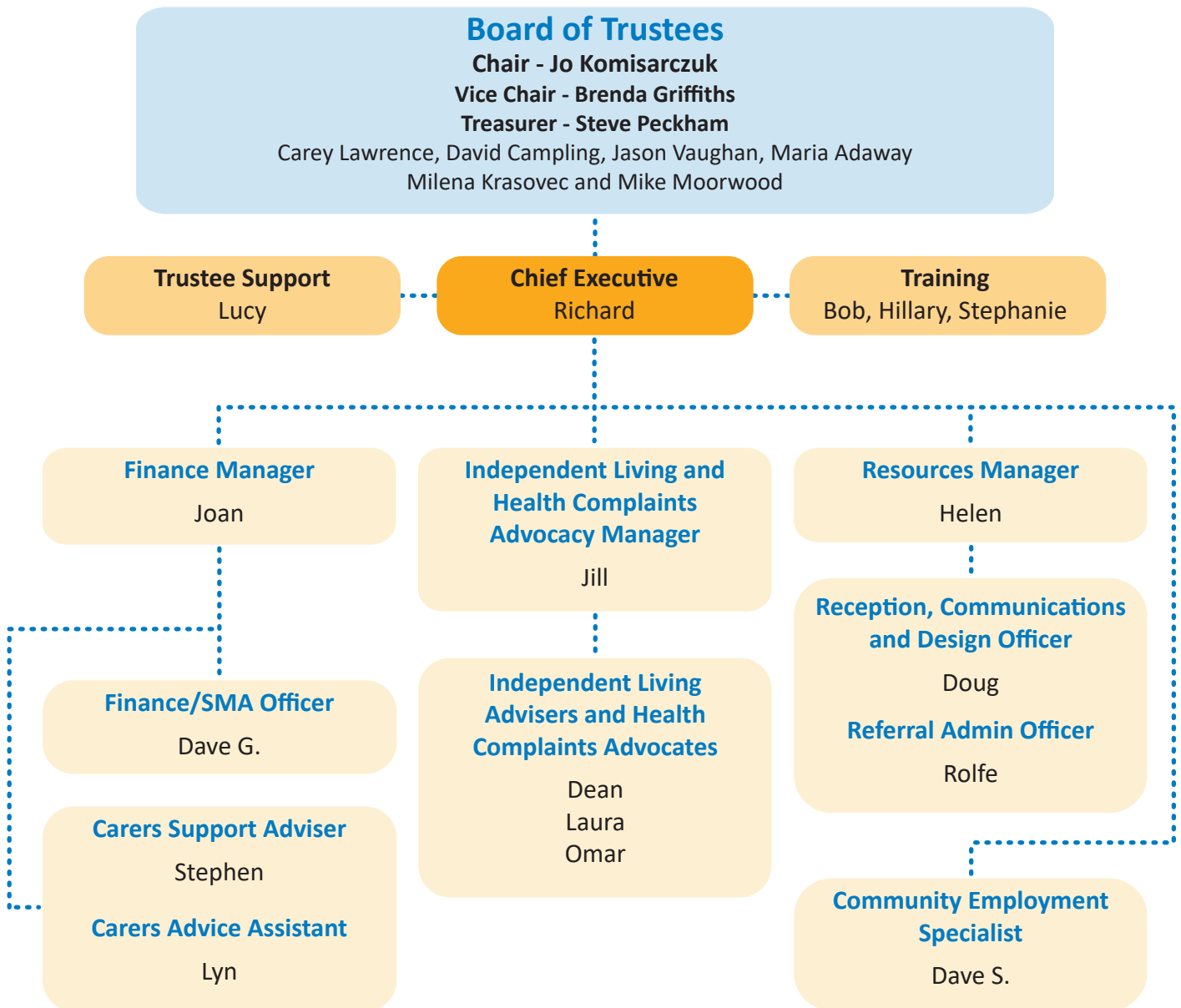
Omar Chughtai - Joined SILC - July 2020 as an Independent Living Adviser & Health Complaints Advocate

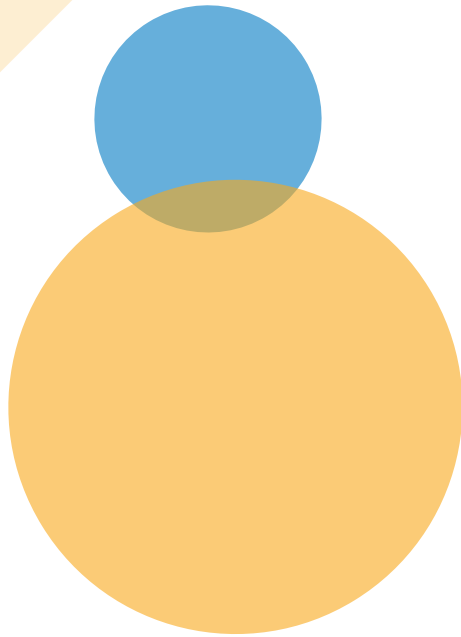
Carey Lawrence - Joined SILC - August 2020 as a Trustee

Maria Adaway - Joined SILC - August 2020 as a Trustee

# Staff structure flowchart

As of August 2020





Surrey Independent Living Council  
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: 07919 418 099  
Email: [admin@surreyilc.org.uk](mailto:admin@surreyilc.org.uk)

**Independent Health Complaints Advocacy**

Telephone: 01483 310 500  
Text: 07704 265 377  
Email: [nhsadvocacy@surreyilc.org.uk](mailto:nhsadvocacy@surreyilc.org.uk)

[www.surreyilc.org.uk](http://www.surreyilc.org.uk)  
[www.pafinder.org.uk](http://www.pafinder.org.uk)

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

