



Impact Report

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Impact Report: April 2015 to March 2016

Independent Lives is a user-led organisation working with disabled people in West Sussex, Hampshire and beyond. Established in 2001, we now offer a whole range of services with the aim of enabling disabled people to have choice and control over their lives.

We do this through:

- Providing **information and advice on direct payments** to support people to live independently
- Working with disabled people to **recruit personal assistants** and act confidently as their employer
- Delivering **training and guidance** on retaining and developing personal assistants
- Supporting people to manage their own budgets through our **banking and payroll services**
- Giving support and care to disabled people through our care service **Lend a Hand**
- Sharing **resources and information** on local and national issues and projects, and providing ways for disabled people to be actively involved
- Setting up **groups and networks** to enable disabled people to contribute to the design and delivery of services they use, and to enjoy and be active in the local community.

We hope you enjoy reading about the impact of our work to support disabled people to live independently.

We are
user led

We are
committed to
the social
model of
disability

We are
inclusive and
understanding

We are
committed to
empowering
people

What our customers say about Independent Lives

We regularly report on our services to the local authorities and NHS organisations that we are commissioned by.

Through questionnaires completed by the disabled people we support we are able to monitor the quality of the services we provide.

Here's what our customers have said over the past year...

"Exactly what we needed, empathy and understanding at every step of the way... lovely to talk to and very understanding regarding my husband's care."

Direct Payment customer

"Direct Payments give me the independence that I need and want and make me feel like I am part of a community. They have built up my self confidence and ability to interact with new people. I could not have done this without my PAs and Independent Lives."

Direct Payment customer

"I was very impressed with the services received. We were exploring live-in care and despite our familiarity with Direct Payments this was a major challenge - the help we received from Independent Lives was the most helpful we received and did help us to eventually come to a decision."

Direct Payment customer

"Being a private person, enabling me to employ my daughter has helped me no end in my care."

Direct Payment customer

"Thanks to you we are turning bad to good - The service saved me!"

Integrated Advocacy service user

"It's nice to know that help and advice are there and I know I can trust Independent Lives."

Direct Payment customer



Facts and Figures...

April 2015 - March 2016

Our Lend a Hand service has supported **179** people with care and support in their own homes.
(79% increase from 2014-15)

We currently support **1,606** customers to manage their PA payroll and bank accounts.
(33% increase from 2014-15)

Our Direct Payments IAA team has helped **1,699** people with **4,406** enquiries.
(38% increase & 40% increase from 2014-15)

We have supported **64** new Personal Health Budget customers.
(21% increase from 2014-15)

We have supported **569** people access a Direct Payment.
(64% increase from 2014-15)

We have **263** Personal Assistants on our online database.
(31% increase from 2014-15)

Integrated Advocacy in GP surgeries supported **102** people take control of their health needs.
(We are now looking at intergrating advocacy into social prescribing)

70% of our trustees are local people with disabilities or have a caring responsibility.
(We are currently recruiting)

We recieved **1138** PA applications through our website for jobs.
(4% decrease from 2014-15)

What's new in 2015/16

Increasing opportunities for disabled people to engage with our user-led organisation:

- **Connecting Volunteers** is designed for disabled people local to Worthing to work directly at Independent Lives. We shape the role and support to suit individual needs, skills and interests.
- The **Involvement Network** is where you can share information and offer support with other disabled people through our Facebook closed group.
- The **Worthing & Coastal Action Group** is a platform for disabled people to meet, and become more involved and shape what is happening in their local area.
- **Be a Trustee** is a call for disabled people to become part of our board, where 70% of our members are local people with a disability or a caring responsibility.

Throughout training and consultancy, Independent Lives is working with:

- **Hampshire County Council** to train disabled people to become effective employers
- **Sutton Centre for Independent Living and Learning**, and **NHS Sutton Clinical Commissioning Group**
- **NHS England** to design a framework and provide training for Personal Assistants to undertake clinical tasks.

Here is what a customer said about the impact of training their Personal Assistant:

"The team looking at PA Training at Independent Lives have been brilliant. After two years of battling away getting nowhere seeking help to set up a training plan for my team they have made it happen for me! The team are really personable, they listen to the needs and have been so responsive in finding options that work for us. It feels like a true partnership approach.

Very quickly they have produced a training plan for my team, have identified suitable training courses and have also partnered us up with a Clinical Nurse Trainer to support us in ensuring the team are competent and confident with clinical procedures. Ultimately this makes me feel so much more professional as an employer and at last I feel I am doing the right thing for my team."



Contact details

For more information about our Impact report please call the Marketing, Communications and Engagement team on 08456 0123 99 or email feedback@independentlives.org

Calls to 0845 numbers from BT landlines are charged at local rates. Calls from other landline and mobile operators may vary. If your service provider will charge you more than the local rate, call us on 01903 219482

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