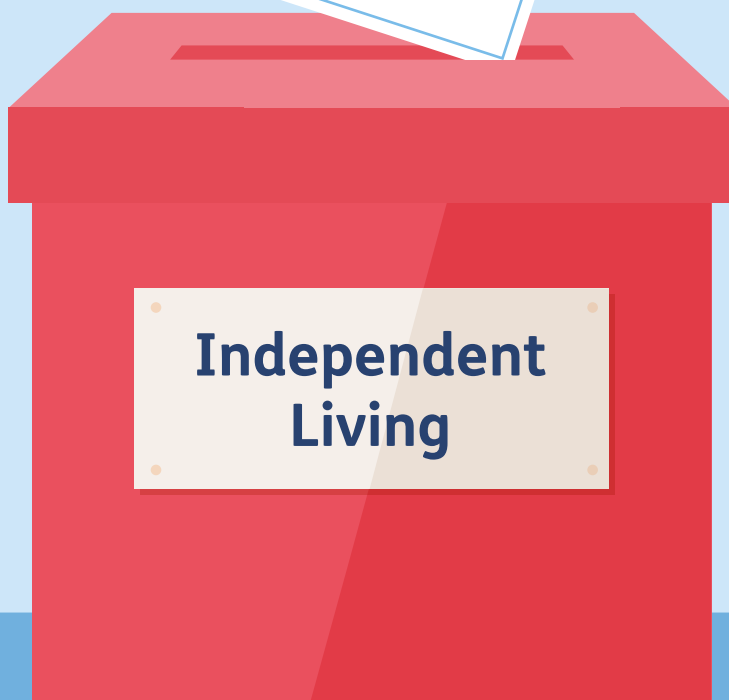


Annual Review 2019



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A big thank you to our funders and supporters including:



A full list of all our funders can be found in our Audited Accounts.
(Copies are available on request)

In memory of

This review period has seen us saying a sad farewell to two people who, each in their own way, have played key roles within GCIL and in the Independent Living Movement in Scotland.

Peter Brawley

Last year we said a sad farewell to Peter Brawley. Peter played a vital role in founding GCIL and was our first Chair person, a position he held for many years before returning to manage our South Lanarkshire support service, Take Control. Peter's contribution to the fight for disabled people's equality and human rights was incalculable. He combined commitment, hard graft, integrity, and an inspiring passion for independent living with a generous spirit and a dry wit. Peter's legendary phrases can still be heard in their Hamilton Office. He is sorely missed by everyone who knew him.

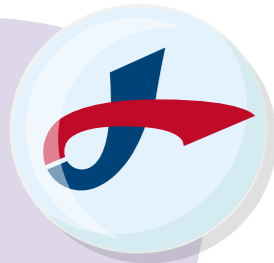


Chrissie Carmouche



2019 also saw us saying goodbye to Chrissie Carmouche. Chrissie spent most of her working life in Social Work. Following her retirement she was keen to put her commitment to disability and equality issues to good use and joined our Board in 2008. She brought with her a wealth of experience from her many years in Social Work and her subsequent role as an Assessor with the UK and Scottish Independent Living Funds. She also brought with her the skills and knowledge gained as a Branch Secretary before being elected to Unison's National Executive Committee in 1990. Chrissie's warmth, and good humour, her commitment, support and positive, 'can do' approach will also be much missed.

About GCIL



Glasgow Centre for Inclusive Living is run by disabled people for disabled people. We believe that barriers disable people, not impairments. Our support, payroll, training, employment and consultancy services enable disabled people to assert more control over their lives as equal citizens. Full membership is open to disabled people and Associate membership to those who wish to support our work. We provide:

Support

One-to-one assistance, advice, information, and training for disabled people who want to manage their own support (self-directed support).

Payroll

A range of payroll options that take the strain out of employing personal assistants or paying agencies.

Housing

One-to-one support, advice, information, and advocacy for people who need an adapted or accessible home in Greater Glasgow. **For adaption information visit our Adopt2Fit website: www.adapt2fit.org.uk**

Employment

A variety of employment services aimed at disabled people and employers.

Training

Primarily focused on supporting disabled people into employment.

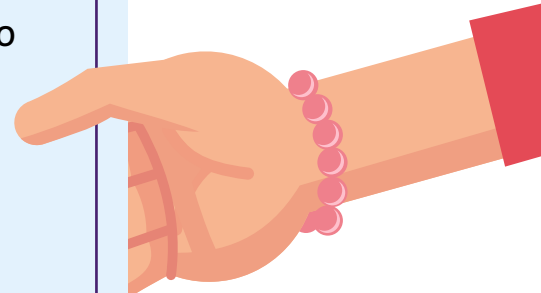
Consultancy

Organisational and policy development on disability equality, diversity issues and access audits. Disability equality and diversity training tailored to your organisation's needs.

Right to Speak

In conjunction with Greater Glasgow and Clyde Health Board we hold a range of Augmentative and Alternative Communication Equipment that is available to try or borrow on a trial basis.

In addition to this we offer a Braille transcription service and a fully accessible conference suite for hire.



GCIL promotes independent living. Independent living means disabled people of all ages having the same freedom, choice, dignity and control as other citizens at home, at work, and in the community. It does not mean living by yourself or fending for yourself. It means rights to practical assistance and support to participate in society and live an ordinary life.

If you would like to become a member, please contact us on 0141 550 4455.

A Message

from the Chairperson and the Chief Executive

Welcome to GCIL's current Review. It's impossible to look back over the last two years without at least some reference to the dreaded 'B-word'. Whatever your views on Brexit, few would disagree that it has so thoroughly dominated the UK-wide political agenda that disabled people, and the issues we urgently need action on, have hardly had a look in. As we watched the Westminster Government turn into a dysfunctional and toxic Whitehall farce, the corrosive impact of austerity – cuts to benefits, increasing poverty, the unprecedented crisis in social care funding, and the chronic shortage of accessible and affordable housing – seem to have mostly gone from bad to worse.

Here in Scotland we might be looking for clearer and more ambitious targets in the Government's *A Fairer Scotland for Disabled People* strategy, and a faster pace in realising its objectives, but at least we can count a few examples of positive progress to date, with the prospect of more on the horizon.

GCIL's main focus is, of course, on providing services that help disabled people challenge the barriers to inclusion and equality we face on a daily basis. Despite a backdrop of continued austerity and restricted public spending GCIL has

“
GCIL's main focus is, of course,
on providing services that help
disabled people challenge the
barriers to inclusion

been able to continue to provide valued services to many hundreds of disabled people and those who support them each year, engaging with around 3,750 people in total during 2018-19. But we have also actively supported improvements in policy and practice, especially on the key issues of social care support and personal assistance, housing, and employment.

In relation to the first of these, we offer two cheers for the extension of Free Personal Care to disabled people under 65. Our cheers are somewhat muted because the way it has been implemented has benefited far fewer people than it should have; and the social care element of support that many disabled people rely on to live active and meaningful lives continues to be means tested.

We believe our current system remains fundamentally flawed, with inbuilt inequality arising from geographical variations in charging policies and eligibility criteria. There are signs that some politicians may now have finally acknowledged the core principle that all personal and social care support should be free to those that rely on it to enjoy their equality and citizenship. If so, then no delay in providing the resources to make it happen can be justified.

We therefore look forward to disabled people and their organisations playing a full part in the forthcoming Adult Social Care Reform Programme through the People Led Policy Panel and, hopefully, other

forums to ensure it is properly co-produced. We must aim for a social care support system that genuinely gives disabled people the power to have choice and control over their own lives, not one which simply gives them the responsibility for rationing their own services.

In the meantime, demand for GCIL's SDS support and payroll services continues to rise. Between them, our Glasgow service, **GCIL support**, Take Control East Dunbartonshire, and Take Control South Lanarkshire provided support and / or information on SDS to over 1,250 people in total throughout 2018-19. Three hundred and fifty (350) people were using our payroll service by the end of the year, with the Enhanced service continuing to prove especially popular. More recently, the introduction of the new prepaid card scheme has proved extremely challenging for our Glasgow support and payroll teams as they have helped hundreds of people switch to the new system. The card scheme will no doubt have implications for how we support SDS direct payments users in the future and we will be reviewing how best to adapt the service in the months ahead.

Our SDS development programme Making It Work which was funded by the Scottish Government's Support in the Right Direction (SiRD) programme, enabled us to continue our work promoting awareness and understanding of SDS and trying to make it more accessible to a wider range of people. We produced a range of publications, short films, newsletters, and even a computer game on using SDS. Our Let's Get Going pilot project showed that the value of investing in helping people to travel independently; and our DigiKnow training and one-to-one support helped more people to become digitally included. We were delighted to be funded to continue and expand this work over the next couple of years, including developing a new initiative to support people trying to access SDS.

The development of ILF Scotland is a definite feather in Scotland's cap, providing as it does much valued additional and more flexible resources to those fortunate enough to have access to it. And the opening of the Transition Fund last year has helped hundreds of young disabled people navigate the often disastrous gulf between children's and adult services.

On the employment front, we welcome the establishment of the new Public Social Partnership to pilot ways of tackling the disability employment gap and we look forward to contributing to this based on the considerable experience gained from our own employment programmes. **GCIL Equality Academy's** NHS Graduate and **Open Door** programmes continue to help disabled people prepare for and gain work experience and have maintained very high positive outcome rates of 90% and 88% respectively. In fact, our current graduate programme is one of *A Fairer Scotland's* strategic actions, and we are hopeful of being recommissioned to continue and expand this programme next year.

Inaccessible housing remains another major barrier to independent living which demands a clear strategy with short, medium and long-term objectives. GCIL provided evidence to the recent Equality and Human Rights Commission's Enquiry based on the real-life experience of disabled people we have been supporting through our housing service. We were pleased that the report supported our long-standing recommendation that at least 10% of all new build housing for sale or rent be designed to full wheelchair accessible standards. Disappointingly though, this has not been fully adopted by the Scottish Government: instead, each area will be required after consultation, to develop a clear housing strategy, but will be able to set its own targets.

However, the sheer scale of the current shortage in accessible housing is illustrated by the 300 new enquiries received by our housing service **GCIL**

housing in 2018-19. Although we were able to help rehouse around 175 people during the year, new registrations from disabled or older people seeking more suitable housing meant we still had around 350 people registered with our Home2Fit database at the end of the year.

Finally, from a policy perspective, there are signs that Scotland's new devolved social security system has the potential to be genuinely transformational. It has been developed in coproduction with disabled people and their organisations, who have advised, for example, on key issues such as assessment and evidence gathering, as well as developing the new Charter. However, it will be important to maintain this early momentum the new agency's adopted principles of 'dignity, fairness and respect' are to be more than empty slogans in the future.

You will find more details of our performance and other activities elsewhere in this Review and we hope you will enjoy reading some of the accounts of the positive impact our support can have on people's lives.

A word about our financial performance. Given the persistently hostile financial climate, we were satisfied with the operating surplus of £33,680 we generated for the 2018-19 on incoming resources of just under £1.9 million.

Looking forward, our strategy is to focus on scaling up what we do best, as well as adapting and improving all our services in line with feedback from service users. We are also having to adapt to a changing landscape which increasingly involves outcome based funding and competitive procurement exercises.

We cannot close without mentioning the tragic loss last year of one of GCIL's founding fathers, our first Chair, and latterly the manager of our South Lanarkshire support service, Peter Brawley. Peter's contribution to

GCIL's existence and development was incalculable: we owe him much and miss him greatly. Sadly, we also recently lost another longstanding Director and valued friend, Chrissie Carmouche. Although we will miss Peter and Chrissie's wise counsel, the best way we can honour their memory is to redouble our efforts to challenge inequality, discrimination and barriers to independent living wherever we find them.

In conclusion, we extend our thanks, as always, to all our funders; our amazing and incredibly hard-working staff, volunteers and directors; and, of course, to all our members, service users, friends and allies for supporting us throughout the year.



Dr Jim Elder-Woodward OBE

Chairperson



Etienne d'Aboville

Chief Executive Officer

Take a look through our Open Door!

After leaving college, Amy found herself as a young disabled unemployed person struggling to find a job. However, undaunted, she contacted GCIL Open Door and we were able to help her in a number ways:

- ✓ We worked with Amy to highlight her strengths, skills, and training needs.
- ✓ We agreed goals which were regularly reviewed - Amy identified that her ideal job would be working with children or young people.
- ✓ We provided Life and Core Skills training to address personal development, confidence, communication etc.
- ✓ Through our Job Search Training, we supported Amy with job searches, interview preparation and mock interview sessions.
- ✓ Amy successfully secured paid work experience, taking up a joint GCIL / Wheatley Group vacancy at Unity Homes.
- ✓ We helped Amy identify equipment / adaptations that she would need and supported her to apply to Access to Work for funding.
- ✓ Amy successfully achieved qualifications in Employability Award and Skills for Customer Care (both SCQF level 4).



“I’m still overwhelmed by the opportunity I had through GCIL...I am forever grateful”
- Marie

In our work with Amy we helped identify strengths, goals and agreed actions to help her employability journey. As with many young disabled people embarking on the world of work, a number of barriers were identified and we provided Amy with information and advice on her options for overcoming these.

The Life and Core Skills training sessions Amy attended focused on her personal development, increasing her confidence and self-belief. After completing these, Amy attended five Job Search training sessions covering CV preparation, completing application forms and interview techniques. In July 2017, Amy successfully attended a placement interview for a Trainee Housing Administrator with a local Housing Association.

Through Access to Work, a total support package of £28,000 was awarded to help Amy in work. This helped pay for taxis to and from work, and assistive technology (JAWS software) to provide speech output when using the computer and a Braille notetaker. We also helped Amy identify and recruit a support worker. As it happened, we were able to match this support worker job to another disabled person on the **Open Door** programme - enter Marie!



“
I’m now very
positive and excited
about my future.
- Amy

Marie had also been unemployed for many years. However, she was both able and willing to help Amy and Marie was delighted to be earning again, especially playing such a useful and meaningful role.

During Marie’s time on the programme we were also able to help her with her housing needs. Our Housing Department provided information and advice that helped Marie move out of the overcrowded flat she had been living in with her family for over 6 years.

Amy says “I really enjoyed my work placement at Unity Homes. I’m now very positive and excited about my future. I’m more confident in my own abilities now that I have my Access to Work equipment in place. I’ll definitely be more confident telling any future employer that I have the right equipment and will be ready to start work from day one... I’m very grateful to both GCIL and Wheatley Group for giving me this opportunity.”

Open Door often works as a stepping stone to a career in a person’s chosen field. In Amy’s case she is currently working as a volunteer with Childline.

Marie says “I’m still in regular contact with Amy and I’m still overwhelmed by the opportunity I had through GCIL...I am forever grateful - once again, thank you!”

Positively changing perceptions...

←
This is an excerpt from a blog that appears on Healthcare Improvement Scotland’s website.

Allan, currently on our **Professional Careers** programme, is a project officer with Healthcare Improvement Scotland’s (HIS) Standards and Indicators Team. Allan and his manager and mentor, Fiona Wardell, share their experiences of the programme. More information on the wider impact of the programme on his colleagues in the workplace is detailed in the full article.

“I’ve an undergraduate degree in historical studies and a post graduate diploma in social housing, but most of my working life has been spent in admin. The scheme I’m on now with GCIL has given me the chance of a proper career. It’s been designed for people who are qualified to a high level, but because of barriers to employment they can’t get the experience they need to do the jobs they want. It’s a big problem and that’s why GCIL developed scheme. I’ve now been given the opportunity to actually do something with the education I’ve got” says Allan.

At interview, Allan made a positive first impression on his soon-to-be manager, Fiona Wardell.

“I was impressed with Allan, not just in his approach, but the way he presented himself and the background he had in social housing. I felt we could work really well together” says Fiona. “We had an open and honest discussion about the role and the



"In some of the jobs I've had in the past I've worried more about failing and being perceived as an imposter"
- Allan



"Just keep moving forward and use this opportunity as a springboard to go on and do the things that are yours to be done."
- Fiona

opportunity, not just for Allan to gain experience, but for us as an organisation to look at how we work and how we engage with disabled employees."

Allan's in the second year of his placement and has established himself as a valued member of the Standards and Indicators team.

Fiona explains, "Early on we were very clear about what Allan's contribution was going to be, and it most definitely wasn't going to be tokenistic. We set objectives as you'd do with anyone and he's had specific pieces of work to deliver, which has helped build his confidence and expertise. It wasn't long before Allan established himself as the go-to person within our team and I think that was a bit of a wow moment for us, even for Allan. People are now going to Allan because he has expertise on things. Allan's been quite shy about that, but I'm here to shout about it for him!"

Living with an impairment can have a massive impact on your self-confidence and self-belief, and this is something that Allan has struggled with throughout his life.

"In some of the jobs I've had in the past I've worried more about failing and being perceived as an imposter."

Fiona adds, "Allan doesn't need to prove himself as a disabled person working for HIS, he needs to prove himself as a project officer delivering on his projects and he does this because he has high professional standards."

Allan picks up, "Over the past 15 months the level of responsibility I've been able to take on is increasing and, as I'm approaching the last stage of my placement, I'm taking on responsibility for a project, so that's getting me to where I'd be expected to be as a project officer. If you stay doing the things you're comfortable with, then you're not really growing."

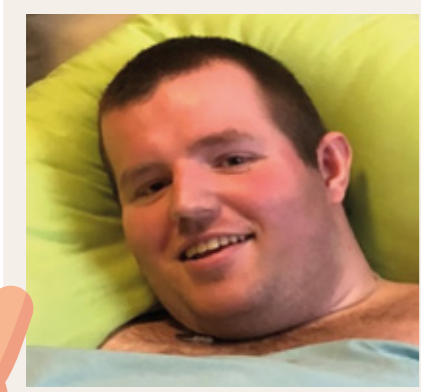
So, with the end of Allan's placement approaching in April 2020, what's next?

"I feel as though I could, potentially, achieve a job at the same level as the one I've had on this placement" say Allan. And from a self-confessed doubter, that's about as positive as it can get!

Fiona on the other hand is in no doubt of the impact Allan's had on the organisation and what he's capable of in the future. Her message for Allan couldn't be clearer, "Just keep moving forward and use this opportunity as a springboard to go on and do the things that are yours to be done."

Freedom for Ryan

his journey from a Nursing Home to a City Centre penthouse



Following hospitalisation and unable to return home; at the age of 23 Ryan became the youngest resident in a care home in East Dunbartonshire.

Due to the lack of accessible housing Ryan stayed there for approximately 18 months.

Ryan was born with Cerebral Palsy and has lived all his life with his family in Glasgow. With a love of life he did well at school and left with Highers. He grew up in his mum's house in Balornock. He loves music and was "DJing" as a stepping stone into a career in music and / or entertainment.

In January 2017 Ryan felt very unwell and was admitted into Glasgow Royal Infirmary with an infection. He was there for 7 months before being moved to Gartnavel General Hospital for around a month. He was moved there because he was medically fit for discharge, but couldn't go home as it was no longer accessible enough to meet his changing needs.

The move to Gartnavel was supposed to be temporary until a suitable house became available. However, when a suitable property didn't become available, he was transferred to a care home in July 2017. Ryan, at the age of 23, was confined to a care home with people 40 years older than him. In February 2018 Ryan heard about GCIL from a friend and submitted an application to Home2Fit - Scotland's Accessible Housing



“ Ryan is delighted with his new flat which has great views over the vibrant and wonderful City of Glasgow

Register which is run by GCIL. Ryan texted GCIL simply saying.... "I hate it here, please help me."

Within days, GCIL sent a specialist Housing Adviser to visit him in the care home in East Dunbartonshire and completed a full housing options appraisal.

As a result, we identified that Ryan's best chance of freedom was the social rented sector and gathered additional evidence to support his case. Ryan needed an accessible home - somewhere he could use as a base to live his life, access education and employment, and explore all the opportunities that someone his age should be looking forward to. After experiencing nearly 18 months of hospital and nursing home care, Ryan was now actively being considered by 18 housing associations for a two bedroom, fully wheelchair accessible home.

By June 2018, GCIL had been notified of a number of potentially suitable properties for Ryan. But in practice, only one was a potential option if suitably adapted to meet his needs. It was a ground floor, new build flat in Sanctuary's development in Anderston. Unfortunately, this proved to be a false start as a number of factors meant this flat turned out to be unsuitable for Ryan.



Fortunately for Ryan, a few weeks later in July 2018, GCIL were notified by Blackwood Housing that a fully wheelchair accessible 2 bedroom property had become available. A viewing was quickly arranged and, again GCIL helped Ryan fully assess the property.



Thanks to Blackwood's design standards, the flat was ideal, with a large, open plan living room, fully accessible kitchen and a large and fully accessible wet floor shower room. Ryan immediately signed the tenancy agreement and received his keys!

Ryan is delighted with his new flat which has great views over the vibrant and wonderful City of Glasgow. Once his support package was in place, Ryan moved into his new home in December 2018 and freedom finally became a reality!

Ryan has made a powerful video about his struggle to find an accessible home and his fight for freedom.

We have a link on our Facebook page.



“Our shared goal is nothing less than for all disabled people to have choice and control, dignity and freedom to live the life they choose with the support they need to do so.” “Why do we build homes that aren't accessible to everybody? There is no good reason. They are no more expensive, they are every bit as comfortable and homely whether you're disabled or whether you're not.”

Jeane Freeman, MSP Our Place, Our Space-Disabled Persons Summit Dec 2016.

SDS Development project



Our Self-directed Support (SDS) Development work has been funded by the Scottish Government's Support in the Right Direction funding programme. During the previous phases, we focused on building a variety of accessible resource materials for service users and carers and we have built on these in delivering the current programme of work. This included producing a variety of publications and films on SDS. For example, we compiled and published a compilation of case studies about the PA / PA employer relationship (from both perspectives). We also delivered a revised training programme on what makes a good PA, and piloted a project to show the value of investing SDS resources in helping young disabled people navigate public transport more independently.

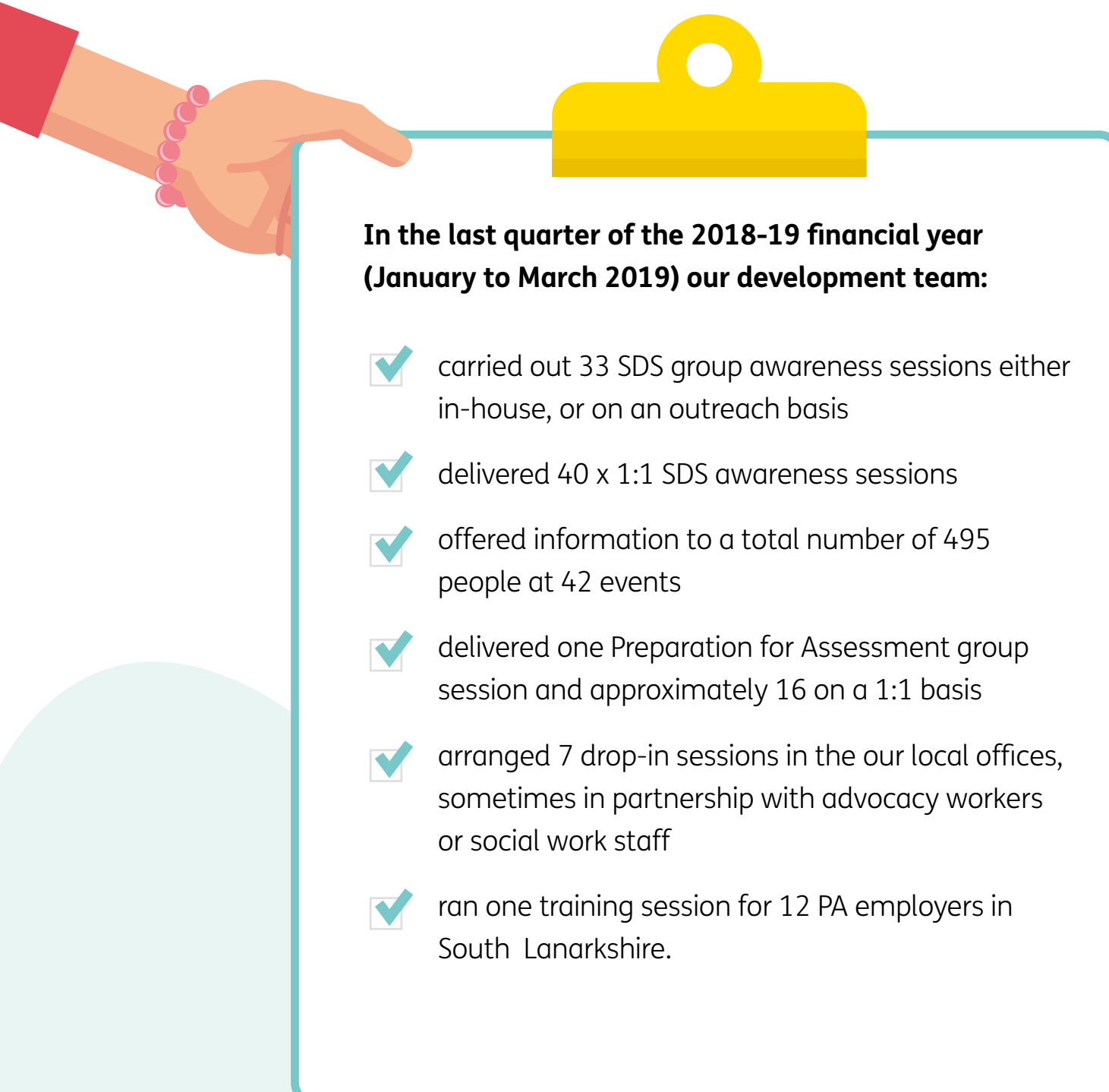
Following the Audit Scotland report's findings that a great deal of progress was still required to fully implement SDS, we were successful in securing 3 years' further funding.

This new funding has allowed us to expand and refocus the programme significantly.

In autumn 2018, we recruited three SDS Development Workers to work with our existing SDS Development Coordinator and Digital and Information Assistant. The SDS Development Workers started in December, each based within one of our Support teams in Glasgow, East Dunbartonshire and South Lanarkshire - and they hit the ground running! We are now

SDS Development project Continued...

in a position to promote the material we have developed more effectively. We are able to deliver to groups, work with individuals on a one-to-one basis, and help our clients through the process of applying for Self-directed Support.



In the last quarter of the 2018-19 financial year (January to March 2019) our development team:

- ✓ carried out 33 SDS group awareness sessions either in-house, or on an outreach basis
- ✓ delivered 40 x 1:1 SDS awareness sessions
- ✓ offered information to a total number of 495 people at 42 events
- ✓ delivered one Preparation for Assessment group session and approximately 16 on a 1:1 basis
- ✓ arranged 7 drop-in sessions in the our local offices, sometimes in partnership with advocacy workers or social work staff
- ✓ ran one training session for 12 PA employers in South Lanarkshire.

In short, the team have been incredibly busy promoting Self-directed Support and dispelling some of the myths surrounding it!

In addition to services and carers, we also provide information to local authority and third sector staff. We introduced a new introductory leaflet for all three support areas and also produce regular bi-annual e-newsletters for all local authority staff, which have really well received. **The newsletter also goes out on Twitter. Take a look - if you don't follow us already, here's your incentive (@gcil_support)!**



The team hold various information and drop-in sessions throughout our areas: if you want to find out more about SDS and whether you might be eligible please contact us for further details.

During the past couple of years, our **DigiKnow** programme has helped 148 people become more digitally included by attending courses in our accessible IT Suite in Brook Street, or receiving one-to-one support in their own home. Our Information and Digital Resource Assistant, David, also provided help with numerous technical enquiries, troubleshooting issues both for our service users and our own staff! The advent of the 'allpay' prepaid card system has led to a significant increase in demand for IT related support, for example in setting up the cards to work with the new accounts.

Our Support Services

Meet our support teams

We offer support to:

- ✓ achieve the outcomes in your support plan
- ✓ choose a care provider that meets your needs
- ✓ recruit and manage Personal Assistants
- ✓ understand the responsibilities of employing staff
- ✓ arrange PVG checks
- ✓ set up payroll to pay your staff
- ✓ manage financial monitoring
- ✓ find the right insurance cover
- ✓ access expert employment law advice
- ✓ access information and training for you and your personal assistants
- ✓ register with a care provider to cover when staff on holiday etc.



Fun Fact:

To help us through the busy times there is a calorie laden filing cabinet in the middle of the office – it's been well visited of late!

Glasgow

We have provided our service to people living in Glasgow from our offices in Brook Street since 1996.

Funding for this service comes from Glasgow HSCP.

A typical day for us is: meeting with lots of service users on a one-to-one basis, either at our office, or in their home; meetings with social work staff; supporting service users to conduct interviews and go through a safe recruitment process; lots of phone calls; support with financial monitoring; and much more...

We have a long history of providing support in Glasgow the name of the funding systems have changed over the years - first from indirect to direct payments and then to our present Self-directed Support (dubbed 'personalisation' in Glasgow). However, our focus has always been to promote choice and control for disabled people in managing their own support arrangements.

The Glasgow team are: Angela (Service Manager), Michelle C (Administrator) and our Advisers: Donald, Heather, Jean, Leigh, Lewis, Michelle M and Theresa. Morag, who retired a couple of years ago, also helps out from time to time - there is no escape!



Take Control
South Lanarkshire's
SDS leaflet launch
or should that be
lunch!



Take Control South Lanarkshire

We have provided our service to people living in South Lanarkshire from our offices in Campbell Street, Hamilton since 1st April 2014.

Funding for this service comes from South Lanarkshire Council.

As with our colleagues in other services, a typical day for us is very busy. We have service users coming in for meetings and, as our office is a shop front in the centre of Hamilton, people drop in off the street with general enquiries, though sometimes they are just looking for their local MSP! We also offer home visits when possible so we can so we cover a lot of miles as South Lanarkshire stretches from Rutherglen all way to the Leadhills.



Gives new
meaning to taking
your work home!
Take Control South
Lanarkshire's
duck

Fun Facts:

We like to include a spot of exercise each day, sometimes to the amusement of our neighbours!

Following one home visit, Agnes ended up adopting a duck!

Agnes and Sharon have worked here since the office first opened under Peter Brawley's management. This has allowed them to build up considerable knowledge and expertise of the area and develop good working relationships with service users, social work staff and other agencies.

The South Lanarkshire team currently comprises: Agnes (SDS Coordinator), Sharon (Adviser), Louise (Administrator) and Helen who is our SDS Development Worker.

Take Control East Dunbartonshire

We have provided our service to people living in East Dunbartonshire at our offices in Enterprise House Kirkintilloch since 2003. Funding for this service comes from East Dunbartonshire Council.

Like our other offices, we're also usually extremely busy. We also see service users at home and in our office: however, our service is more outreach based, largely due to the higher proportion of older people we are supporting. East Dunbartonshire has a relatively large population of older people - in fact it has one of the highest rates of life expectancy in Scotland. As such, we work with a lot of older people and their family / carers who may be Guardians or have Power of Attorney.

We often support service users to recruit personal assistants. Although this is normal practice for all our offices, the number of recruitments locally has been especially high of late. In 2018-19 we helped support PA employers with 119 full cycle recruitments; that is, from helping prepare job descriptions and adverts, through short listing and interview, to checking references and preparing contracts of employment.

East Dunbartonshire covers several towns and smaller villages including Bishopbriggs, Bearsden, Milngavie, Kirkintilloch, Lennoxton, Milton of Campsie, Torrance and Twechar. It's a semi-rural area with the towns and villages surrounded by farmland, so we also do a fair bit of travelling. The ED team are: Joanne (SDS Co-ordinator) Marie-Claire and Trish (Advisers), Lynn (Administrator) and Karen who is our SDS Development Worker. Our volunteer, Tommy, helps us out on Thursdays for a couple of hours with shredding, drinking tea and eating chocolate biscuits!

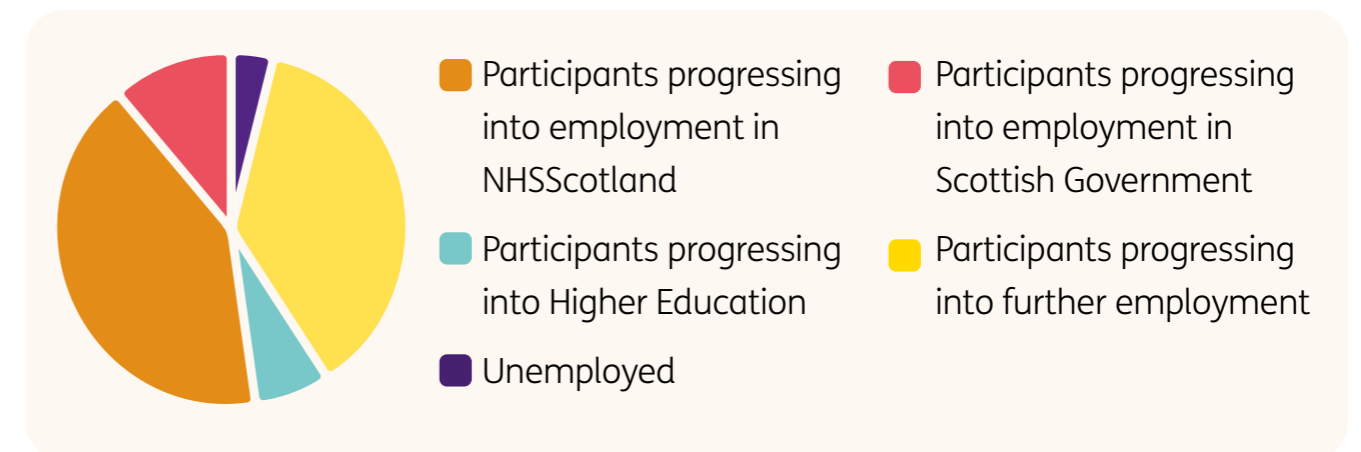


Fun Facts:

We start our day with a 10 minute meditation and mindfulness session. Kirkintilloch, which means "fort at the end of the hill" is also known as the Canal Capital of Scotland and we have a festival celebrating this every year.

How are we doing? Equality Academy

Since it was launched in 2015, Professional Careers has played a significant role in supporting NHSScotland and the Scottish Government in addressing the under-representation of disabled people in professional positions across all NHS boards in Scotland.



To date the NHS Graduate programme has provided 40 employment opportunities to disabled graduates across Scotland. Of the 27 people who have progressed from the programme, two have moved into higher education, with 24 progressing into further professional level employment. This represents a 96% positive outcome rate for the programme. Over 50% of those gaining further employment beyond the programme did so within NHSScotland and Scottish Government.

The importance of this programme has been recognised at the highest levels: it is, for example, a stated action within the Scottish Government's *A Fairer Scotland* based as it is on the key principles set out in the United Nations Convention on the Rights of People with Disabilities.

How are we doing?

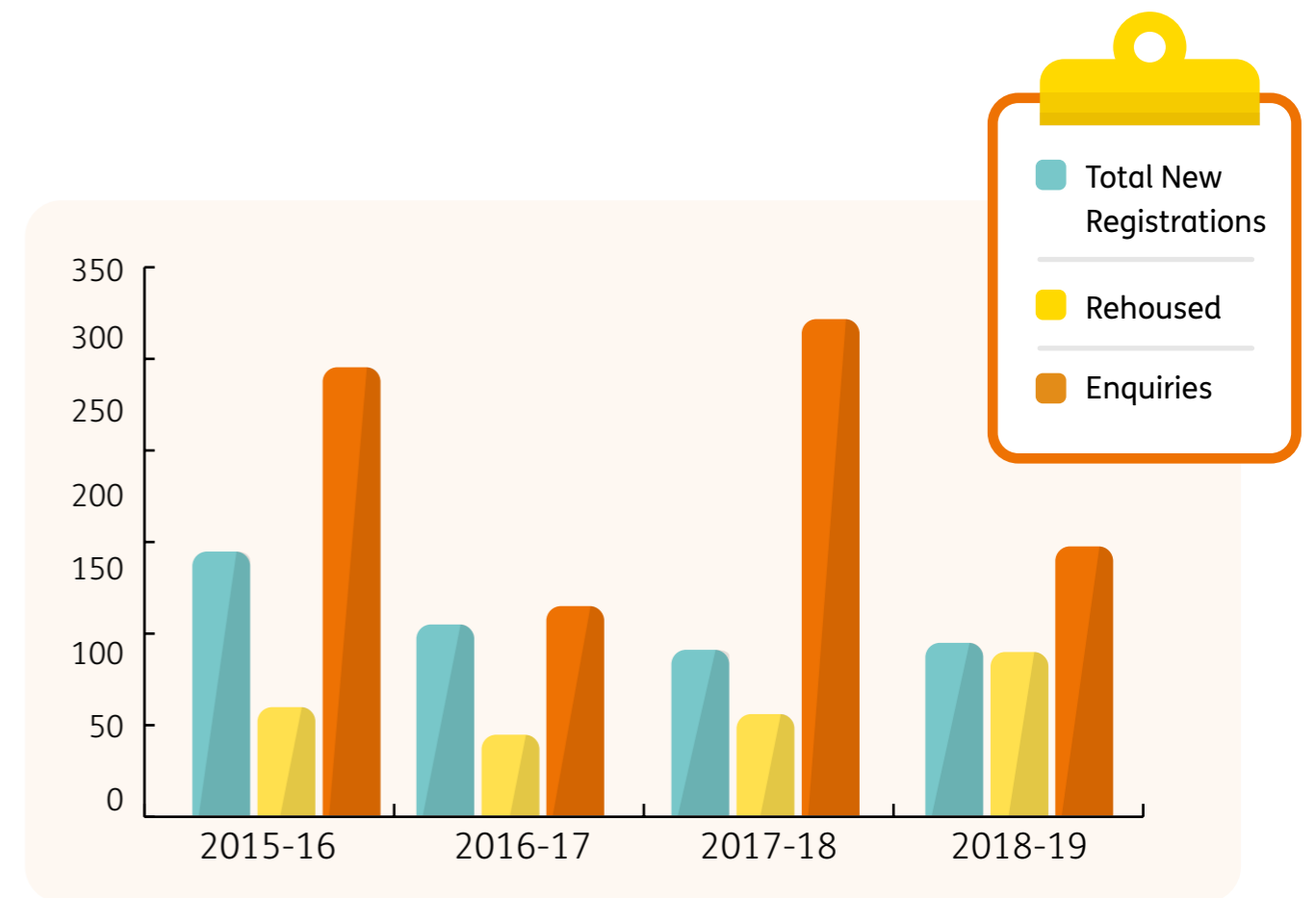
Housing



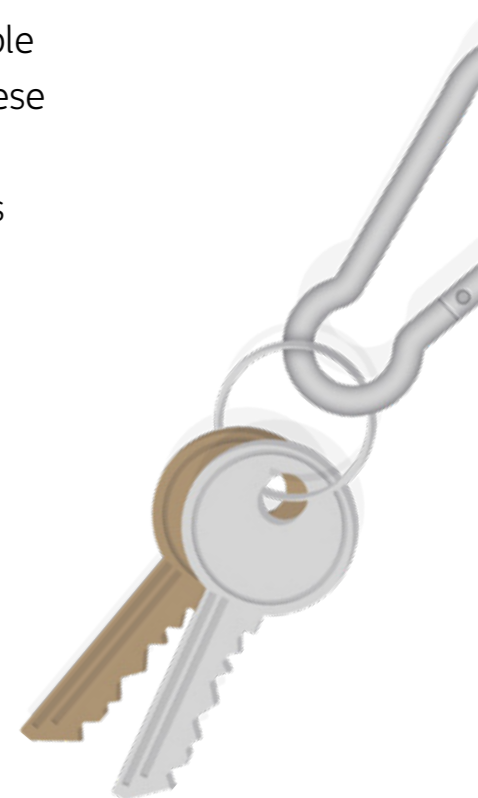
GCIL housing service continues to help disabled people identify their housing options, provide home or hospital visits, assist with housing applications, gather supporting evidence and attend housing interviews to advocate on our clients behalf etc. We are also now offering regular fortnightly housing surgeries at our Brook Street office.

Our current priority criteria are:

- ✓ wheelchair users or people with significant access issues e.g. amputees
- ✓ disabled people in hospital / delayed discharge or recently discharged to inappropriate accommodation
- ✓ disabled homeless people
- ✓ disabled people over 65 years
- ✓ people in care or nursing homes wishing to return to the community
- ✓ people with progressive conditions e.g. MS / MND who are struggling with their current housing (usually stairs)



Despite our graph depicting greatly increased outcomes for our clients, the demand for housing advocacy and accessible housing continues to increase. The number of disabled people registered by 31 March 2019 was 375. Since we reported these figures at year end we have had an increase of 102 people registering in the last eight months. **GCIL housing** continues to work at a strategic level with Scottish Government, local authorities and housing providers to raise awareness of the housing needs of disabled people and lobby to increase the numbers of accessible houses being built.



How are we doing?

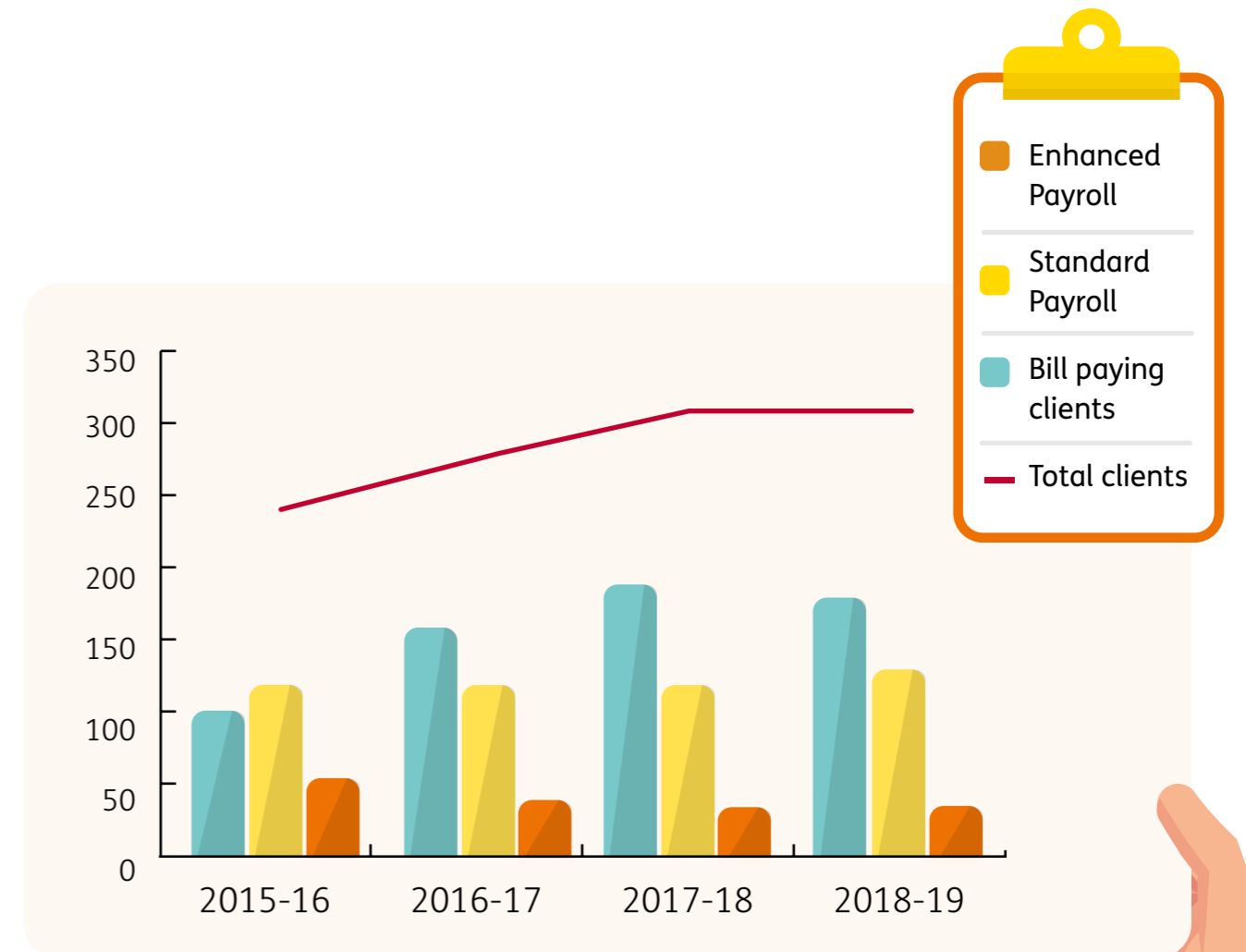
Payroll

In 2018-19 we supported 120 clients using our Standard payroll service. We take the stress out of payroll by working out our clients' personal assistants' pay and provide all the necessary paperwork; payslips, P60s, P45s, etc. to give to their staff. We also help clients in their dealings with HMRC, pension providers etc.

Our **Enhanced payroll service** continues to prove popular and, in 2018-19 we worked with 190 clients. As well as providing all the support our Standard service offers, we also hold our clients' support funding and make all the relevant payments from these funds.

For those who do not want to employ their own PAs we also provide a **Bill Paying service** to people who prefer to use agencies. There is less demand for this service in 2018-19, 40 people chose to use it.

The line on our Payroll chart shows the total number of clients we have been working with across all of the three services we offer. By the end of 2018-19 we were supporting a total of 350 clients.



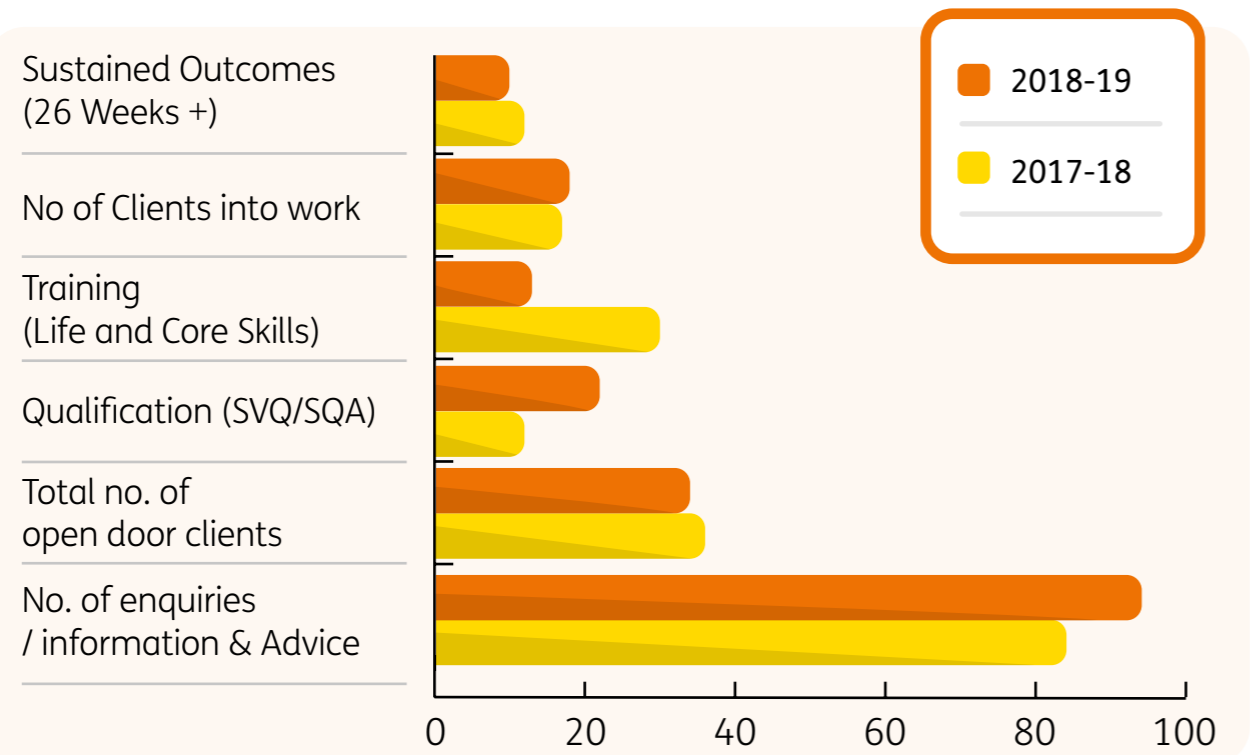
Recently, we have been working particularly closely with our colleagues in Support as more people start using Glasgow City Council's prepaid card scheme.

Our payroll team continue to be extremely busy ensuring we maintain the high quality and competitive service our clients expect and our Board demands.



How are we doing?

Open Door

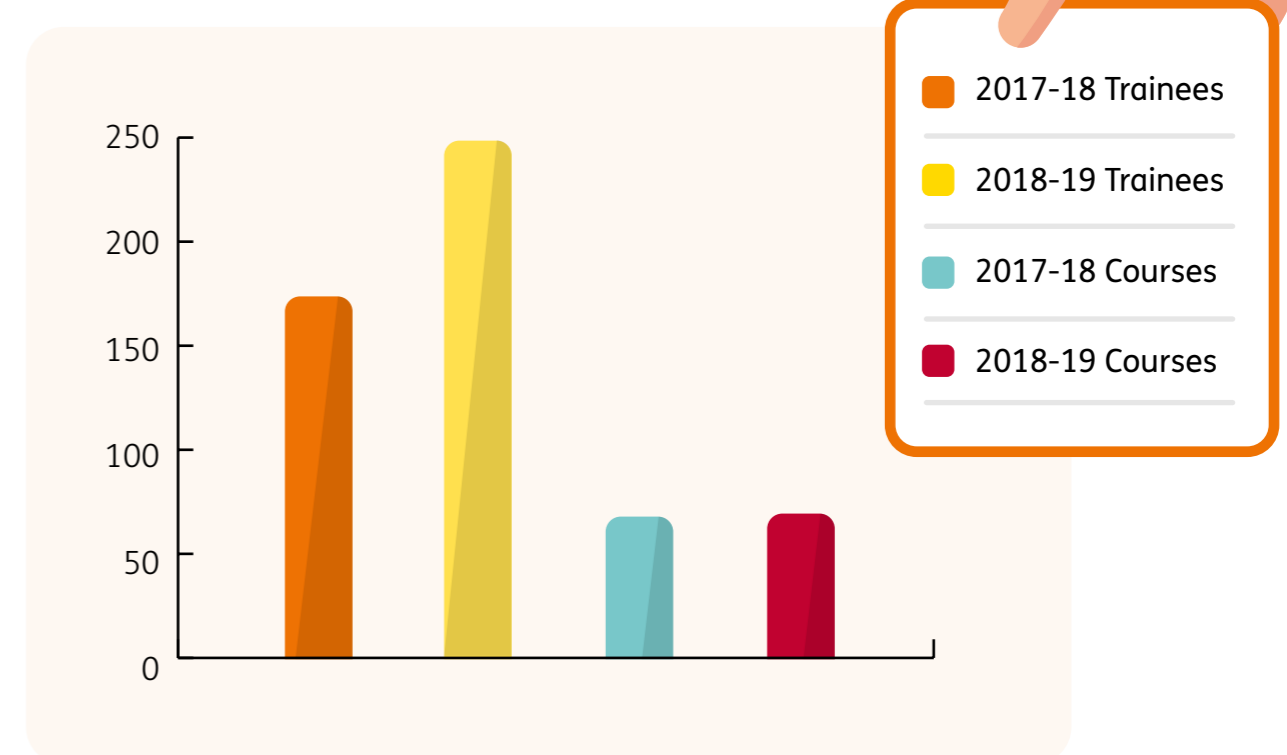


GCIL successfully tendered and won the Lead Partner role in Glasgow’s European Social Fund Employability Pipeline to support Disabled People. The contract value was approximately £720k over 3 years allowing us to completely redesign our **Open Door** Programme for the provision of Employability Support Services.

During 2017-19 **Open Door** supported 179 disabled people to overcome employability related barriers and provided intensive support to 49 of them. This included helping disabled people with job search, core skills and personal development training, interview preparation, and getting a job.

ESF funding continues to be challenging to access due to the complex nature of the evidence requirements. Despite these challenges, and the funding constraints of the current climate of financial austerity the **Open Door** Programme continues to have excellent outcomes changing people’s lives for the better.

Training



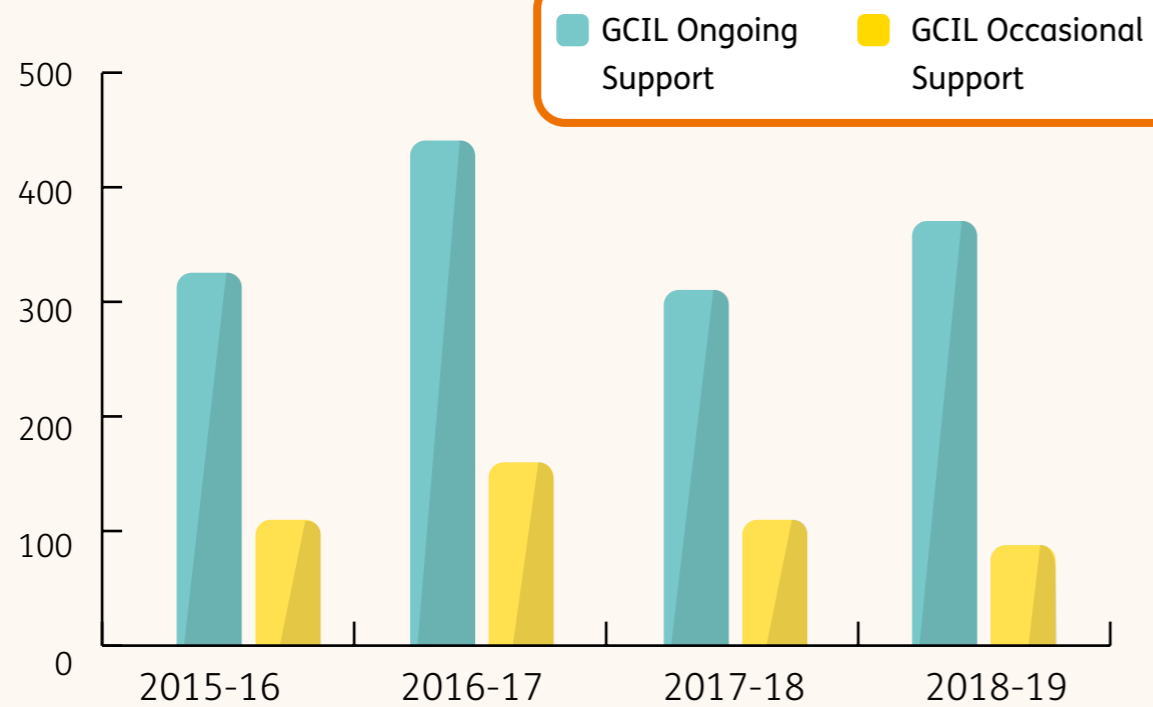
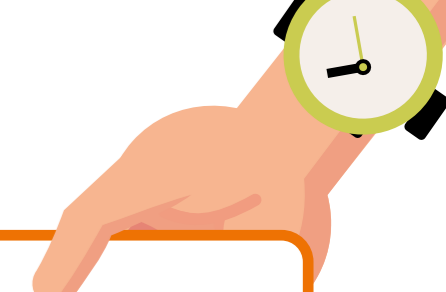
GCIL training continued to deliver high quality training on equality and diversity issues. We were able to use funding from a new Employability Contract from Glasgow City Council / European Social Fund to develop new courses for our Open Door employability programme. Our new training portfolio now includes Life and Core Skills Training, Job Search Training, Interview Preparation Training and Customer Care Training in addition to our Equality and Diversity courses.

Over the two years we delivered 137 Equality and Employability related courses to 373 people. We also presented at 12 conferences / events to 945 delegates.

Feedback from participants continues to be excellent: when asked, 95% of people said they would recommend GCIL training to a colleague or friend.

How are we doing?

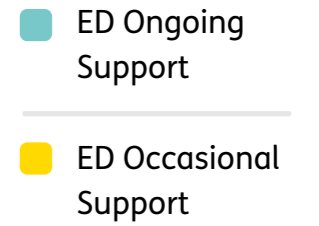
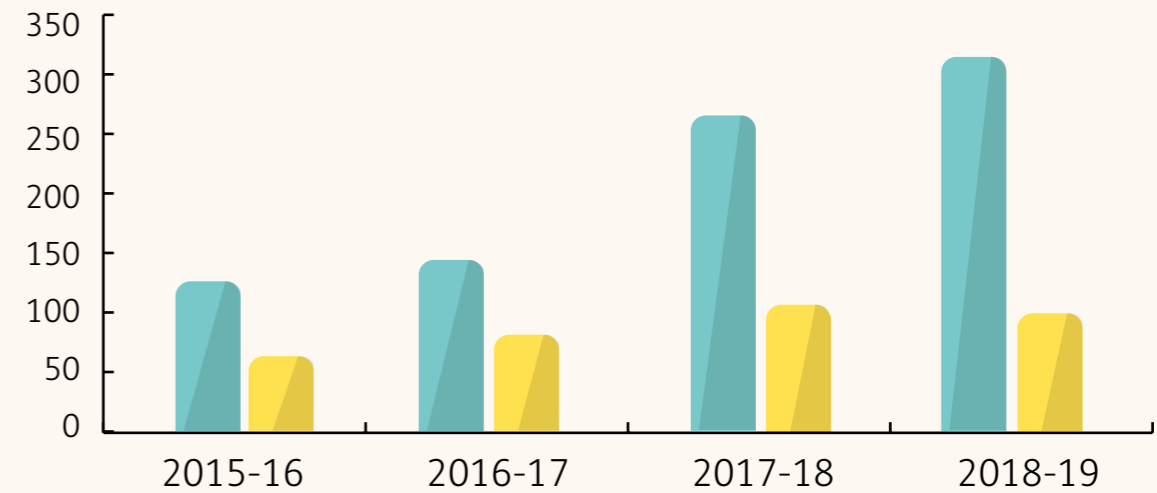
Support



The last couple of years has seen a further increase in demand from people using self-directed support (SDS) in all three areas we work in. Overall, we provided ongoing support or information to 470 people in Glasgow during 2018-19. More recently, we have been particularly busy helping people to transition to the new ‘allpay’ prepaid card system that Glasgow now uses to pay people using a Direct Payment. Although this has been quite a task for our team, they have done a great job in very challenging circumstances.

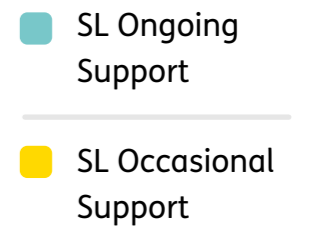
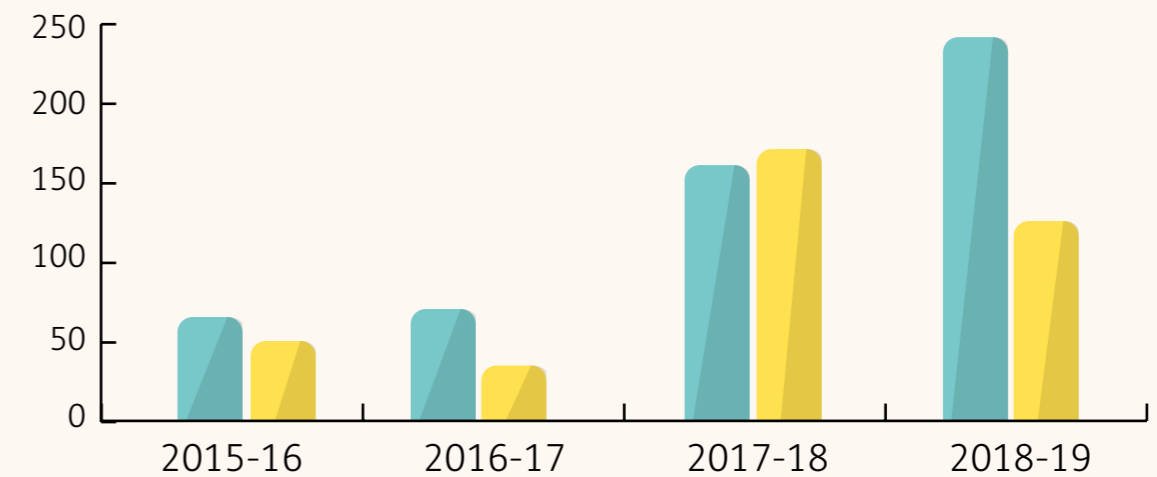
Take Control East Dunbartonshire

Take Control East Dunbartonshire has provided ongoing support (including help with recruiting PAs) and information to 417 people – an impressive total given the small staff team.



Take Control South Lanarkshire

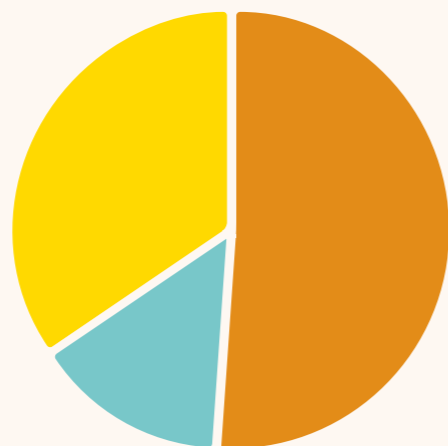
As a relatively new service, Take Control South Lanarkshire has also done sterling work to increase its profile and its service, providing ongoing help or information to 370 people during 2018-19.



Finance at a Glance 2018-19



Reserves



Our income and expenditure both increased in the financial year 2018-19 mainly as a result of increased activity in the Equality Academy's NHS Graduate programme and our Scottish Government funded Support in the Right Direction project.

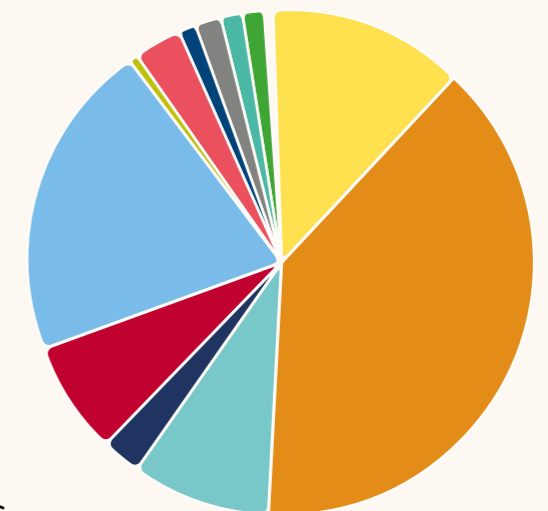
In 2018-19 GCIL reported a small surplus of £33,680 on total income of £1,878,978. This resulted in total reserves at 31 March 2019 of £311,216 (2018: £277,536).

The Board consider this a satisfactory performance taking into account the continued challenges facing the Third Sector due to growing demand for services and diminishing public funding.

The pie charts show our income and expenditure for 2018-19 broken down by type.

Income 2018 - 2019

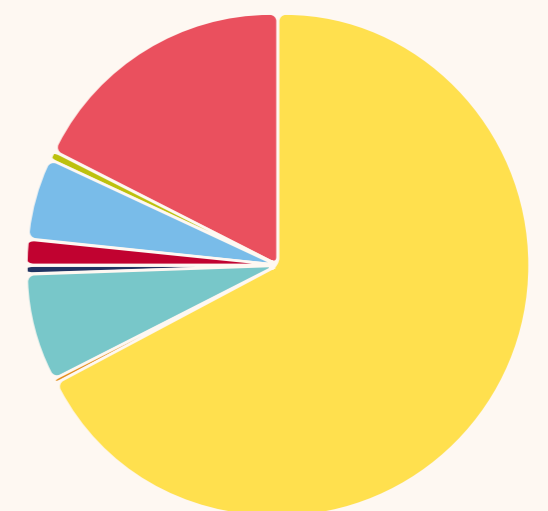
- GCIL Generated
- Local Authority Contracts
- Scottish Government (Support Services)
- Scottish Government (Home2Fit)
- Scottish Government (Equality Academy)
- NHS Placement Contributions
- Non NHS Placement Contributions
- European Social Fund
- Glasgow City Council (Employment and Housing)
- Wheatley Group
- Greater Glasgow and Clyde Health Board
- DWP



Total: £1,878,978

Expenditure 2018 - 2019

- Staff Costs
- Training and Employment
- Premises
- Communications
- Office Administration
- Other Administration
- Service User Costs
- Support Costs



Total: £1,845,298

Roll Call

Chief Executive

Etienne d'Aboville

Admin

Clare Muir

HR & Office Manager

Margaret Sanders

HR & Office Administrator

Catherine Craig

Administrator

Lesley Naughton

Office Cleaner

John Stoddard

Caretaker

Robyn Thom

Office Cleaner

David Whyte

Trainee Receptionist

Employment and Housing Services

Grant Carson Director

Debbie McColl Administrator

Charlie Canning Adviser

Charlie Charlton Trainee Adviser

Karen Anne Doherty Adviser

Lisa Innes Adviser

Jean McCauley

Trainee Employment Adviser

John Speirs

Equality Academy National
Development Manager

Claire Kerr Administrator

Stuart Carmichael

EA Placement Coordinator

Marjorie Cuthbert

EA Placement Coordinator

Finance

Gordon Myers Finance Director

Alan Bear Finance Officer

Iona McDonald Finance Assistant

Fiona McAllister Finance Assistant

Support Services

Angela Mullen Support Manager

Michelle Coyle Administrator

Donald Anderson Adviser

Theresa Houston Adviser

Heather McArthur Adviser

Jean McGurn Adviser

Lewis MacLean Adviser

Michelle McNamara Adviser

Leigh Rennie Adviser

Lilian Smith

SDS Development Coordinator

David Sands

Information and Digital
Resource Assistant

Alasdair Sladen

SDS Development Worker

Take Control East Dunbartonshire

Joanne McGee Coordinator SDS

Lynn Williamson

Administrator / Receptionist

Marie Claire Clearie Adviser

Patricia Papworth Adviser

Karen Heath

SDS Development Worker

Take Control South Lanarkshire

Agnes Hadden Coordinator SDS

Louise Docherty

Administrator / Receptionist

Sharon Fullerton Adviser

Helen Cook

SDS Development Worker

Board of Directors

Dr Jim Elder-Woodward OBE Chair

Kenneth Tomory Treasurer

Chris Baird Vice Chair

Chrissie Carmouche

Member Director - see page 3

Robbie Crow Member Director

Alan Dick Member Director

Linda Kaze Member Director

- retired October 2019.

Susan Mosedale Member Director

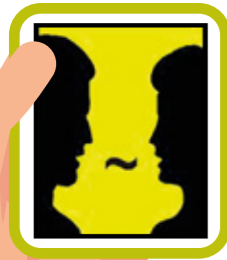
Marianne Scobie Member Director

A Right to Speak

Few barriers to independent living are greater than being unable to communicate effectively due to the lack of appropriate equipment or technology. The national Right To Speak strategy aimed to address this and, since 2016, GCIL has been one of a handful of centres in Glasgow providing access to a range of Augmentative and Alternative Communication Equipment (AAC) to try out or borrow on a trial basis.

We continue to work with colleagues from Greater Glasgow and Clyde Health Board to promote the availability of AAC equipment for those who need it, or know someone who does.

At our office in Brook Street we hold a range of equipment for people to try out, or borrow to trial at home. The equipment reflects the wide variety of communication options available including using simple picture communication books or devices and gestures, to computer equipment running software such as text to speech programs.



Visit from students attending University of Massachusetts.

And a right to speak up!

Verbal abuse, swearing, threats, intimidation, harassment, bullying, physical abuse, graffiti, vandalism, online abuse. These are reportable examples of hate crime.

Hate crime is motivated by a person's hatred of someone because of his or her actual or perceived race, religion, transgender identity, sexual orientation or disability.

In **Hate Crime in Scotland (2018-19)** the Crown Office & Procurator Fiscal Service noted that disability related hate crime is generally thought to be under reported. In 2018-19 there were 289 charges reported in Scotland with an aggravation of prejudice relating to disability. This was a 1% increase on figures reported in the previous year.

If you are a victim or witness a hate crime, you can speak to one of our advisers and we can either help you report it to the police, or report it anonymously on your behalf.

By speaking up we can stop hate crime!

By speaking up we can stop hate crime!



Andrew Smith, one of our clients displaying his achievements!



Grant delivered a well-received talk on accessible housing at Scotland Build 2019

A big thank you

We would like to thank the many individuals and placement organisations who help make our employment programmes possible.

Deaf Connections

Drink Wise Age Well

East End Carers

Glasgow Access Panel

GHA

Loretto Care

Loretto Housing

New Shaws HA

Royston Homes

Summerston HA

Tower Homes

Unity Homes

Versus Arthritis

(formerly Arthritis Care)

Wheatley Group

Wheatley Group, SUSE and Community Jobs Scotland also contributed to these placements.

Registered Office

Auditors

Scott-Moncrieff
25 Bothwell
Street Glasgow
G2 6NL

Solicitors

Burness Paull
120 Bothwell
Street Glasgow
G2 7JT

Bankers

Bank of Scotland
6th floor 110
St Vincent Street
Glasgow G2 5ER

Union

UNISON Scotland
14 West Campbell
Street Glasgow
G2 6RZ

Glasgow Centre for Inclusive Living

117-127 Brook Street Glasgow G40 3AP

Tel: 0141 550 4455

Fax: 0141 550 4858

Textphone: 0141 554 6482

Email: gcil@gcil.org.uk

Website: www.gcil.org.uk

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Core funded by Glasgow City Council.

Find us on:  