



Ayrshire Independent Living Network
Annual Report 2016

A MESSAGE FROM THE BOARD OF DIRECTORS

It is hard to believe that we are now in the second half of 2016 and it's time once again for the AILN Board to prepare its Annual Report.

I will start by telling you about changes to our Board during the last year. In the early part of 2016, Gordon Bell decided to step down from Board membership. Gordon was a loyal and supportive member of our team and I am sure you will want to join us in thanking Gordon for his work whilst on our Board and in wishing him 'all the best' for the future.



On a happier note, we were delighted to welcome Peter Joyce to our Board. For Peter, this marks a return to AILN where he previously worked. Peter has long been a strong supporter of SDS and will bring a great deal of experience to our Board.

Our staff team remained the same until late October, when Maria Smith our Capacity Building and Development Officer retired. We are now in the process of filling this vacant post and I am sure you would like to join us in thanking Maria for all the work she did for AILN and in wishing her a very happy retirement.

Overall, this has been a less hectic year for AILN Board. By the end of 2015, we had secured a 3 year contract from the 3 Ayrshire Councils and continued funding from Scottish Government 'Support in the Right Direction' to develop SDS in Ayrshire .

During 2016 we have been putting the following plans into action:

- Improving the quality of our Information Leaflets to ensure that they contain the information you feel is helpful in choosing and using SDS.
- Looking at how AILN can publicise SDS in a way that information reaches people living in communities across Ayrshire
- Looking at how we gather, record, store and use information.
- Beginning the development of a Peer Support Network for people across Ayrshire who are either thinking about, or are already using, SDS.
- Strengthening our Payroll Team to help us support you as employers of PA's, to meet your responsibilities in relation to Auto-Enrolment for Workplace Pensions.

In the reports that follow from each of our teams, you will be able to read about our progress to date.

Finally, I would like to thank all AILN Board members and staff for their continued work and commitment and to thank the many agencies and businesses who have supported AILN, making our work possible. Most importantly, thank you our customers, for your positive feedback and continued support and loyalty.

Margaret Geddes

MANAGER'S REPORT

As an inclusive organisation, AILN Board of Directors and staff work together to listen and learn from each other and our customers. This enables us to continue to offer highly professional services to the people of Ayrshire. To date our SDS information, advice and support advisors are assisting 471 people who are in receipt of SDS funding. A large percentage are employers of personal assistants and they have been supported to follow safe recruitment procedures, including PVG checks for all new staff.



The SDS service is managed and supported by myself. AILN and its customers continue to benefit from our highly dedicated team, who have extensive experience working with AILN as SDS Advisors. We continue to respond to new enquiries and referrals and provide the ongoing support that our existing service users require. Last year we advised that we were recruiting an Administrative Assistant to the SDS Team. We would like to welcome Kaye McMillan to the team. She has extensive experience working in administration roles and has become a valued asset to the team.

In addition to our work supporting individuals who choose SDS Option 1, the SDS Advisors continue to work with me to publicise SDS throughout Ayrshire and to provide training for other agency staff where required. During 2016, this has included publicising Personal Assistant employment opportunities at Career fairs, as a viable and rewarding career in Social Care. We have linked in with the Ayrshire Chamber of Commerce Education Department to offer work placement opportunities to 5th and 6th year pupils over the coming year. These placements will be within our 3 departments and will provide valuable experience to both the pupils and our staff.

The SDS Team have taken part in many local events across Ayrshire this year, providing information on SDS and the benefits it provides to individuals. Not only do these events allow us to promote the benefits of SDS to local people, they also allow us to network with other organisations, to promote SDS and AILNs services to the wider community.

AILN continues to maintain close links with the 3 Local Authority Social Services Departments and provide them with information on AILNs services and to keep them up to date with the support we provide to SDS option 1 users. AILN are members of Self-Directed Support Scotland and continue our links with other Independent Living Centres throughout Scotland. It is important that we do so to keep us abreast of changes and to ensure that we benefit from hearing about good practice happening in other areas.

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 Payroll and Development staff teams have been involved in. I look forward to the coming year and to working with the Board, staff teams 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. I would like to thank all the Teams for their dedication and hard work throughout the year.

Evelyn Gilchrist

Manager

SDS PAYROLL & BUDGET MANAGEMENT SERVICE REPORT

It's been another busy year in the Finance & Payroll Department as more people continue to choose our service.

We started the year with our Workplace Pensions Event in Kilmarnock for all our clients and Council colleagues. This event was very well attended and the feedback we received was very positive. Clients said they had a better understanding of what was required of them as employers and were relieved that ALLN were geared up to provide this service for them as there is a lot of administration involved. Remember we will be in contact with you on your staging date to provide advice if you have employees who qualify for automatic enrolment into a pension scheme and to explain what information we need and what information we will be sending to you and your employees. If you require a pension scheme we will set one up for you and manage it on your behalf.



Due to increasing the services we provide, we have employed an additional member of staff this year, Fiona McCallum-Sarloos. There are now 6 members of the Finance & Payroll Team, including myself as the Manager, 4 part time Payroll Officers – Carol, Ann, Emma and our latest recruit, Fiona and our Admin Officer, Toni. In September we invited all our clients to our Coffee Morning to meet the team and have a chat, let us know what you thought of our service, ask any questions and make any suggestions. This was a great success and attended by many of our clients who enjoyed their time chatting to the team and to other clients. We are hoping to run similar events in the future.

As you will be aware as part of our improvement plan, we introduced a new timesheet format during this year. This has been implemented without any problems and we hope to have this available for you to download from our website in the near future. We will continue to send you blank copies in your Payroll Pack and this download option is just a backup for you if required. Also in partnership with our Development Team, we have designed a new easy-read Payroll Pack for new clients.

ALLN Payroll Team are currently providing a payroll service to over 230 employers and process over 500 salaries for Personal Assistants every 4 weeks. The 3rd party banking service we offer is also proving very popular, enabling us to ease the paperwork demands of SDS by holding our clients funds in trust for them, make all payments on their behalf and send monitoring paperwork to their Council .

The Finance & Payroll Team would like to thank you and look forward to continuing to offer a full supportive payroll and budget management service to our existing and new customers in the forthcoming year.

I would also like to say thank you to the Finance & Payroll Team for all their hard work and support this year.

Cheryl Muir

Finance & Payroll Manager

DEVELOPMENT TEAM REPORT

During 2015, AILN were delighted to again be successful in securing funding from the Scottish Government 'Support in the Right Direction' initiative. This will allow us to continue to develop Self-directed Support in Ayrshire up until March 2018.

Our main priorities this year have been as follows:



1. To review the information we provide, ensuring it is current, in plain English and available in a range of accessible formats. To do this we:
 - Carried out a survey regarding content of our SDS Website and Social Media
 - Consulted with our Focus Group for a variety of initiatives we were planning
 - With AILN SDS Advisors, produced a 'Simple Guide to SDS Option 1 and an 'SDS Handbook'
 - With AILN Payroll Team, produced an 'SDS Payroll & Budget Management Information Pack'
 - Produced a 'You Tube' video during SDS Blether Week, which is on our website, asking people 'What would you say about SDS in 15 seconds'
 - Collected information through Google Analytics about what people are looking at on our website, Facebook page and Twitter
 - We have also added current PA job adverts to our website and details of news and events
2. People will understand the options of SDS available to them focusing particularly on older people in North Ayrshire. To do this we:
 - Conducted a 'Mapping Exercise' to check out what support is available for Older People in Ayrshire, to help AILN highlight where we can raise awareness and publicise the SDS options
 - Initiated a multi discipline Engagement Group to include people working with Older People in a wide range of settings, to discuss the benefits of SDS
 - Carried out a survey of older people's experience of SDS in North Ayrshire
 - Hosted an Open Day for Health & Social Care Staff working in North Ayrshire Council, to help them find out more about how AILN's services can support people choosing SDS Option1.
3. People will be assisted by AILN to manage their SDS budget. To do this we have:
 - Worked with AILN Payroll Team to produce an easy read flyer 'Frequently Asked Questions about Pensions for Personal Assistants (PA's)'
 - Worked with AILN's Payroll Team to produce a 'Payroll Information Pack'

- Supported AILN Payroll Team to hold a coffee morning/ workshop 'Helping with your SDS Budget'
4. People will be able to talk with others who have SDS and get Peer Support. To achieve this we have:
- Worked with AILN Board of Directors to produce a 'Recruiting new Board Members Leaflet'
 - Arranged a Focus Group to discuss how we develop Peer Mentoring in Ayrshire
 - Arranged Peer Mentoring Training Sessions

I hope this gives you a flavour of the work we have been involved in this year!

I would like to thank AILN's Development Team for their hard work, commitment and support during 2016 and to express our appreciation to people who participated in our Focus and Peer Groups this year. Also a special 'thank you' to our colleagues in AILN, our Board of Directors and the partner organisations we have worked with this year

Maria Smith

AILN Development Co-ordinator