



Annual Review

2011 - 2012



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, housing and employment services enable disabled people to assert more control over their lives as equal citizens. 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.

Training – on disability equality, diversity or legislation tailored to your organisation's needs.

Housing – one-to-one support, advice, information, and advocacy for people who need an adapted or accessible home in Greater Glasgow.

Employment – a variety of employment services aimed at disabled people and employers.

GCIL also has 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.

Contents

	Page
1. Introduction	4
2. Chairperson's Report	5
3. Chief Executive's Report	10
4. Services:	
▪ Support	15
▪ Payroll	18
▪ Training	19
▪ Employment and Housing	20
5. Financial Summary	30
6. Who's Who at GCIL	34
7. Organisational Information	40

Introduction

Glasgow Centre for Inclusive Living (GCIL) provides information, advice and training so that disabled people can organise their own lives and any support they need for themselves. We strongly believe that disability is caused by the barriers that people with impairments meet in everyday life. This belief is central to everything that we do.

Based in Bridgeton, our team of around 30 dedicated staff provides a wide range of services aimed at helping disabled people to improve everyday living and to fully participate as equal citizens in society. A Board of Directors, drawn from members, manages GCIL. We are genuinely user-led - three quarters of our staff and directors are disabled people.

Over the past year, we have provided a variety of services to directly support disabled people in Glasgow. This work is based on the principle that the user chooses the support they want rather than having to take what is offered to them and includes: information, advice and assistance for people managing their own support arrangements using direct payments; training for personal assistants and their employers; housing information, advice and advocacy; and employment and training opportunities for disabled people.

We work closely with a variety of other organisations from the public, non-profit and private sectors – providing training, consultancy and access audits. We also provide accessible and barrier free premises, fully equipped and serviced for conferences, meetings and training sessions.

This report describes our main achievements during the past year.

Glasgow Centre for Inclusive Living

Chairperson's Report

Once again, I'm pleased to tell you that the Glasgow CIL has achieved much this year against a very hostile environment, both locally and nationally. I am truly amazed at how well GCIL is generally managing to maintain and expand its services, despite such an environment. During 2011/12, our support services team helped well over 600 people to manage their support packages, both here and in East Dunbartonshire; our housing service helped nearly 200 people find suitable housing; and our training service trained over 230 people.

Our employment programmes worked with around 30 people, with successful outcomes for over 70% of participants. Compare that with the Government's own Work Programme; or 'Workfare' as it's more commonly known. A report by the House of Commons Public Accounts Committee published in February of this year found that, within the first 14 months of operation, of the 104,000 people taken off incapacity benefit, the programme only placed 3.7% in a job lasting more than three months.

Despite that, not only is the scheme expected to cost between £3 -5 billion in its first five years; but the DWP had also expected 9.2% would have found work without the Workfare scheme being in operation.¹ It seems that we are doing something right. Just think what more we could have done if Workfare's big providers, like Triage, had done what they said they would do, and sub-contract the work to organisations like ourselves.

However, we are not standing still. For example, funding permitting, we have plans to develop an exciting new project - an Equality Academy - which aims to provide new training, consultancy and marketing opportunities.

So, on behalf of my Board, I'd just like to say how grateful we are to each and every member of staff, whose dedication, flexibility and commitment are second to none, despite the limited resources which have been

¹ House of Commons Committee of Public Accounts "DWP: work programme outcomes." Thirty-third Report of Session 2012-13
<http://www.publications.parliament.uk/pa/cm201213/cmselect/cmpubacc/936/936.pdf> (accessed 02/04/2013)

available to them. Thank you Etienne and all of your staff for yet another year of professionalism, and skill, which are sorely needed to keep Glasgow CIL the viable business it is.

In this, my third annual report, as usual, I wish to elaborate upon this hostile environment in which disabled people are living today. I shall leave the more positive and interesting bits about what's going on within the Glasgow CIL to Etienne.

Well, not everything is gloomy. Alongside the Independent Living Movement in Scotland, the Scottish Government, the NHS and CoSLA have signed a New Vision Statement and agreed a new Strategic Approach, which will show how the principles and practices of independent living have been reflected in Scotland's mainline policy and provision.

In more down to earth matters; when care charges are rocketing skywards, in many cases to make up local authority losses, it is refreshing news to hear that Fife has recently abolished its care charges. We must yell at the top of our voices, if Fife can do it, why can't other authorities. Let's stop calling it a 'charge', or the new word on the block; a 'contribution'. Let's call it what it is – a 'care tax'; a tax on care. This is what the campaign against the care tax is calling it – a 'care tax'. Scotland Against the Care Tax is a new group dedicated to stop this oppressive tax, which only raises 2.8% of the £42b Scotland spends on adult care services. Yet it results in maintaining thousands of disabled people in abject poverty. Look out for the campaign and get motivated to join.

Another piece of good news is that the Self-Directed Support Bill is now law. This means that most people will be entitled to be offered a self-directed care package when they approach social work departments instead of having to accept existing services. That's of course if they meet the local criteria. And there's the rub. In many areas, eligibility criteria have been tightened and the supposedly transparent resource allocation systems have become more and more opaque. And we all know quite well how the move to personalised services and self-directed support have been used as a vehicle for cutting many people's support packages, by more than half in some cases. As an ex-social work manager myself, I often yearn for the time when the profession wasn't dominated by its present philosophy of managerialism; where process outweighs principle and practice. I wish the profession would pay more heed to its own

traditional principles of promoting human rights and social change; along with enhancing personal well-being. Whether you are a social worker, or a politician, you don't promote positive social change by making those who are poor, even more poor; or by further disadvantaging those already disadvantaged. And that is true whether it concerns the role out of the personalisation agenda and SDS, or the bedroom tax, or even moving people off Incapacity Benefit onto Jobseeker's Allowance

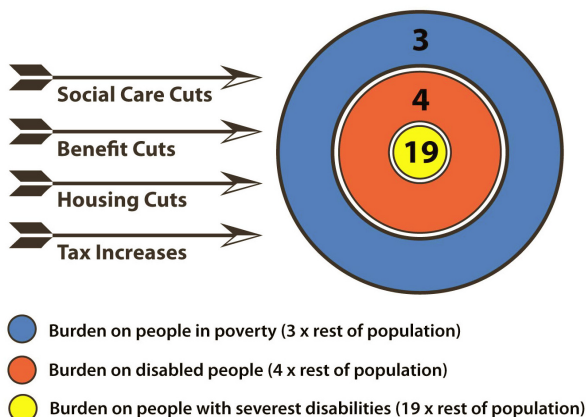
At a time when the future of the Independent Living Fund is undecided here in Scotland, I hope all of you will make that point clear to those who will make the final decision; many of whom may well consider those of us receiving ILF funding are getting a Rolls Royce service. It needs to be made clear those in receipt of ILF funding are just getting the charity others should be getting by right.

In the year 2009, the year after the rich bankers caused havoc in the financial markets, OECD figures show the UK only spent 3.7% of its GDP on social services, compared with 7.7% in Sweden; 6.9% in Denmark; and 5% in Norway. Even the tiny country of Iceland, whose entire banking system went bust, spent more on social care than we did, at 4.6%.

This lack of concern over the value of social care to the nation is something about which we should all be concerned. We are always told that there is just not enough cake to go around; that we all have to take our fair share of dwindling resources.

However research has shown that severely disabled people, defined as those receiving social care, have taken 19 times as much in cut-backs as anyone else in society.

How cuts target disabled people



Source: Duffy, S (2013) "A fair society? How the cuts target disabled people" Centre for Welfare Reform, Sheffield

Inclusion Scotland's Independent Living Project recently organised a "Pop-Up Think Tank" to discuss Personalisation and Independent Living. This think tank had to come up with solutions. It came up with lots, but I just want to pick out one; and that is:

We should set up a commission on the funding of a social care system based on citizenship and human rights.

It is this final point I should like to leave with you – at a time when we are deciding the future of Scotland; of whether or not we should become an independent country; should we also be asking:

"What kind of a country do we want to live in?"

"And shouldn't an independent Scotland have citizens who are also independent?"

Independent in the sense that we all have the right to be in control of our own choices. Independent in the sense that we all have the right to be free and empowered to participate alongside others within the community as equal citizens – free and empowered to execute our common roles and duties of citizenship? Isn't that the mantra of the independent living movement?

And to this end, wouldn't it be great if we could all get together, in a commission, or even a conversation; service users, carers, professionals, even politicians; to decide just how much we should value social care, in the promotion and sustenance of equal citizenship – which is the ultimate realisation of independent living.

But enough of politics. Let me close by acknowledging the tremendous support that we have received throughout the year.

I must once again thank our funders, Glasgow City Council, for their support over the many years the Glasgow CIL has been in operation. I should also like to thank the European Social Fund, the Big Lottery Fund and the Scottish Government for their support for our employment and housing services. It is true to say that such funding of well over £1.5m indicates the real value others see both in the nature and quality of the

services the Glasgow CIL gives to both disabled people in Glasgow, as well as the Independent Living Movement in Scotland.

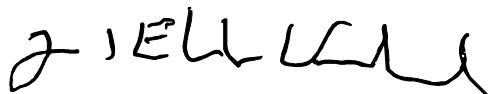
I am very proud and honoured to be the Convener of Glasgow CIL. I am also grateful for the support of both the staff and Board, the members of which have steadfastly provided support and advice over the year. I should like to thank in particular, Irene McAuley and Bill Perry, both co-opted members of the Board, who stepped down during 2012. Their longstanding advice and expertise was greatly appreciated and their support will be truly missed.

Their departure has also reminded me that we really do need to start getting new blood into the governance of the Centre. None of us will be around for ever. So if you want to see GCIL flourish into the future, perhaps, to paraphrase President Kennedy, you need to think not what GCIL can do for you, but what you can do for GCIL.

Over the coming year, I hope my Board, alongside GCIL staff and you, will work together developing and executing a succession plan. Later on today, we shall be making the first move by proposing a change to the constitution to allow free membership of GCIL for life. But there's much more to do to ensure that GCIL remains a vibrant disabled person's organisation in 2063, as it is in 2013.

Finally, I would like to thank you, our members and supporters. You are all greatly valued by the Glasgow CIL; for your support is the bedrock of the organisation.

Thank you, one and all.

A handwritten signature in black ink, appearing to read 'J. Elder', written in a cursive style.

**James Elder – Woodward OBE
Chair**

Chief Executive's Report

For several years now, we have been noting with concern the threat to disabled people posed by the fall-out from the financial crisis and, in particular, its impact on national and local government public spending policy. Jim has already referred to the cumulative damage this is starting to have on disabled people's independence, our quality of life and, ultimately, our equality and citizenship. GCIL has been able to ride the storm comparatively well until now. But there is little doubt that we will face greater challenges in the future and we will need to find more creative solutions if we are to protect services and continue to develop as Disabled People's Organisation in an increasingly competitive environment.

As usual, this Annual Review focuses primarily on GCIL's performance during last full financial year (2011/12), but I will also provide a brief update on developments since then.

Services

What follows is a brief summary of the services we provided during the year. You can find full details elsewhere in this Annual Review.



As the roll-out of self-directed support continues at the local level the support we provide to individuals and their families has continued to grow at over 20% per year. During 2011/12, our support service, **GCIL support**, worked with 630 people in total – providing ongoing support to 400 people using SDS. During the year, we also provided 6 training and briefing sessions on managing SDS for around 50 participants. Overall, we continued to expand and develop the service in line with demand. We also contributed to 8 briefing sessions for the **Rights2Reality** project for young disabled people interested in exploring SDS - a project developed in partnership with Glasgow Disability Alliance.

Our satellite service, **East Dunbartonshire Direct Payment Support Service**, continued to provide valuable support to people receiving direct payments in East Dunbartonshire, actively working with over 200 people during the year. This service underwent an extremely successful Council review with very positive feedback about the performance of the Support Team leading to a renewed 3 year contract.

We were also pleased to receive funding from the Scottish Government to develop and improve our SDS support services over the next few years in response to the national strategy and the impending legislation which is expected to come into force some time in 2014. We are currently starting to work with a variety of new user groups: people with learning difficulties, mental health service users, and children and families. In due course we will also be improving our services to older people as they are included in the roll-out of personalisation locally. We have also started working with Glasgow City Council to trial a new budget monitoring system using *Paypal* which, if successful, should substantially reduce the amount of time spent providing monitoring information to the Council. We are continuing to work on the new web-based *Carista* SDS management system which aims to enable both advisers and service users to manage their funding packages more efficiently and effectively, and this should be completed by Summer 2013. In 2013, we will also aim to develop better ways for SDS users to provide each other with peer support, to establish a pool of 'SDS Ambassadors' to help spread the word, and help more people access computer technology to manage their support.



Our housing service, **GCIL housing**, dealt with nearly 300 enquiries and helped around 200 people to find more suitable accommodation. By the end of March 2012, there were a total of 568 disabled people and families with disabled children registered on our **Accessible Housing Register** waiting to be re-housed, 239 of whom registered in 2011/12.

Work in developing Scotland's first online Accessible Housing system - **Home2Fit** - has been slower than anticipated, but is now expected to be launched later this year. As usual, the main challenge for the service in the future remains to secure long-term funding agreements from local authorities, health boards and housing providers.



GCIL employment's Open Door programme has provided training and work experience for over 180 disabled people in total since inception. In 2011/12 we were able to arrange work experience placements for a further 16 disabled people in a range of settings. **Professional Careers** had 11 traineeships in place during 2011/12 in a range of professional level placements mainly within housing-related organisations. Additional funding from the European Social Fund and The Scottish Government has enabled us to expand this exciting programme outside Glasgow. The overall positive

outcome rate for our employability programmes continues to be in excess of 70%.



During 2011/12, **GCIL training**, delivered over 30 training sessions on disability and diversity issues to over 230 participants. This included 17 sessions for social work staff (following agreement of a revised contract) and training delivered in partnership with Montgomery Housing Consultancy to organisations within the housing sector which have been working with our Professional Careers employment programme. Unfortunately, the future of our longstanding contract to provide training to health and social work staff looks far from certain as more and more organisations turn to online training solutions to meet their staff training needs. Finally, the payroll



service, **GCIL payroll** was processing payrolls on behalf of nearly 150 clients at the end of the year. Together with our **Room Hire** service and miscellaneous management fees, these services contributed around £86,000 of income between them.

Inclusive Living

If the experience of developing SDS at the local level through the personalisation programme has been challenging at best, I want at least to pay tribute to the efforts made by the Scottish Government in ensuring that disabled people and their organisations have been fully involved in the development and implementation of the SDS Strategy at the national level. We have been actively involved in the development of the strategy, the legislative process, and the development of guidance and regulations, and DPOs, including GCIL, have been prioritised in resourcing effective implementation. All in all, the process has been a fine (and for that reason, some might say 'rare') example of co-production in practice - and one which could and should set the standard for future policy development.

This is something which we are hoping to replicate, in some ways at least, at the local level. During the last 12 months, GCIL has been supporting Glasgow Disability Alliance (GDA) in working with the Council and other key statutory and Third Sector partners to start to develop a broader Independent Living Strategy for Glasgow. This aim has now been adopted as a formal commitment by the Council and will be progressed via

the One Glasgow initiative and Community Planning Partnership structures.

As always, during the year staff and representatives made many presentations on inclusive living and GCIL at a variety of events, addressing several thousand people in total.

Accountability & Representation

Five SDS Stakeholder Forums were held during the year enabling people using self-directed support, and especially those who have gone through the personalisation process, the opportunity to raise their concerns about a range of issues with social services. Key areas of concern were support for young people wishing to go to university or college, employment of relatives, increased client contributions and reductions in budgets. We also helped service users to take part in a number of external consultation events and we continued to provide further volunteering opportunities in the GCIL office.

Financial Stability

Considering the challenging financial climate, GCIL's financial performance during 2011/12 was reasonably satisfactory, generating a small operating deficit for the period of around £5,000 on a turnover of over £1,500,000. As expected, however, this past year has been without a doubt the most challenging to date. With significant project funding from the Big Lottery and ESF coming to an end, we can expect to have to draw heavily on limited reserves. Our priorities for the future are, of course, to balance the books, by ensuring that we control costs effectively and to work towards longer-term financial sustainability, both through further funding agreements and by maximise our existing and future income-generating capacity.

Future Plans

As noted above, we have a number of work programmes underway some of which will be brought to a conclusion this year and some of which will be ongoing for the next year or two. A major potential initiative is the development of an 'Equality Academy'. Subject to funding being secured, this will provide a new vehicle for delivering the Professional Careers employment programme, a new internship programme for disabled people

to gain work experience, and a consultancy service aimed at assisting organisations to address equality issues more effectively. The Equality Academy would also provide a marketing service with the capacity to generate income for GCIL and promote GCIL's own services.

We have recently begun a new strategic planning process to plan for the next three to five years, initially with the Board and senior management, and we will be consulting more widely on this shortly.

Before I conclude, I'd like to pay tribute to our friend and colleague, Kenny Delman, who sadly passed away in March last year. Kenny was our Receptionist for a number of years. He was a gentle man in the true sense of the word and his generous nature endeared him to colleagues and visitors alike and, indeed, all who knew him. His loss at far too young an age came as a great shock to us all and he remains much missed. Our thoughts continue to be with his sister Sabirah, his brother Leon and all his friends and family.

In conclusion, I'd like to thank all our funders for their invaluable support; our hardworking staff, volunteers and directors; and especially our Chair, Jim Elder Woodward OBE for his leadership and tireless support. Last, but not least, my thanks go as always to all our members, service users, friends and allies for supporting us throughout the year.



Etienne d'Aboville
Chief Executive

Services



GCIL support

Due to continuing financial restraints 2011/12 was another very demanding year for the Support Team. Throughout the year we supported a number of clients to cope with various changes in their support arrangements due to reductions in their funding.

The level of new referrals during 2011/12 continued to increase. In total this year the team worked with 632 people, an increase of 20% on the previous year. We provided ongoing support to 400 people to manage their support arrangements.

Comments from our service users:

“GCIL are brilliant, they help with everything I need to manage my direct payment”.

“You are marvellous; don’t know what I would do without you”

“I would not be able to cope with the care package that I receive from Social Work if it was not for the support I receive from the Support Services staff within the GCIL. The staff within this team are always very understanding of your needs and always find time to help you with any problems you are having. They are also very efficient in what they do for their clients. I found them extremely helpful in advising me on how to employ Personal Assistants”.

Self Directed Support Briefing Sessions

This year, the Support Service delivered 6 briefing sessions on Self Directed Support to approximately 50 people. Later in the year we decided that due to the rapid roll out of personalisation in Glasgow we needed time out to consult with service users on more creative ways of presenting the information to make it more accessible and relevant to a wider and more diverse client group. We continue to work on our new materials with a view to delivering our revamped sessions early in 2013.

Rights to Reality

We also contributed to 8 briefing sessions for young people as part of the R2R Project – a project developed in partnership with Glasgow Disability Alliance to give young disabled people the opportunity to explore their options around directing their own support.

Telephone Emergency Support Service



Most of our service users continue to use their own staff for holiday and sick leave cover. However, we currently have 17 people registered for our 24 hour service who feel this is a vital lifeline as they are unable to make their own arrangement in emergencies.

Presentations

There was an increase in demand for presentations on Self Directed Support and the support that GCIL can provide. The team delivered 18 presentations to various statutory and voluntary organisations and provided information stands at 5 events. We were delighted at the increasingly diverse groups/organisations that expressed an interest in hearing more about our services - this included carers, mental health service users, people with learning difficulties and advocacy organisations.

Stakeholder Forum

During the year the Support Team facilitated 4 sessions of our Stakeholder Forum which continued to be well attended, with an average of 30/35 people at each session. Those service users and their families who came along were able to offer valuable feedback on the roll out of SDS in Glasgow and the support provided by GCIL.



East Dunbartonshire Direct Payment Support Service

2011/12 was another busy year for our small dedicated team who have coped extremely well with the rapid increase in demand for their service. They provided information and support to 200 people.

They recently had a very successful Council review of the service with very positive feedback on their performance. We were delighted that this resulted in a renewal of the contract for a further 3 years.

The Co-ordinator has also represented the project on the board of Self Directed Support Scotland and made an excellent contribution to the development of this national service which aims to support existing and emerging support organisations across Scotland.

Scottish Government Working Groups

The Support Services Manager was involved in a number of working groups and was able to input into the new SDS Strategy and planned new legislation on behalf of GCIL and East Dunbartonshire Direct Payment Support Service. The Support Manager has also represented GCIL on the board of Self Directed Support Scotland taking an active role in the development of this new national organisation.

Future Plans

Support Service look forward to launching our new *Carista* Database in 2013 which we hope will enable service users in Glasgow and East Dunbartonshire to manage their support packages more easily and effectively.

Support Services plan to make better use of new technology and social media such as SKYPE, Facebook and Twitter to communicate with service users allowing us to keep in touch with those who find it difficult to attend training sessions or Stakeholder Forums at GCIL or our office in East Dunbartonshire.

Support Services have exciting plans to make information available in a range of new formats to meet the needs of an increasingly diverse group of service users. We will be setting up reference groups to encourage service users to help us with this process.

GCIL payroll



GCIL payroll continues to expand as more disabled people take up direct payments and become employers. During 2011/12, our Enhanced Payroll and Bill Paying/Money Management services introduced during 2010 continued to prove very popular with both clients new to managing their own packages and existing clients seeking to reduce the burden of administration signing up for the service. Currently there are 46 clients using the Enhanced Service which allows GCIL to hold funds on behalf of our clients and make payments to their employees, HMRC and agencies.

Overall GCIL Payroll now provides services to 151 people generating income of £61,223 – an increase of 10% on the preceding year which is reinvested into the provision of services to our clients.

The payroll service is currently gearing up for the introduction of Real Time Information (RTI) by HMRC, which requires employers to submit information to HMRC on a monthly basis as well as at the year end. Given the challenging economic environment for service users, GCIL has decided not to increase its prices despite the increased workload of complying with RTI.

GCIL training



Our Training Service, **GCIL training**, delivered 17 training courses to around 100 health and social work staff. As Greater Glasgow & Clyde Health Board moved to a more e-learning-based training structure this caused a significant reduction in the number of health board staff attending 'live' training events. The majority of attendees on our courses were from social work. The social work training service is keen to continue working in partnership with GCIL and we are exploring ways to increase the numbers of staff attending these training events.

Training for housing staff, in partnership with Montgomery Housing Consultants, continued to gather momentum, receiving positive feedback from participants. Seven courses were delivered, training 45 participants.

2011/12 saw the completion of the 'In The Know' project to deliver awareness training on self-directed support to advocacy organisations, local authorities and health boards throughout Scotland. We delivered our final 5 courses, training 45 participants. GCIL valued the opportunity to work in partnership with the Scottish Personal Assistant Employers Network (SPAEN) and Self Directed Support Scotland (SDSS) on a challenging but rewarding project.

In partnership with the GCIL Employment Service, 2 Disability Etiquette sessions were undertaken, training 19 participants. The Training Service continues its consultancy work with NHS 24,

In summary, during this reported year we have been able to provide 31 training sessions to 232 participants at a time when the recession is making the market for training exceptionally challenging.

GCIL employment and housing

GCIL's Employment and Housing Service helps disabled people to access suitable employment and housing opportunities. We believe that by providing a holistic service capable of helping disabled people overcome societal barriers we can make a real difference to the life opportunities of disabled people.

GCIL employment

Our **Open Door** employment project offers disabled people a chance to gain valuable experience through paid work placements lasting up to 50 weeks. The programme aims to help disabled people, who tend to be more disadvantaged in the labour market to gain work experience, new skills and qualifications while increasing their confidence and employability in a positive and supportive work environment.



The comprehensive package of support available through Open Door includes personal development, work experience, job seeking support, ICT training and aftercare. Open Door is now offering a combination of paid placements and part time “Permitted Work” scheme placements, which allows disabled people to try part-time work opportunities while keeping their benefits.

In 2011/12 Open Door provided employment, training and education opportunities for 39 disabled people in total. Of the 19 participants going through our work experience programme, 6 progressed into full time employment while 13 continued into the next financial year.

Open Door helps to address the under representation of disabled people in the workforce, 48% of disabled people are in employment compared to 83% of non-disabled people.

Work placements included employers in the public, private and voluntary sectors. Open Door helps employers by providing a worker on placement for up to 50 weeks working full or part-time who can undertake additional relevant qualifications if necessary. Both the employer and the worker on placement are supported during this period with regular reviews, assistance with training or equipment and adaptations, usually at no or

minimum cost to the employer. In addition to this the placement organisation is actively developing a diverse and capable workforce which reflects the community in which it is based and the world we live in.

One of our new placements in 2011/12 was with Apple Harlequin Group who run a number of businesses including the Ashoka restaurant chain and Apple Pharmacies.

Sanjay Majhu CEO said “at Harlequin leisure we take our commitment to equality and diversity seriously, which is why we were delighted to work in partnership with GCIL to provide work experience placements for their disabled trainees. We have learned a lot from taking part in this initiative and look forward to continuing our mutually beneficial relationship with GCIL in the future”.



Sanjay Majhu CEO



Professional Careers



Professional Careers has completed its second year in operation. The programme delivers a national positive action employment and education programme for disabled people and is the first of its kind across Scotland.

Trainees take part in a programme that provides real salaried work experience at officer level, access to higher education, an individual training and personal development plan, support in addressing their access issues, and ultimately support into further employment.

Participants are trained to officer level standard and will gain a relevant academic qualification within the sector. This places them in a very

strong position to pursue a long-term sustainable career in their chosen field, helping to reduce the under-representation of disabled people in officer level positions in the sector.

We also continue to build a wide range of important strategic partners and supporters including Skills Development Scotland and the National Health Service.

Performance: April 2011 to March 2012

Outputs:

- 5 new traineeships;
- 15 continuers;
- Total of 20 traineeships

Outcomes:

- 5 participants leaving to move into full-time employment;
- 1 into full-time education; and
- 1 leaver due to health issues.

Twenty disabled people have been provided with traineeships this year. Thirteen will continue into 2012-13.

Placement providers and local authority areas:

Dumfries and Galloway:

Dumfries and Galloway Housing Partnership.

East Dunbartonshire:

East Dunbartonshire Council

Edinburgh City:

Muirhouse Housing Association.

Glasgow City:

Queens Cross Housing Association;
New Gorbals Housing Association;
Glasgow Rent Deposit and Support Scheme;
Glasgow Centre for Inclusive Living;
Skills Development Scotland;
Milton Community Homes;
Royston Corridor Homes.

Inverclyde:

Cloch Housing Association;
Oak Tree Housing Association;
Larkfield Housing Association.

Stirling:

Stirling Council.

Staff Update:

Professional Careers and GCIL Housing and Employment have merged to become one department this year. This has resulted in the following changes to the staffing structure:

- John Speirs, Employment and Housing Services Manager
- Kelly Coote, Employment and Housing Services Co-ordinator
- Elaine Couplan, Employment and Housing Services Senior Administrator.

GCIL housing

GCIL housing provides information, advice and advocacy to disabled people in housing need. The majority of GCIL housing clients are homeless disabled people. Our clients can have a range of issues including people who are homeless / roofless; people being discharged from hospital, or people living in an inaccessible house who cannot access an essential facility e.g the bathroom.



We provide a “matching service” where we use our database of disabled people in housing need to provide nominations and referrals to housing providers whenever a suitable property becomes available.

Although our Big Lottery funding finished in 2012 we are very grateful to the Big Lottery for their support. Using their grant funding we were able to help 199 homeless disabled people find suitable accommodation this was more than our target of 150 people. Through the provision of housing information, advice and advocacy we aimed to help 350 people but in fact helped 463 disabled people to reduce their isolation by addressing their housing related issues.

We managed to exceed both of these important targets and empowered many disabled people to live full independent lives (including being able to access employment, training or education) through the provision of suitable housing and the continued support of GCIL.

Influencing Strategy and Policy – locally and nationally

In 2011/12 GCIL and Capability were reappointed as the Scottish Government's key strategic partner for housing and disability issues - recognition of the considerable amount of housing expertise GCIL has developed.

From research and focus groups it is clear that disabled people continue to feel that physical access is one of the key factors in making a house feel like a home, yet a fifth of respondents were unable to access every part of their home.

New research was undertaken in 2011/12 by Horizon Housing Association, Habinteg Housing Association, and Craigforth Consultancy,

with support from the Chartered Institute of Housing Scotland and Link Group Ltd into the unmet housing needs of wheelchair users in Scotland. The Mind the Step research published in 2012 reported a significant shortfall of over 17,000 wheelchair accessible homes available to meet the needs of disabled Scots.

This confirms the findings of the Scottish House Condition Survey (SHCS) which found serious unmet housing needs of disabled people in Scotland. The SHCS has also shown that there are 62,000 households requiring specially adapted baths or showers and an additional 8,000 households needing a ramp in Scotland. Of the 5,000 fully wheelchair-accessible properties across Scotland, only 2,000 were occupied by wheelchair-users.

The research clearly provides a comprehensive picture of the barriers that need to be addressed if disabled people are to enjoy equal access to housing. It is now crucial that we use this information to inform the development of future housing provision. Demographic changes and increasing numbers of older and disabled people puts an ongoing and increasing demand for accessible/adapted housing.

Communication

Working with partners is crucial to meeting the needs of our clients; much of our success in meeting clients' needs was achieved through partnership working:

- working with housing providers, both voluntary and statutory agencies
- contributing to the design of new homes for disabled clients
- working collaboratively with Glasgow City Council's Homelessness teams etc.

As part of our commitment to raise awareness of the housing issues facing disabled people GCIL *housing* produces an electronic newsletter. During 2011/12 we had 692 individuals, agencies and organisations on the distribution list. This has quadrupled since April 2011 due to widening the geographical scope of the network across Scotland, but there remains a significant representation from Glasgow. This work is part of our commitment to the Scottish Government to act as a Key Strategic Partner in relation to housing issues for disabled people and is funded through a partnership grant we jointly applied for with Capability Scotland.

We are now in our final year of funding from the Big Lottery, helping over 146 people to find more suitable accommodation during 2011/12. By the end of the year, our Accessible Housing Register held details of 568 disabled people and families with disabled children waiting to be re-housed, 239 of whom registered in 2011/12. Demand for help with housing related issues continues to be strong showing that housing continues to be a major barrier affecting the lives of disabled people.

Home2Fit – Scotland’s Accessible Housing Register.

Thanks to further funding from the Scottish Government, we continue to make good progress in developing **Home2Fit** – Scotland’s Accessible Housing Register which after further development and testing we will launch in 2013.



As part of the Ministerial Commitment in the Scottish Government's policy document "Homes Fit for the 21st Century - The Scottish Government's Strategy and Action Plan for Housing in the Next Decade: 2011-2020" Nicola Sturgeon, Deputy First Minister for Scotland and Alex Neal, Minister for Housing committed to:

Build quickly on the foundations laid in our Wider Planning for an Ageing Population Report . In addition to taking

forward the many practical measures recommended in the report, agreement was given to:

- publish a national strategy on housing for older people in 2011;
- develop a national register of accessible housing for disabled people;
- simplify arrangements for the public and housing providers to access funding for adaptations;
- ensure the needs of disabled people and older people are better reflected within national and local planning and housing investment processes; and

- build on the introduction of the new Change Fund and work with local authorities and the NHS to ensure that the housing, health and social care needs of individuals are addressed more holistically.

GCIL were then commissioned to realise this commitment by developing a Scotland wide Accessible Housing Register. Home2Fit – Scotland's Accessible Housing Register is a new innovative web based system which will cover all housing tenures. The system will help disabled people in housing need by offering a matching system between disabled people and adapted wheelchair accessible properties – a bit like a dating site.

Home2Fit also offers the opportunity to develop a national register of adaptations and accessible properties which can be built up over time helping to improve the efficiency of managing adaptations and helping to ensure that the right house, goes to the right person, at the right time.....

The functionality that Home2Fit offers includes the ability of Registered Social Landlords to choose nominations from a list of registered disabled people in housing need – because it is an online system it is pretty much instant, 24 hours a day, 7 days a week, 365 days a year thus reducing void periods and lost rents associated with letting adapted properties. It also helps to ensure that housing providers maximise the opportunity to let the property to a tenant in the greatest need who will benefit from the adaptations which have been carried out. This should also maximise the effectiveness of past investment in adaptations, reducing potential costs of removing adaptations and reinstating vacant properties.

For private landlords and owner occupiers Home2Fit offers the ability to advertise an adapted / accessible property on the Home2Fit website. Private sector landlords or owners do not get access to the details of people on the database. However, the system will alert people who have registered that a suitable property has been advertised thereby reversing the matching process to a more Choice Based Letting model.

GCIL hope that once the system is up and running there will be considerable scope to generate income from:

- Housing Associations
- Private landlords
- Owner occupiers trying to sell an adapted property

- Trade bodies – builders, adaptations companies – advertising revenue etc
- Potential Service Level Agreements with local authorities who manage their own council houses

Home2Fit is currently being developed and will be launched in summer 2013 when we hope that the Housing Minister will help launch the new service. One of the biggest challenges will be to raise awareness of the system across Scotland to hundreds of social landlords, thousands of private landlords, estate agents, and all the relevant professionals, occupational therapists, housing professionals, and of course disabled people themselves.

This major Ministerial commitment reflects the work carried out over a number of years by GCIL. When viewed in parallel with the recommendation that 10% of all new houses built in Scotland should be fully wheelchair accessible, these measures have the potential to transform the built environment within a generation, thus creating a more accessible world where housing ceases to be such a major obstacle to work, training, and social opportunities.

Ability Fest

For the fourth year running, GCIL helped co-ordinate the **Ability Fest** event, which was held at the Thistle Hotel in October 2011 and was attended by around 1,000 people with over 60 stalls from private, public and voluntary sector representatives.



Financial Summary 2011/12

The difficult economic climate, contributed to GCIL reporting an overall deficit of £5,430 on a turnover of £1,535,111 for the financial year 2011/12. Restricted Reserves at 31 March 2012 stood at £549, Unrestricted Reserves were £65,675 and Designated Reserves were £90,000 equating to Total Reserves of £156,224, a decrease of £5,430 from the previous year reflecting the operating deficit. Reserves will be used where necessary, for example, if funding agreements cannot be secured quickly enough to maintain services.

Within the terms and conditions of restricted funding, the funds must be used according to the rules of the funder and any additional funds left over may have to be refunded. As always, we aim to maximise our income-generating capacity and work towards longer-term, sustainable funding agreements.

GCIL continues to work on a full cost recovery basis which has helped us to track the income and expenditure related to each service more easily. The format of the audited accounts is compliant with the regulations adopted by the Charities Statement of Recommended Practice (SORP 2005) and our auditors, Scott-Moncrieff, have again expressed a “clean” audit opinion.

The directors actively review the major risks which the organisation faces on a regular basis and believe that the overall financial position of the organisation is satisfactory. However, given the wider economic climate it is likely that GCIL will find itself operating in a challenging financial environment over the next few years.

Key financial systems are monitored closely so that action can be taken if required. The directors have also examined other operational and business risks that GCIL may face and have set up systems to offset the impact of these if necessary.

Full copies of the audited accounts are available on request.

Summary of Income and Expenditure 1 April 2011 to 31 March 2012

	Unrestricted/ Designated £	Restricted £	Total £
Income			
Incoming resources Charitable Activities	638,478	896,623	1,535,101
Investment Income	10	-	10
Total Income	638,488	896,623	1,535,111
Expenditure			
Staff Costs	295,659	611,121	906,780
Training and Employment	3,047	29,906	32,953
Premises	45,872	125,396	171,268
Communications	2,703	7,258	9,961
Office Administration	7,282	33,576	40,858
Other Administration	17,558	82,567	100,125
Service User Costs	7,519	4,256	11,775
Support Costs	169,461	97,360	266,821
Total Expenditure	549,101	991,440	1,540,541
Surplus/(Deficit) for year	89,387	(94,817)	(5,430)
Transfers	(91,305)	91,305	-
Surplus/(Deficit) brought forward	157,593	4,061	161,654
Total Funds at 31 March 2012	155,675	549	156,224

Balance Sheet
As at 31 March 2012

	£	£
Assets		
Fixed Assets	7,749	
Debtors (Note 2)	232,050	
Cash at Bank and in Hand	<u>233,450</u>	
Total Assets		473,249
Liabilities		
Creditors (Note 3)	<u>(317,025)</u>	
Total Liabilities		(317,025)
Total Assets less Liabilities		<u>156,224</u>
Funds		
Unrestricted Funds		65,675
Designated Funds		90,000
Restricted Funds (Note 4)		549
Total Funds		<u>156,224</u>

NOTES TO THE ACCOUNTS

	Total
Note 1	
Incoming Resources Charitable Activities	2011-12
GCC Contract	479,868
East Dunbartonshire Project	106,068
Greater Glasgow and Clyde Health Board	42,000
The BIG Lottery Fund: Housing Service	101,217
Scottish Executive	35,750
European Social Fund	257,588
GCC Economic Development	20,000
GCC Homelessness Partnership	22,000
Placements	96,586
Scottish Executive via Ownership Options	73,325
Miscellaneous	59,520
GHA: Employment Service	20,004
Training Services	330
Conference Suite	16,154
Payroll Fee Income	61,223
Capability Scotland	15,500
Wider Role Grant	88,946
SDSS	18,664
DWP	12,126
Management Fees	8,232
Total	1,535,101
Note 2	
Debtors	
Grant Income Due	64,485
Prepayments	20,162
Other Debtors	147,403
Total	232,050
Note 3	
Creditors	
Accrued Charges	10,345
Creditors	66,010
Social security and pensions	37,687
Grants in Advance	201,690
Other Creditors	1,293
Total	317,025

Who's Who at GCIL

Board of Directors: Members and Officers

Chairperson

Jim Elder-Woodward, OBE

Vice-chairperson

Treasurer (from July 2012)

Member Directors

Andrew Leven
Kenneth Tommory
Chrissie Carmouche
Alan Dick
Lesley Paterson
Marianne Scobie

(from August 2011)

Chris Baird
Linda Kaze

Appointed Directors (until February 2013)
(until February 2013)

Bill Perry
Irene McCauley

Company Secretary

Etienne d'Aboville

Staff List

Support

Manager

Maureen McPeak

Co-ordinator Information Services/ Inclusive Living Adviser

(Until 1/2/12 thereafter ILA)

Inclusive Living Advisers

(Until 9/12/11 thereafter Professional Careers
Adviser)

(From Feb 2012)

(Until October 2012)

(seconded until leaving in March 2012)

Donald Anderson

Morag Mackay
Lewis MacLean
Heather McArthur

Jean McGurn
Jamie McDermott
Leigh Rennie
Pam Duncan

Self Directed Support Development Worker

(From 6 September 2010 until March 2012)

SDS Development Coordinator

(From August 2012)

Administrator (GCIL Support)

Bushra Bashir

Lillian Smith

Theresa Houston

East Dunbartonshire Direct Payment Support Service

Coordinator Self Directed Support

Angela Mullen

Inclusive Living Adviser

Janis Jansen

Receptionist / Administrator

Lynn Williamson

Housing and Employment

Director, Housing and Employment Services	Grant Carson
Interim Manager, Housing and Employment Services (from June 2010 – May 2011)	Marjorie Cuthbert
Interim Employment Services Adviser	Charlie Canning
Housing Advisers	Karen Ann Doherty Doreen Hollywood
Senior Administrator	Debbie McColl
Professional Careers Trainee Housing Adviser (from July 2010 until Dec 2012)	Carly McFadden
Professional Careers National Development Manager	John Speirs
Professional Careers Coordinator	Kelly Coote
Professional Careers Advisor (from December 2012)	Heather McArthur
Professional Careers Administrator	Elaine Couplan

Employment and Housing Services changes with effect from October 2011

Director, Employment and Housing Services	Grant Carson
Manager Employment and Housing Services	John Speirs
Coordinator Employment and Housing Services	Kelly Coote

Employment and Housing Advisers

Charlie Canning
Karen Ann Doherty
Doreen Hollywood

Senior Administrators

Elaine Couplan
Debbie McColl

Training**Co-ordinator Training Services**

John Dever

Training Support Worker

(Until June 2011)

Gayle Smith

Employment Project Worker**Training Admin Worker**

(from November 2009 until July 2012)

Jamie Hughes

Finance & Administration**Chief Executive**

Etienne d'Aboville

Finance Manager

Gordon Myers

Finance Officer

Alan Bear

Finance Assistant

(until August 2012)

Rama Bbosa

(from December 2012)

Lucia Cafolla

**Human Resources &
Office Manager**

Clare Muir

**Human Resources &
Office Administrator**

Margaret Sanders

Receptionist

(until March 2012)

Kenneth Delman

**Employment Project Workers
Receptionist**

(until July 2012)

(from March 2013)

(from March 2013)

Adam Mould

Craig Worton

Raymond McSherry

Caretaker/Personal Assistant

John Stoddard

Office Cleaners

Rena Daley

Lesley Naughton

Did you know?

Jim Elder-Woodward OBE met the Queen !



Adam Mould, a trainee working with us in reception carried the Paralympic Torch in Edinburgh.



Organisational Information

Registered Office

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

Chartered Accountants

17 Melville Street
Edinburgh
EH3 7PH

Auditor

Scott Moncrieff

Bankers

Bank of Scotland
2 Trongate
GLASGOW
G1 5ET

Solicitors

Burness and Co.
242 West George Street
Glasgow
G2 4QY

Glasgow Centre for Inclusive Living is a company limited by guarantee 161693 (Scotland) and a registered Scottish Charity, SC024299.

Core funded by Glasgow City Council.

Employment Placement Providers.

We would also like to thank our Placement Providers for this period:

Cloch HA (Greenock), Consumer Focus Scotland (SAIF) (Glasgow), Dumfries and Galloway Housing Partnership (Dumfries), East Dunbartonshire Council, Gardeen HA (Glasgow), Glasgow Access Panel (Glasgow), Glasgow Centre for Inclusive Living (Glasgow), Glasgow Housing Association (Glasgow), Glasgow Rent Deposit and Support Scheme (Glasgow), The Glenburn Centre (Glasgow), Harlequin Leisure (Glasgow), Larkfield HA (Greenock), Link HA (Glasgow), Milton Community Homes (Glasgow), Muirhouse HA (Edinburgh), New Gorbals Housing Association (Glasgow), North Glasgow HA (Glasgow), Oak Tree HA (Greenock), Queens Cross HA (Glasgow), Royston Corridor Homes (Glasgow), Scottish Housing Association Resource in Education (Glasgow), SHARE (Glasgow), Skills Development Scotland (Glasgow), Star Lighting (Glasgow) Stirling Council (Stirling), Tennant Participation Advisory Service (Glasgow), University of West of Scotland (Paisley) and West of Scotland Regional Equality Council (Glasgow).

This report is available in a variety of other formats on request.

Memorial

Kenny Delman

1972 - 2012

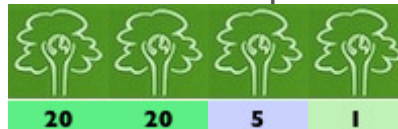


A grove of trees has been planted by Glasgow Centre for Inclusive Living in memory of our friend and colleague, Kenny Delman. Kenny was a big man with a big heart. He trod lightly through a world which did him few favours with a gentleness and dignity which should be an example to us all.

We will remember him fondly and miss him greatly.

Our grove

The donations total of **£240** will plant a grove of **46** trees!.



Trees for Life is an award winning conservation charity working to restore the Caledonian Forest and all its species to a large contiguous area in the Highlands of Scotland.