



## Jill's story

“ I was diagnosed with Multiple Sclerosis in the year 2000. When my impairment began to worsen my husband was doing everything. After struggling by ourselves our social worker introduced us to Direct Payments and eventually to Independent Lives.

When I started employing my own personal assistant my Independent Lives adviser was really helpful. She did all the things I was unable to do. She was always there, giving the right advice and pointing me in the right direction. Which was a great help because there's a lot to deal with if you've never been an employer before.

Now if I need any support, I call Independent Lives. Everything they've provided works really well.



## Laura's story

“ Norman was diagnosed with Alzheimers in 2017. Norman and I have been married for 35 years, before his diagnosis he was a civil engineer and had a really bubbly personality and was a lot of fun to be around.

After his diagnosis the first few years were fine, but since the pandemic, it's really taken its toll. Independent Lives' respite service gives him the opportunity to be around other people and you can see a little bit more of his old self come out.

It's been a godsend. The service gives me some time on my own to do what I want to do and means that for a short time all the worry and stress disappears. And most importantly Norman always comes back smiling.



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Charity No: 1153815  
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# Impact report 2022



**Working together to change lives**



# Welcome

## Welcome to our 2022 Impact Report

Independent Lives was formed more than twenty years ago by disabled people and since then has grown to support thousands of people every year. Every day I am reminded of the positive impact that we have as an organisation, and I am so proud of everyone who helps to make Independent Lives the success that it is.

Looking at some of the numbers in this report, I am blown away by just how much support we provide. Our care services managed more than 100,000 visits in 2022, a truly phenomenal number and testament to our staff's hard work and dedication.

We also launched PA Pages; a new website for recipients of Direct Payments and personal assistants that is already having an impact on people's ability to recruit, find a job or find training, all of this while continuing to provide the high level of advice and support our customers are used to.

Thank you to everyone who supports Independent Lives, not just the staff, but the volunteers, the donors, the people we work with and of course, the people we support.



**Rebecca Smicle**  
Chief executive



## Information and advice

We provided information and advice on **7,747 occasions**, helping people to live their lives independently.



## Hospital discharge

We helped **354 people return home from hospital**. That's nearly one every day in 2022.



## Tyler's story

We launched 'Tyler's story', a short film about disability. You can find the film on our website and watch now for free.



## Training

We delivered training to **213 personal assistants and employers**.



## Payroll

We processed **16,085 payrolls for Direct Payment employers** and set up payrolls for 185 new people.



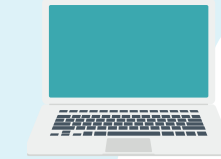
## Carers respite

We provided **178 carers respite sessions** allowing carers some much needed time to themselves.



## Care and support

Our care service provided **69,442 hours of care and support** to people in their homes.



## New website

We built a new website in 2022. The site makes it easier for people to understand who we are and find the information that matters most to them.



## Home visits

Our care staff visited people **105,787 times** over the year. During those visits they supported people with medication **98,170 times**.



## Friends of Independent Lives

More than 80 people signed up to our brand new membership programme - Friends of Independent Lives.