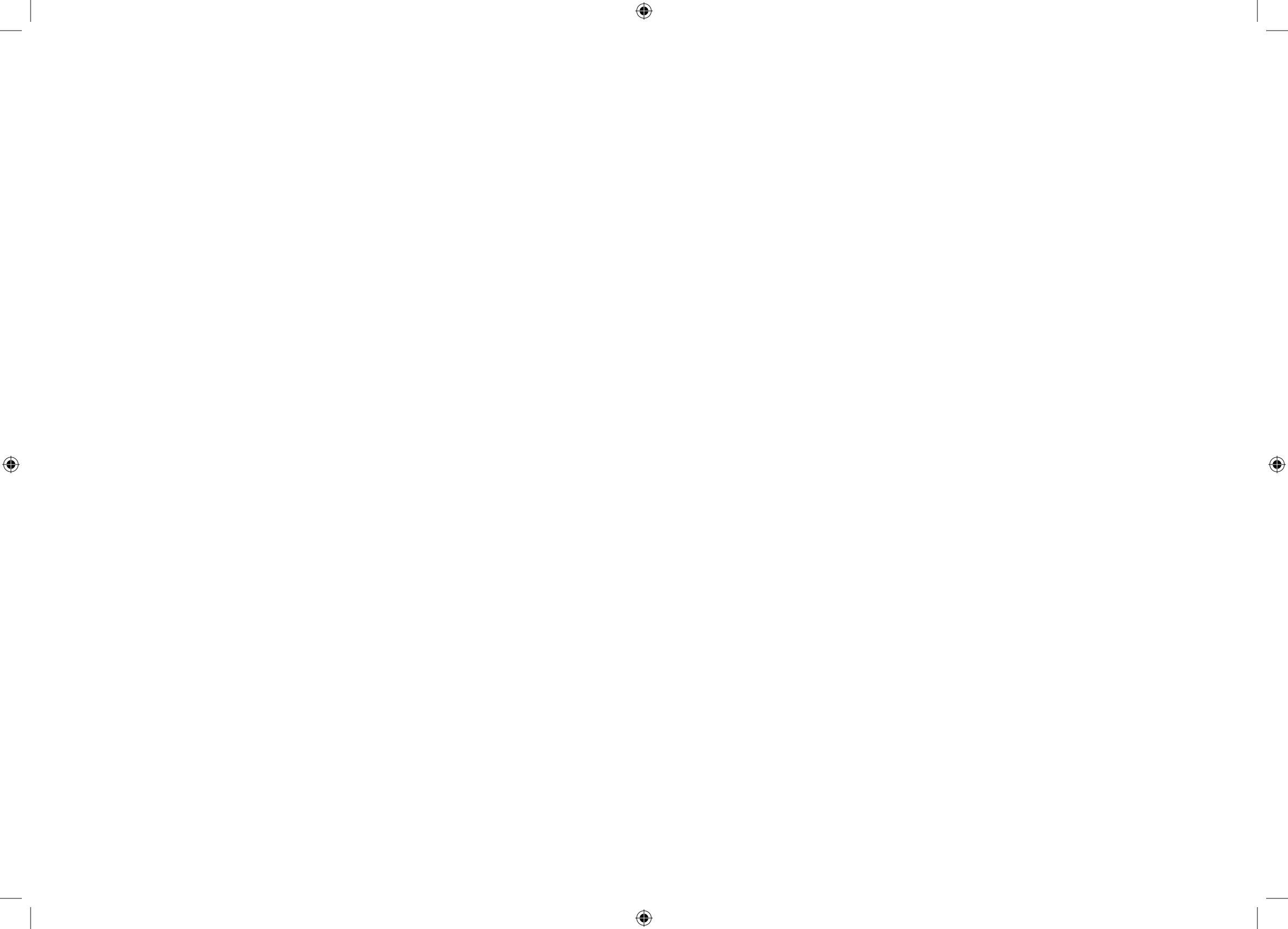


2015

# Annual Report



Ayrshire Independent  
Living Network



## This report is available in other formats on request

Tha am fiosrachadh seo ri fhaotainn ann an cruthan so-ruigsinneach agus ann an cànan eile ma thogras tu.

Niniejsze informacje można otrzymać w innych formatach i w innych językach, na życzenie.

該資料備有多種格式（大號字體、語音磁帶、盲文等）及其他語言的版本，如有需要請聯絡我們索取。

该资料备有多种格式（大号字体、语音磁带、盲文等）及其他语言的版本，如有需要请联系我们索取。

ਇਹ ਜਾਣਕਾਰੀ ਬੇਨਤੀ ਕਰਨ ਤੇ ਪਹੁੰਚਣਯੋਗ ਰੂਪਾਂ ਅਤੇ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

یہ معلومات درخواست کرنے پر قابل رسائی شکلوں اور دیگر زبانوں میں بھی دستیاب ہے۔

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# Contact Us



Our accessible offices are located in Ardrossan with excellent transport links and plenty of parking behind the building. You'll find us at:

*Ayrshire Independent Living Network  
The Michael Lynch Centre for Enterprise  
71 Princes Street  
Ardrossan  
KA22 8DG*

Our office visiting hours are:

*Mon - Fri 09.00 - 16.00*



Call us on the following numbers:

SDS Support services *01294 475685/6*

General enquiries *01294 475685/6*

Payroll  
Budget Management *01294 475681*  
Finance

Development team *01294 475695*

Fax *01294 475687*



[www.ailn.org](http://www.ailn.org)



[mail@ailn.org](mailto:mail@ailn.org)



*Ayrshire Independent Living Network*



*@AILNorg*



*Ayrshire Independent Living Network*



*Ayrshire Independent Living Network*

# Management Board

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Margaret Geddes	Chairperson
Mary Ballantyne	Vice Chairperson
Gordon Bell	Board Member
Graham Hart	Board Member
Gerry Lindsay	Board Member



Gerry, Margaret and Mary.



Graham



Gordon



# Acknowledgements

We would like to thank everyone who has provided services and worked with us this year. Thanks to:

## North Ayrshire Council

John McCaig	Snr Manager Mental Health & Learning Disability
Helen Jones	Independent Living Advisor
Pam Crosthwaite	Participation & Empowerment Officer
Anne Harrison	Finance
Alison Corbett	Business Unit
John Godwin	Service Development Officer

## East Ayrshire Council

Claire Mills	Team Manager Community Care
Wendy McGeachie	Contracts & Commissioning
Lynn Kyle	SDS Coordinator
Michael McNair/ Susan Corrigan	Finance

## South Ayrshire Council

Liz Roy	Manager Community Care
John Deans	Contracts & Commissioning Officer
Steven Kelly	Team Leader Strategy, Policy and Performance
Anne-Marie Burgess/ Tracey McBlain	Direct Payments Finance Team
Karen Cloy/ Louise Campbell	

## The Scottish Government

Elaine Black	Policy Manager
Calum Drummond	SDS Policy Officer





## Thanks to our Focus Group and video participants

### NAC area

*Colin & Marie McWaters  
Iris McKenna  
Kenneth Johnstone  
Zoe McLean*

### EAC area

*Grace Bradford  
John Brackenridge  
Mary Ballantyne*

### SAC area

*Cheryl & Robert McAusland  
Kevin & Noah Harkness  
Gordon Bell*



## Other organisations

Jess, Mark, Gemma & James

Self-directed Support Scotland

## The Michael Lynch Centre for Enterprise

Hugh McGhee & Colin McKee

SENSA (Social Enterprise Support North Ayrshire)

John, Mark & Rory

IT Support

Candice, Chloe, Grahame & Shannon

CHAP (Community Housing Advocacy Project - Reception)

Ann Scott

Cleaning Services

## 'Keeping it local' - Thanks to our suppliers in Ayrshire

Ken McCracken

Accountant - JRD Partnership Kilmaronock

Gale, Melissa, Rod & Kevin

Active Office Kilmaronock

Kris, Chris, Lyianne & Taylor

BBD Creative Ayr

Neil, Kenny & Euan

ITW 4 Ayr

## Catering, Hospitality & Events

The Park Hotel

Kilmaronock

The Menzies Hotel (now Hallmark)

Irvine

North Ayrshire Catering

Ardrossan Academy

Cassandra's

Ardrossan

Lunch To Go Catering

Stevenston

Lunch Box Catering

Saltcoats

## Other suppliers:

Ardrossan Print Company

Ardrossan

Clyde Studios

Saltcoats

Recognition Express

Ayr

Gill Joy

Intend Business Development



# AILN Staff

Evelyn Gilchrist *Manager of Services*

## SDS Support Service

Jennifer Lee *Self-directed Support Advisor p/t*

Stephenie Blakey *Self-directed Support Advisor p/t*

Victoria Shepherd-Jeffrey *Self-directed Support Advisor p/t*

## SDS Payroll & Budget Management Service

Cheryl Muir *Finance & Payroll Manager*

Carol Robson *Payroll Officer p/t*

Ann Bell *Payroll Officer p/t*

Emma Anderson *Payroll Officer p/t*

Toni Magee *Admin to Finance & Payroll*

## Capacity Building & Development

Maria Smith *Development Co-ordinator p/t*

Gillian McBain *Communications p/t*

Sharon McLeod *SDS Engagement Officer for Older People p/t*

Kaye McMillan *Admin to Board & Development Team p/t*



# Board of Directors Report 2015

It is hard to believe that we are approaching the end of 2015 and preparing for AILN's Annual General Meeting. It has been a busy year for AILN and one in which there has been a number of changes and challenges. I will begin with the changes.

Following AILN's 2014 Annual General Meeting when Board members were elected to serve for a further year, the Board voted that I be their Chairperson. I succeeded Alex Blair, who resigned at the end of 2014 on the grounds of ill health. We are pleased to be able to tell you that on the last contact from Alex in September he was good and recovering well following treatment.

In January 2015, we were delighted to welcome a new member to our Board, Gerry Lindsay. Gerry brings to AILN a wealth of experience in Social Care and Financial Management. His experience has been invaluable to AILN and has helped us rise to the challenges this year has brought.

Mid year we were shocked and saddened to hear the news of the death of John McGovern, our friend and Board member. John worked hard for AILN and many other charities in North Ayrshire and he is sadly missed by his family and by the many people whose lives and work he touched, including everyone here at AILN.

Bet Dempster, our Finance Officer left AILN in June of this year. During her 12 years service Bet supported AILN's growth and development and I am sure everyone would wish to join the Board in thanking Bet and in wishing her a long, healthy and happy future.

This now leads me to the 3 major challenges AILN have faced this year and I am pleased to report positive outcomes to each.

Firstly, AILN successfully tendered for the contract for the next 3 to 5 years, to provide Self-directed Support Information and Advice on behalf of the 3 Ayrshire Councils. Staff and Board members worked hard to put together a very strong and positive submission and I would like to thank everyone for their time, their patience and their contribution to securing AILN's future.

In March, AILN were delighted to be successful in securing a second 3 years of funding from the Scottish Government. This will enable us to continue to develop the delivery of SDS support in Ayrshire. I hope you will enjoy reading later in our Annual Report, more about our plans for the coming 3 years.

Our third challenge this year, was when the income from AILN's Payroll Service reached the level at

# Board of Directors Report ctd...



which the organisation became liable for payment of VAT. Discussions with HMRC, led to what the AILN Board regard as a fair settlement. On a positive note reaching the VAT threshold reflects the growth in the number of people using our Payroll service but, regrettably, the addition of VAT costs and the introduction of Auto-enrolment for payment of pensions to Personal Assistants has added to our Payroll Team workload and staffing requirements. In 2016 for the first time in 2 years, AILN Board reluctantly have had to take a decision to increase our Payroll Service charges and everyone has now been informed of this.

I would like to conclude my report by mentioning some changes in staff responsibilities and to welcome some new faces to our staff team.

The Board are delighted that Evelyn Gilchrist, who was Manager of AILN Services on a temporary basis when we met at our AGM in 2014, has now accepted the post of Manager on a permanent basis. We are also delighted to welcome Cheryl Muir, who was a member of our Payroll Team staff, to the post of AILN's Finance and Payroll Manager.

In addition Toni Magee joined our Payroll Team,

Stephenie Blakey and Victoria Shepherd-Jeffrey started in the SDS Team and in Development we've added Sharon McLeod and Kaye McMillan.

I hope you enjoy reading the more detailed reports that follow, setting out the work each of our teams has been involved in over the last year and their plans for 2016.

I will end by thanking each of our service users for their continued support and feedback and by thanking Board and staff members for their work over the last year. AILN are fortunate to have such loyal service users and such a committed group of staff and volunteer Board members.

*Margaret Geddes*

# Background & Structure

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AILN have been providing a high quality 'one-stop' SDS advice & support and an SDS Payroll & Budget Management service for people in Ayrshire for the last 14 years.

AILN initially grew from a group of disabled people getting together as they wanted to see a change in the way that community care services were offered. The group was keen to promote direct payments as an option for independent living.

The group knew that people would need assistance to set up and manage direct payments. In December 2001 they were successful in getting Lottery funding for 3 years to fund the growth of the organisation and to employ staff.

When the Lottery funding ran out, the group approached the three Ayrshire local authorities -

North, East & South asking them to fund a Direct Payments Support Worker. Since 2005, the three authorities have jointly funded the SDS Support & Advice part of AILN's service.

The SDS Payroll & Budget Management Support Service is self-funding with each person paying for this service from their Self-directed Support funding.

AILN is a peer-led, not-for profit company limited by guarantee with charitable status. It is managed by a Board of Directors who are volunteers. Our Board members either have direct experience in managing their own support, have been family carers or have experience working within social care services.



# Our Aims and Objectives

To support people in Ayrshire, who have Self-directed Support (SDS) care packages by providing information and a service that will give more freedom of choice in how people run their lives.

This will be done with the aim of improving the conditions of life of people by helping each person to live a fully inclusive life within the wider community.

To advance the education of the public concerning the needs of people receiving SDS whether disabled or not, and those who may have a caring role.

To associate with statutory, voluntary and other organisations to improve the service that AILN provides and to achieve the objectives of AILN.



## SDS Support Information and Advice Service

We provide person-centred support which covers everything you want and need to know about Self-Directed Support. This includes practical support on how to employ personal assistant/s, assistance with writing a job description, advice about safe recruitment and help to carry out Protection of Vulnerable Groups Scheme checks (PVG). We also give advice on employment law and on Health & Safety.

We provide help to people with checks when they choose an agency to provide support, including how to access The Care Inspectorate reports on the services they may wish to consider using.

We are a peer-led service, this means that the people who manage AILN have first-hand experience of services and SDS and we believe the best people to assist others. Our staff offer a friendly, quality service and take time to get to know what people want and how they can best help.

## SDS Payroll & Budget Management Support Service

We are a friendly professional service that takes the strain away by giving people the peace of mind of knowing that all their payroll/budget management needs are being met to a high standard.

Our service differs from some other Payroll providers in that we offer a personalised supportive service managed by a peer-led organisation. This means that the people managing our service understand what kind of service people with SDS funding need.

We are a not-for-profit Payroll & Budget Management service. This means that any profit is put back into the service for the benefit of the people who use it. There is a charge for the SDS Payroll & Budget Management service but funding will be in each person's SDS budget to pay for this if it's required.

We provide a full range of options so that people can manage their budget whether employing personal assistants and/or having support provided by an agency. The most important thing is that people can live independently without having to worry as AILN Payroll will support with the financial side of SDS.



# SDS Support Service Report

In November 2014, I became Manager of AILN Services, initially on a temporary basis. Myself and the SDS team are committed to AILN and to spreading the word about SDS throughout the 3 Ayrshires and helping people make SDS work for them. I was delighted to accept the position on a permanent basis as of 1st August 2015.

One major challenge I faced in 2015 was participating in the construction of AILN's bid in a tender process. I am delighted to say, this resulted in AILN being awarded the pan-Ayrshire contract to continue to provide a dedicated professional SDS Information, Advice and Support service to the people of Ayrshire over the coming 3 – 5 years.

Tendering for the contract, gave the staff team and our Board members the opportunity to look back and assess the work AILN has done. We have carried out a review of our policies and procedures, staffing structures, job descriptions, IT and our communication and consultation processes both within AILN and with the people who use our services. With this in mind we aim to enrich our service user's experience of SDS and our services.

As an inclusive organisation, AILN Board of Directors and staff meet regularly. We listen and

learn from each other and believe the changes we have implemented and have planned for the next 3 years will benefit our customers and help us continue to offer a highly professional SDS Information & Advice service to the people of Ayrshire.

Over the years it has been very rewarding to see growth in the number of people AILN support. When I joined as a staff member in 2005, AILN supported 65 people across the 3 Ayrshires with only 2 staff working across the whole service. Now we have 14 staff working in SDS Support, Payroll Support and Development.

As you can see, we have grown tremendously as an organisation over the past ten years and we have seen the changes Direct Payments/SDS has made to the individuals that we support who have chosen SDS. ( This means choosing to take direct payments to buy and arrange the support you need).

With the increase in the uptake of SDS, AILN has this year increased its SDS Advisor staffing levels. Stephenie Blakey joined our team in January 2015, and in October 2015 Victoria Shepherd-Jeffrey

To date we support **511** people who have taken Option 1 and want to be in charge of their own support . Figures taken end Oct 15.



joined the team. They join Jennifer Lee who has extensive experience working with AILN as an SDS Advisor. Jen, Stephenie and Victoria, managed and supported by myself, will continue to respond to new enquiries and referrals and to provide the on-going support that our existing service users require.

We are now recruiting an Administrative Assistant to the SDS Team. This will enable us to respond to enquiries more efficiently and help us to maintain and develop the quality of our support. The role will include gathering and acting on more regular feedback from the people who use our services, and from the organisations we work in partnership with, including the 3 Ayrshire Councils.

In addition to our work supporting individuals who choose SDS Option I, the SDS Advisors continue to work with me to publicise SDS and to provide training for other agency staff where required. During 2015, this included attending meetings and giving talks to a range of other organisations including the Carers Centres in North, South and East Ayrshire, local Social Work Teams and Advocacy Services.

The SDS Team have participated in the initiatives brought about this year by our Development Team who are funded by the Scottish Government to promote Self-directed Support throughout Ayrshire.

A lot has been happening during this year and I hope that you will enjoy reading more in this Report, including about the work our development and payroll staff teams have been involved in.

I look forward to leading the team during 2016 and to having the opportunity to continue to work with the Board, staff team and people who use AILN services to develop the quality of our work. Our continued aim is to provide information on the 4 options of Self Directed Support to the people of Ayrshire, in a person centred way and with a holistic approach.

*Evelyn Gilchrist*  
Manager SDS Support Service



Stephenie



Victoria



Jennifer



Evelyn





# SDS Payroll & Budget Management Service Report

It's been another busy year in the Finance and Payroll department as more people continue to choose our services.

This year also heralds the start of Auto-enrolment. You may have noticed the TV adverts about pensions by the Government on this topic. Giving a pension will provide some financial security to your Personal Assistants for their future. We sent a letter to all our customers explaining that AILN are geared up to provide this service.

We will register any eligible jobholders with NEST (National Employment Saving Trust). NEST is the workplace pension provider set up by the Government.

We have been registering all our customers with The Pension Regulator for your staging dates. This is when you will commence paying pension contributions for any eligible Personal Assistants. Nearing the time we will tell you about

any eligible employees and provide the paperwork you need. Our earliest staging date registered is 1st January 2016.

Due to the increased need for our service we have recently restructured our department. I have now taken up a newly created post as Finance & Payroll Manager on a full time basis.

Our team is now made up of 3 part time Payroll Officers; Carol, Ann and Emma and our new Admin to Finance & Payroll, Toni who joins us on a full time basis. At the start of next year we will be adding another part time Payroll Officer to the team for a period of 12 months to cope with the further demands.

As part of my new role I will be getting in touch with our customers to find out how we could improve our services. We will do this by having drop-in days and peer groups.

Next year we hope to start a pilot where people will test a paperless system. This will involve our website, emails and possibly mobile phone apps.

We look forward to continuing to offer a full supportive payroll and budget management service to our existing and new customers in the forthcoming year.

Cheryl Muir  
Finance & Payroll Manager



Finance & Payroll Team

232 employers use our SDS Payroll & Budget Management Service and we run a four weekly payroll for 507 personal assistants. Figures taken October 14.



Toni



Emma



Cheryl



Ann



Carol

# Capacity Building & Development Report

It's been one of the busiest years for the Development Team as we looked to the future and funding for the services we provide.

There has been lots of activity in completing the developments we set out to do as we came to the end of the 2012-15 Scottish Government funding initiative 'Support in the Right Direction'. The main priorities were to build the capacity, availability and sustainability of independent support. The Scottish Government vision for support organisations is that they offer high quality, accessible advice and support to enable people to make genuine individual choices.

With this funding we were able to concentrate and start building on the quality services we have been providing for a number of years. This year the Ayrshire Councils put the contract for the service we provide out to competitive tender. This meant that we spent a lot of time over the past year making sure that we were on the right track to

compete as a small peer-led organisation for the new contract. We formed a 'Tender Group' with key people, the Chairperson, Manager, Development Officer and Finance Officer meeting regularly over the year to identify tasks that were required to be completed for a successful tender bid. We also attracted some Business Support funding from North Ayrshire Council, we engaged the support of Gill Joy from Intend Business Development to assist us with some of the technical processes required. We were delighted to hear in July that our bid was successful, so all the hard work was not in vain.

The capacity of the organisation is now in a better place. We are able to carry on delivering the independent support and advice that we have been providing for over 14 years. The sustainability of AILN is more settled now a Manager's post has been created for the overall services and a Manager has been appointed for Finance and Payroll. This means that both services are able to look forward and develop further.

We are also pleased to announce that AILN has been successful in a further bid to the Scottish Government through the same 'Support in the Right Direction' initiative until the end of March 2018. Our new developments with this funding will be to work with Older People and their carers including people living with dementia, develop Peer Support, continue developing our communications/website and look at more on-line tools particularly in our Payroll & Budget Management Service.

We continue to engage with people who want to take Option 1 of the SDS choices by taking the funding from the Council as Direct Payments and either/or employ Personal Assistants or buying in the support required.



# Capacity Building & Development ctd...

## Organisational Development

- We continue to review our policies & procedures
- We have developed a new Staff Handbook
- Reviewed our Complaints Policy & Procedure and introduced a new Complaints & Suggestions leaflet
- We have introduced our new logo into all our communications

## Sustainability

We have been successful in our:

- Bid to the Ayrshire Councils through a competitive tender to continue our Self-directed Support Information & Advice Service throughout Ayrshire for the next 3 – 5 years
- Bid to the Scottish Government for the second round of 'Support in the Right Direction' initiative. This will enable us to continue to grow some new developments until March 2018
- Bid to South Ayrshire Council to help publicise SDS in South Ayrshire

## Strengthening our Peer-led Board

We have recruited another member to our Board of Directors. Gerry Lindsay brings to AILN experience in financial management within the Social Care sector.

## Communication & Engagement

We have launched our video 'Ayrshire Stories about SDS'. Where people who get SDS and use our services talk about their journey and give their own experiences. The video also explains our services and what we do to support people with SDS.

We celebrated SDS Awareness Week in April 2015 with some events:

- Local radio broadcasting across Ayrshire with West Sound and Irvine Beat
- Presentation of our video 'Ayrshire Stories about SDS' on the big Town Centre TV at the Irvine Mall
- Participated in the South Ayrshire Council SDS Event
- Participated in East Ayrshire Council SDS Event
- Publicised the week with an easy read 'Bookmark' of the 4 SDS Options



Peter Scott CEO at ILF Scotland talking at our event

# Capacity Building & Development ctd...

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## Scottish Independent Living Fund Presentation 23<sup>rd</sup> June

We hosted an event at the Menzies Hotel (now the Hallmark Hotel) in Irvine. Thirty six people from throughout Ayrshire attended to listen to Peter Scott, the new Chief Executive, and Helen Sykes the Project Officer, explain how the fund was protected in Scotland and is operating from a base in Livingston. For more information go to [www.independentlivingfund.scot](http://www.independentlivingfund.scot)

## Launch of our new website 20th August

We were delighted to have a launch of our new website and be able to thank our focus group who helped us design the easy to use website. We also invited representatives from the Council together with other relevant groups and people who use our services to join us to celebrate the event. We got great coverage in the local press and the Arran Banner and Patricia Gibson MP joined us later to view the website.



Maria



Gillian



Sharon



Kaye



Cheryl

## Evaluation

We are always keen to hear what people think about our developments, so we asked for comments about our new Video 'Ayrshire Stories about SDS'. We conducted a short evaluation and these are some of the comments we got:

*'I think the videos are in such an accessible format, the fact that they have subtitles and signing is so inclusive. I also really like the informal style of filming chats from people who get SDS and the Board members they are so enthusiastic and genuine'*

*'The film was very informative and in simple plain English which people are always asking for. It's good in that it shows people using the service are giving their opinion and it shows that it's worthwhile'*

*'Just wanted to say how great the video is – very clear and positive about being a board member in a user-led organisation and great stuff about SDS. Lovely balance of carers and people who get services, great on the outcomes people can get and very clear and realistic on the process and the support available from AILN. Please tell all involved how great it is'.*

# Capacity Building & Development ctd...

## Survey to Health & Social Care staff in Ayrshire

In June we developed a survey questionnaire to gather feedback. The 'Survey Monkey' was sent around the 3 councils the objectives were:

- To collect current knowledge of SDS
- Find out how helpful the information we provide has been
- Experience of working with our SDS Advisors
- Identify any improvements that we could make

**45 staff responded, this is the feedback we received:**

*'AILN Training is thorough and informative'*

*'AILN have always dealt with my referral in a clear and professional manner. I find the staff extremely helpful'*

*'Service was excellent'*

*'I feel that AILN provides an excellent service and I welcome the opportunity to be involved in home visits with new customers as I see it as a learning opportunity for myself'*

*'Very useful service, helpful and informative'*

## There were a couple of items raised in the survey in relation to SDS, AILN have/will:

- Evelyn met with the Arran Team and discussed opportunities of working with them to get the SDS message out in Arran.
- Investigate ways of using case studies at Awareness Raising Session, to show what people have used their SDS funding for
- Work with colleagues who support people with Mental Health issues to promote SDS

## Creating Employment for Personal Assistants in Ayrshire

We have supported the creation of employment of **507** personal assistants **71** of these are young people employed as PA's aged 25 or under.

As well as being in control AILN customers are contributing to the local economy by bringing employment to local people.

Our customers who choose an agency to provide support are also supporting the growth in jobs within the voluntary and private sector in Ayrshire.



# Capacity Building & Development ctd...

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## Focus Group

Thanks again to our focus group for helping us to review our communications. (Please refer to acknowledgement page for participants)

## Development Team

I would like to thank our development team for all their hard work this year.

Gillian - Communications

Cheryl - Developing Payroll Support

Emma - (Admin to the Board) who has recently been promoted to Payroll Officer. I wish her all the best in her new role within AILN

I would also like to introduce two new members of staff to the Development Team and wish them well in their new posts.

Sharon – SDS Engagement Officer for Older People

Kaye – Admin to the Board and Development Team



Maria Smith  
Development Co-ordinator

Thanks to the Board for all the support they have given the Development Team over the last year.



Some members of our Focus Group



Website launch day

# Board/Staff Learning & Development

We are committed to making sure that our Board and staff are fully supported to maintain their knowledge and skills.

The following is a summary of topics covered through attendance at courses in the last year.

Promoting Excellence Dementia Training

Child Protection

CARENA portal learning event

First Aid

Adult Protection

Pensions Training

Practice Reflection & Improvement

Declan Hainey Fatal Accident Enquiry

Fragile X Awareness

Tender Training

Happy to Translate (overcoming language barriers)

ACOSVO Shortcut to Social Media

Advertising and Promotion

YouTube Business Gateway

Social Media with Rene Looper

Workforce Development Day

Real Time Information - HMRC

Auto-enrolment SDSS

Auto-enrolment GCVS

CIPFA - Supporting Outcomes of SDS

Data Protection Training

Young Carers Awareness Training



ACOSVO course

## Calendar of Events & Publicity

As the dedicated support service for Ayrshire we have been involved in a variety of events throughout the year to help publicise our services:

### Jan

- Gillian and Maria met with Gemma from SDSS to input into a Scotland-wide SDSS video
- Maria attended VASA Community Health (Adults)

### Feb

- Maria attended the Third Sector Forum meeting (CVO East Ayrshire developing a third sector forum)

### Mar

- Maria attended Community Engagement Forum – North Ayrshire
- Evelyn attended SAC Learning Disability & Autism Team meeting to promote AILN and SDS
- Jennifer Lee on West Sound radio to promote AILN and SDS Awareness week
- Evelyn on Irvine Beat Radio to promote AILN and SDS Awareness week
- AILN video 'Ayrshire Stories about SDS' played on Town Centre TV throughout SDS Awareness week
- Evelyn attended EAC Children & Families SDS day
- Final Evaluation for Independent Support Organisations SG funding 12-15, in Edinburgh hosted by Evaluation Support Scotland.

Apr

- Evelyn presented on AILN services at SAC's One Year On SDS Event. Gillian attended to distribute information on AILN services.
- Jennifer Lee hosted an AILN information stand at South Ayrshire Carer's Café
- Evelyn visited EAC to meet trainee social workers to promote AILN, SDS and joint-working practices.

May

- Evelyn visited Maybole Social Work Team to publicise AILN services
- Evelyn visited South Ayrshire Carer's Group - Girvan to publicise AILN services
- Stephenie attended Third Sector Interface conference in Ardrossan
- AILN represented at South Ayrshire Carer's Centre SDS forum
- Attended Hansel open day, Enterprising Minds at Gailes Hotel

Jun

- Hosted an ILF Scotland information day at Menzies Hotel in Irvine (now Hallmark Hotel) for people in Ayrshire with speakers, Peter Scott CEO of ILF Scotland and Helen Sykes - Project Officer.
- Evelyn attended East Ayrshire Carer's Group to do a presentation on AILN's support services.
- Stephenie hosted an AILN information stand at North Ayrshire Carer's Centre open day.
- Jennifer attended the Integration of Health & Social Care event at the Magnum.

Jul

- Ayrshire Community Trust Health Inequalities. Maria attended to discuss Neighbourhood Planning
- Maria & Gillian met with John Godwin NAC to give an overview of our service and future developments.

Aug

- AILN website launch in Michael Lynch Centre attended by local MP Patricia Gibson and representatives from North Ayrshire Council, Third Sector Interface, our Focus Group, people who use our services, BBD Creative, Community Development and from our staff/Board; Mary, Maria, Gillian, Evelyn, Cheryl, Jennifer and Stephenie.
- Maria was involved in the Checkpoint Group to develop social enterprises in North Ayrshire.

Sep

- Presentation with Evelyn, Margaret and Gillian to John Godwin and his team at North Ayrshire Council.
- Maria attended North Ayrshire Providers Forum.
- Gillian attended 'Happy To Translate' event at SDSS offices in Edinburgh. This covered assessing language and dialect, and how cultural differences can impact on communication.

Oct

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- Stephenie attended Irvine Carer's Information Day at the Magnum.
- Maria - Planning Service User Input into improving local services
- Stephenie & Jen attended Care & Support North Ayrshire showcase at the Magnum.





## Partnership Working

We continue to work in partnership with:

- North, East and South Ayrshire councils
- Social Care & Health Providers Forums
- The Ayrshire Community Trust (TACT)
- Health Inequalities
- Voluntary Action South Ayrshire (VASA)
- Community Care Group (mirror thematic group)
- Council for Voluntary Organisations (CVO East Ayrshire)

## Monitoring Meeting with Ayrshire Councils

We've met with North, South and East Ayrshire councils on three occasions this year. The dates were the 10<sup>th</sup> February, 1<sup>st</sup> April and we had our first post-tender meeting on the 2<sup>nd</sup> September.

We also regularly meet with each of the Councils on an individual basis throughout the year.

These meetings are for the purpose of monitoring the SDS Support Service AILN provides, which is funded jointly by the Ayrshire councils. Quarterly monitoring reports are prepared by AILN for the councils.

## Charity Raffle

Every year at the AGM/Christmas Party in December, our staff and customers donate raffle prizes and a local charity is chosen. Last year the recipient was New Beginnings Cavalier Rescue

Evelyn Gilchrist is pictured right with members receiving the cheque for £250.



# Finance & Funding

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The SDS Support Information & Advice Service is jointly funded by North, East and South Ayrshire Councils.

The SDS Payroll & Budget Management Service is self-funding. Each of our customers pays for this service out of their direct payments/self-directed support funding.

The Development Team are funded by the Scottish Government from the 'Support in the Right Direction' initiative until March 2018.

Full accounts with income and expenditure are available separately.

Prepared by Cheryl Muir Finance & Payroll Manager

*Audited by Ken McCracken  
JRD Partnership Accountants*



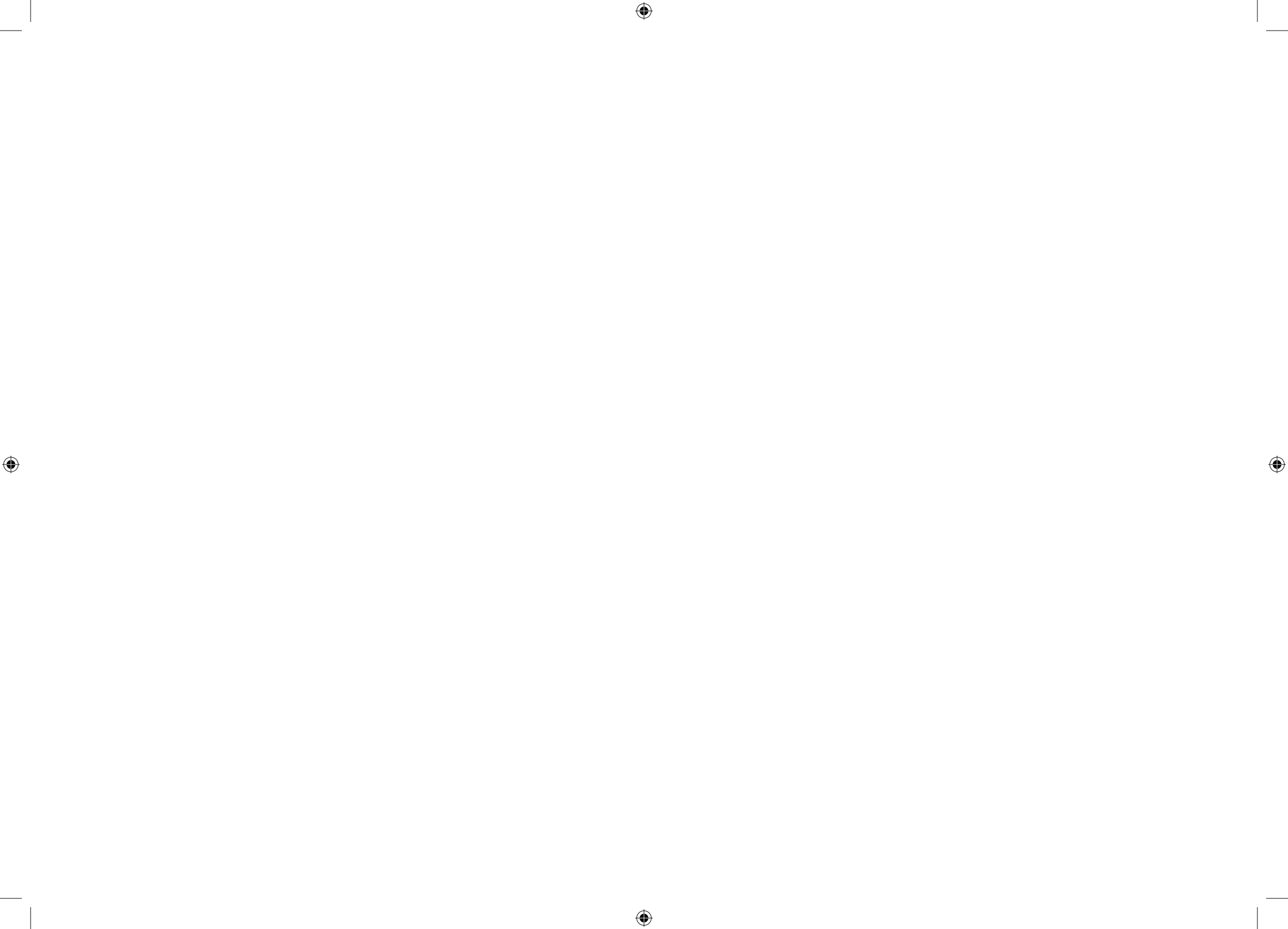
Our video on Town Centre TV



SDS Awareness week



Jen promoting SDS on West FM



Our accessible offices are located in Ardrossan with excellent transport links and plenty of parking behind the building. You'll find us at:



*Ayrshire Independent Living Network  
The Michael Lynch Centre for Enterprise  
71 Princes Street  
Ardrossan  
KA22 8DG*



Call us on the following numbers:

*SDS Support services*

*01294 475685/6*

*General enquiries*

*01294 475685/6*

*Payroll and budget management*

*01294 475681*

*Fax*

*01294 475687*

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Company No 385567  
VAT Reg No 218 5583 90



Ayrshire Independent  
Living Network



*Ayrshire Independent Living Network*



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*Ayrshire Independent Living Network*



*Ayrshire Independent Living Network*



*www.ailn.org*



*mail@ailn.org*

This report is available in other formats on request

Tha am fiosrachadh seo ri fhaotainn ann an cruthan so-ruigsinneach agus ann an cànan eile ma thogras tu.

Niniejsze informacje można otrzymać w innych formatach i w innych językach, na życzenie.

該資料備有多種格式（大號字體、語音磁帶、盲文等）及其他語言的版本，如有需要請聯絡我們索取。

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ਇਹ ਜਾਣਕਾਰੀ ਬੇਨਤੀ ਕਰਨ ਤੇ ਪ੍ਰਾਪਤਕਰਨੀ ਯੂਜ਼ ਮਨੋ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

یہ معلومات درخواست کرنے پر قابل رسائی شکلوں اور دیگر زبانوں میں بھی دستیاب ہے۔