



# Broker Bites



Your quarterly update from The Community Brokerage Network

## Hello there!

Welcome to our quarterly newsletter, now called Broker Bites! Here we'll share with you what we've been up to this quarter, along with helpful contact details, important articles and plenty of good news stories from the world of brokerage, communities and social care.



## Our Goals

We are funded by the Scottish Government through the **Support in the Right Direction** funding stream. We have three main outcomes:

- To help people and their carers feel more informed, listened to and less stressed.
- To ensure people and their carers can creatively and flexibly plan to achieve personal outcomes, including accessing community assets.
- To ensure people and their carers have increased skills so are better able to manage social care packages.

**Inspiring Scotland** monitor our work on behalf of the Scottish Government and we send regular performance reports to enable the release of our ongoing funding. This funding enables us to provide our services free of charge.

## About Us

We are The Community Brokerage Network and we work across Ayrshire, supporting people who receive social care. We help people get the most appropriate and beneficial care possible by providing a broker to assist them.

The brokers at the network can help people prepare for social care assessments that may be carried out by their local health and social care partnership or, if this has already taken place, they can help people make the most of any budget or resource that is made available to them through any self directed support option.

Regardless of whether a person requires formal support or not, our priority is to help them develop their informal support networks. This can be done by connecting them with relevant activity groups and services available in their community and with people who share their hobbies and interests.

Where a person qualifies for formal support, we can help them make the most of the support and care they receive.

# Meet Our Locality Coordinators

We recently reorganised to provide a locality based service, with our Broker Coordinators assigned to each of the Health and Social Care Partnerships in Ayrshire. Here they tell us a little bit about themselves and what they bring to The Community Brokerage Network.

## Broker Profile



**Sandra Campbell**  
Broker and Co-ordinator  
East Ayrshire

Sandra is a broker and is responsible for coordinating the referral activity in East Ayrshire. Prior to this she ran her own business for many years and developed a reputation for paying attention to detail.

She has a genuine care for people and their well being and embraced the role of Broker as it has given her the opportunity to make a real difference to the quality of people's lives.

## Broker Profile



**Kerry Gilligan**  
Broker and Co-ordinator  
South Ayrshire

Kerry has been registered as an Occupational Therapist since 1984 and spent much of her earlier career working with people experiencing mental health difficulties.

Kerry has also worked as a leader and manager across a range of Health & Social Care and Third Sector organisations. She loves working with individuals and groups, supporting them to be the best version of themselves.

## Broker Profile



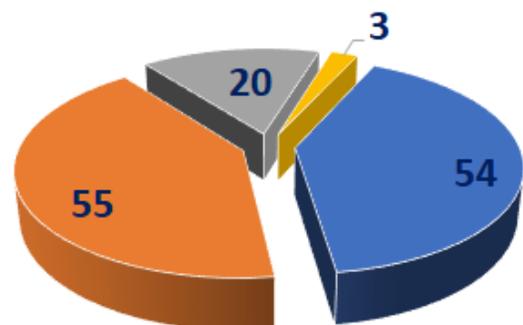
**Kaye Robertson**  
Broker and Co-ordinator  
North Ayrshire

Kaye worked in the travel industry for most of her career and relocated to Scotland in 2015 to access better support for her son, who was diagnosed with a progressive neurological condition and ASD (Autism Spectrum Disorder).

Kaye joined our team as a broker in May 2017 after meeting one of our Directors on The Partners in Policymaking Course (a leadership programme for people or parents of children with disabilities).

## Activity this Quarter

Number of clients we worked with between  
1 Jan - 31 March 2020



- East Ayrshire
- North Ayrshire
- South Ayrshire
- Out of Area



Through our work with the Independent Living Fund (ILF Scotland) we have identified a number of person centred planners across the country. This means we can link up people with person centred planners in their locality to help create their plans before submitting an application for the ILF Transition Fund.

Much like self-directed support, which our brokers provide guidance with, person centred planning allows people with disabilities to remain at the heart of all decisions made about their lives.

To find out more, visit [www.ilf.scot](http://www.ilf.scot).

Contact The Community Brokerage Network at [info@communitybrokeragenetwork.co.uk](mailto:info@communitybrokeragenetwork.co.uk).



**SDS COLLECTIVE**  
INFORM • • • EMPOWER • • • IMPROVE

The **SDS Collective** is for people who direct their own support, their carers and independent support organisations and is commonly displayed as #SDSCollective.

They promote SDS being implemented in the spirit it was intended. Recently the #SDSCollective has launched its Call to Action (attached) in relation to the COVID-19 Crisis.

If you are interested in finding out more about their work please get in touch through their social media pages.



[facebook.com/groups/sdscollective](https://facebook.com/groups/sdscollective)



[@scotland\\_sds](https://twitter.com/scotland_sds)

**MY DISABILITY DOES NOT HINDER  
MY ABILITY TO BE CONSIDERED EQUAL.**



# The Community Brokerage Award

We are delighted to offer our very own SQA certified course: The Community Brokerage Award!

Covering all aspects of community brokerage relating to self-directed support, the course is worth 30 credits at SCQF Level 7 and is comprised of 5 modules, delivered over 9 months.



We would like to congratulate the following participants who have successfully completed the course and earned their Community Brokerage Award.

- Heather Frail from Support Choices, Perth and Kinross
- Noleen Harte from East Renfrewshire SDS Forum
- Helen Robinson, Shetland Community Connections (now based in New Zealand).
- Liz Callaghan from Values Into Action Scotland
- Dawn and Lisa Ranson, Independent Living Assistants and Planners, Aberdeenshire
- Sandra Campbell, Kay Mills and Michelle Robertson, Community Brokerage Network
- Carol Aya Tibi Opi from Mecopp



## Comments from past participants...

*"This course has enabled me to see how SDS principles and values can be applied to different areas of my own and other people's lives."*

*"You all did a great job and I'm proud to have been a part of it."*



*"My confidence has improved by doing this [course], both personally and professionally."*

*"I would definitely recommend the award—their presentations have been superb and the support is second to none."*

For more information about the course and details on how to sign up for the next intake, please contact our SQA Advisor and Co-ordinator, Jenny Reekie.

[jennyreekie@communitybrokeragenetwork.co.uk](mailto:jennyreekie@communitybrokeragenetwork.co.uk)

## Meet our Newbies!

We are delighted to welcome three new brokers to the network! Please join us in welcoming Pamela, Liz and Jackie. Here's a little bit about them and why they decided to join us at The Community Brokerage Network.



### Pamela Knapp

I am thoroughly looking forward to joining the Community Brokerage Network. I enjoy meeting new people and am excited about new challenges and being able to help people. My previous work experience has been in the Soft Furnishing Industry making and selling curtains, blinds and accessories. I enjoy sewing, cooking, walking and have recently taken up running. I have two grown-up sons who need less of my time now, so I can focus on other challenges.

I have gained an understanding of Alzheimer's through helping to care for my father-in-law in his final years. This helped me to be very inspired when I saw the Community Brokerage Website for the first time. I was very keen to join the team and hope to use the experience I gained to help others.

### Jackie Martin



Having worked as an Occupational Therapist in South Ayrshire for the past fourteen years, I so enjoy working with individuals and families to enable them live life to the best of their ability. I have worked in several areas such as brain injury, community rehab, adult mental health inpatient and community, neurological rehab, addictions and latterly older adult community mental health.

I am so looking forward to joining the Community Brokerage Network Team as it will give me the opportunity to work with all age ranges to support and advocate for a better quality of life on their behalf. I had also heard great things about the organisation so I am delighted to become part of the team!

## Goodbye and Good Luck!

We recently said goodbye to broker Pauline McFadden and were sad to see her go! Everyone at the Community Brokerage Network would like to say thank you for all of your hard work during your time with us and we wish you every success for the future.



# And Finally...

We hope you've enjoyed this edition of Broker Bites!

To bring it to a close, please enjoy this beautiful poem about the current coronavirus lockdown and how we'll appreciate each other so much more when things return to normal..

## 'And when this is all over'

by Caroline Gray

And when this is all over  
We'll knock on our friends' doors  
And go to every party  
And say 'I love you' more.

And when this is all over  
Through the bad we'll see the good  
Because whenever we are together  
We'll appreciate it as we should.

And when this is all over  
And we are no longer in this pain  
We'll know never to take for granted  
Those little things again.



Caroline Gray is a poet and Vice Chair of the National Involvement Network.

Caroline has many years experience of giving advice and training on person centered approaches.

## Contact Us...



@CommBrokNetwork



facebook.com/Community-Brokerage-Network-433272243447689/



www.communitybrokeragenetwork.co.uk



You can also reach us on our hotline: 07769 698 606