



# INDEPENDENT LIVING ALTERNATIVES ANNUAL REPORT 2022 - 2023

This year has been one of developing Independent Living Alternatives (ILA) staffing structures and upgrading IT systems.

ILA has worked with 32 individual Personal Assistance (PA) Users on an ongoing basis and provided 19 Personal Assistants (PAs) to be directly employed by PA Users as well as covering 15 emergency calls from PA Users not using ILA but needing a PA as their own were absent.

ILA also provided 9 PAs to work at events across London requiring personal assistance support.

ILA has continued to operate across London: Barnet, Brent, Bromley, Camden, Ealing, Hackney, Haringey, Harrow, Hounslow, Lambeth, Newham, Wandsworth, Waltham Forest and Westminster as well as working with 4 people living outside of London.

PA User Funding comes from 5 main sources:

## PA User Sources of Funding



**Promoting the rights of disabled people to live independently by Providing a comprehensive range of personal assistance services since 1989**

During the pandemic and the resulting working from home period, ILA was able to turn paperless and work electronically. This enabled ILA to recognise that we do not require administrative support and therefore restructure the organisation and outsource key functions. This has proven to be both cost effective and highly efficient.

### **Management Committee**

**Office Bearers:** Michelle Daley (Co-Chair); Matthew Smith (Co-Chair); Simon Ford (Secretary); Simon Walls (Treasurer)

**Trustees:** Sue Elsegood; Ali Kashmiri; Anna Landre; Gabriel Pepper; Sandip Sodha

#### **Director**

Tracey Jannaway

#### **PA Services Co-ordinator**

Stepanka Bulirova

#### **Recruitment Officer**

Nwe Zin Shaung

#### **PAs Officer**

Syed Shah

#### **Out of Hours**

Melissa Turner

#### **Personal Assistants**

#### **Personal Assistance Users**

**Finzo**  
Accounting

**Macalvins**  
Payroll

**Peninsula**  
Human Resource

**Bright HR**  
Employee Assistance  
Programme

These changes have not been without hiccups and subsequent learning as we all adapt to and develop further our new ways of working. However, the new approaches are aiming ILA towards a more efficient organisation as we approach our 35<sup>th</sup> year anniversary.

## Personal Assistants

Personal Assistants are the fundamental ingredient to the work of ILA. They are also fundamental to the PA Users who use ILA's services. PAs are embedded in ILA's ethos of enabling autonomy of Disabled people.

Recruiting PAs has been a continual struggle since Brexit and the introduction of the new sponsorship licence. Whilst ILA is continuing to provide the same quality of service and meet the needs of the PA Users using ILA's services, there are no longer the selection of PAs and more creative approaches are needed to enable the organisation to meet the needs of new PA Users.

ILA recruits through traditional mediums including on-line advertising with The Guardian, Total Jobs, Gov.UK etc as well as a number of PAs who are recommended to ILA through people already working for us. We have also attended careers fairs, and sent mailings out to colleges and universities.

As ILA adapts to the changed landscape, we continue to promote the concept of being a PA as opposed to a traditional care worker.



## EVENTS THROUGHOUT THE YEAR

- **The London School of Hygiene and Tropical Medicine** is supporting a research project into Sexual Health in Older Adults. They specifically wanted to ensure that there was input from Older Disabled people and approached ILA for assistance both in the research and the call for ideas to improve services. The expected suggestions surrounding access were obviously raised, but also awareness around how to provide privacy for Disabled people who need personal assistance in medical appointments. Other good ideas included how to educate people on what sexual health involves as many were unaware that it also includes support on the menopause, testicular and breast screening amongst many other things.



- ILA also wants to acknowledge the sad passing of **Lakhvinder Kaur**. Laki was responsible for managing the out of hours service during the week ensuring that ILA provides reliable 24/7 support to both PAs and PA Users. She had been using ILA on an ad hoc basis since 2017 and full-time since 2019 when she moved to her own home. She served on the Management Committee prior to starting work for ILA in July 2021.



- ILA is moving towards its 35<sup>th</sup> anniversary in 2024 and will be focussing on how to ensure we are around for another 35 years.

### Financial Information

Income	£1,300,905
Expenditure	£1,275,966
<b>TOTAL</b>	<b>£ 24,939</b>



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