



Annual Review

2010 - 2011



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.

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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.

Chairperson's Report

Once again, I am pleased to report another successful year for the Glasgow CIL. This has been achieved against a very hostile environment, both locally and nationally, which has resulted in a number of internal re-arrangements and changes, to which Etienne will refer later on.

However, I am truly amazed at how well GCIL is generally managing to maintain and expand its services, despite such an environment

Suffice to say that both my Board and I are eternally grateful to each and every member of staff, whose dedication, flexibility and commitment are second to none. Thank you Etienne and all of your staff for yet another year of tremendous professionalism, skill and entrepreneurialism needed to keep Glasgow CIL the viable business it is.

In this, my second annual report, I wish to elaborate upon this hostile environment in which disabled people are living. The continuous bad press this Westminster Government has churned out, erroneously painting a picture of disabled people as lazy good-for-nothings, living in a something-for-nothing society, has led many commentators to speculate whether such propaganda has inflamed the general rise of abuse and hate crime towards disabled people.

Constantly, we read in the press about how disabled people are abused by families, neighbours, even professionals. Indeed, a recent EHRC report stated that there was a possible link between hate crime and the depiction of disabled people as benefit scroungers.

Now this is, I believe, a possible ploy by Westminster to butter up its electorate to the savage cuts its Welfare Reform Programme is having on the quality of life of disabled people. By de-valuing our status in the eyes of the public, its savage attacks on our standard of living, through changes to our Employment Support Allowance and Disability Living Allowance will be seen as being more justifiable than it really is.

On a more positive note, both GCIL staff and I have been involved in both the development of the Scottish Government's strategy on self-directed support, and in the writing of the new Self-Directed Support Bill, which is due to be presented before the Scottish Parliament sometime this Spring. This is the first time disabled people have been as actively involved in what could be called the 'co-production' of a Parliamentary Bill.

It is really refreshing and invigorating to be involved in something that will have a significant impact on your whole life; and the Scottish Government should be applauded for its foresight, openness and pragmatism in involving disabled people as equals in the development of this legislation.

However, there is still a need to develop the interpretation and execution of both the strategy and legislation co-productively at local level; and I am looking to Glasgow City Council to take the same pragmatic and inclusive steps as the Scottish Government has taken in doing so.

Both Etienne and I have met with the Convention of Scottish Local Authorities to discuss both eligibility criteria for social services and community care charges; and I have been part of a group re-writing CoSLA's guidance on charging.

Together with representatives from the carers' and older people's lobbies, we were able to re-affirm our opposition to charging on principle, and managed to insert into the guidance for the first time the notion that local authorities do not have to charge; as well as some basic principles of charging, including meeting the human rights of disabled people and the need to recognise disability-related expenditure.

It should be noted that Glasgow has the second-highest charges per hour in Scotland according to research undertaken by the Learning Disabilities Alliance Scotland. Legislation states that local authorities can, if they wish, charge for services. There is, however, a lack of appreciation within political parties of all colours of the basic principle that, like health, social care should be free at the point of delivery. For, as with health, the promotion of social care not only leads to the general wellbeing of the community at large, but to the active participation of all within the citizenship of the country.

UK politicians lack the vision of the value of social care; the value of those you give and those who receive it; for social care does have an immediate effect, not just on the wellbeing of people, but on their ability to participate in the civic, social, cultural and economic life of the country; and it is that participation, which makes the country stronger, wealthier and more civilized.

As we get closer and closer to 2015 I become more and more fearful about the consequences of the closure of the Independent Living Fund. At meeting after meeting with the Scottish Government (and elsewhere) I raise the issue of the future of the Fund in Scotland.

It is on people's radar, but it is a very faint blob indeed. We do, all of us, need to start asking questions about our own packages of support if they include a portion of ILF funding; for, if we don't get people to start thinking about it now, when the Fund does close there may well be no provision to continue our independent living support systems. All the ILF money will be taken back to the Treasury.

We need to act now to ensure both local authorities and the Scottish Government secure the packages of support presently being contributed to by the ILF; otherwise, thousands of disabled people around Scotland will be at risk

of being institutionalised once more.

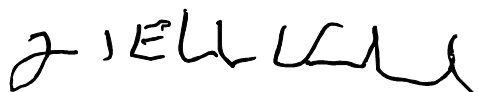
Once again, I should like to thank our funders, Glasgow City Council, for their support over the many years GCIL has been in operation. I should also like to thank the European Social Fund for their support of the programmes we run to provide housing and employment support within the city.

I must also thank the Scottish Government which has funded our Scottish Accessible Housing Register (Home2Fit); and more recently their funding of not one, but two, programmes to promote Self-Directed Support in Glasgow. Such scope and depth of our funding is a true testament to the profile of GCIL, nationally, internationally, as well as within the Independent Living Movement, itself.

I am very proud and honoured to be the Convenor of GCIL. I am also grateful for the support of both the staff and Board. The Board has given many free hours of advice and counsel; and they should all be applauded for their dedication and commitment to GCIL.

During 2011 two new members were appointed and then elected – Chris Baird and Linda Kaze. Their appointment and contributions to the Board have been most welcomed. However, once more I need to make the clarion call; we do need more involvement of our members, so if you feel you can in any way give GCIL any practical support, please do come forward.

Finally, I would like to thank you, our members and supporters. You are all greatly valued by GCIL; your support is the bedrock of the organisation. Together, let us continue to work hard for the betterment of GCIL as well as ourselves; for the welfare of the two are inseparable.

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

**James Elder – Woodward
Chair**

Chief Executive's Report

This time last year I was speculating as to whether we would be looking back at that time as 'the quiet before the storm' in terms of the impact of public spending cuts on disabled people. As we start 2012, I fear this is proving to be the case. As Jim has already noted, disabled people in the UK are already starting to feel the simultaneous effects of a wide range of swingeing measures that are eroding decades of hard-won provision. Welfare Reform, the freezing of the Independent Living Fund, social care budget redistribution, increasing community care charges, and more limited Access To Work support for those seeking employment are just some of the measures which are indeed adding up to a 'perfect storm' which is driving us further and further away from our goal of equal citizenship and Independent Living. And, as usual, it is the poorest in our society who are being made to pay disproportionately for the follies and greed of the richest.

At such challenging times, it becomes all the more important that GCIL continues to provide the best services we can to support people in gaining more choice and control over their lives; and that is what we have tried to do. As usual, this Annual Review focuses primarily on GCIL's performance during last full financial year (2010/11), but I will also provide a brief update on the current year which is itself coming to a close shortly.

Services



By the end of March 2011, our support services to people receiving self-directed support / direct payments, **GCIL support**, had worked with 522 people - an increase of 27% on the previous year. We are already on course to achieve a similar increase in the current year.

Demand for our 24 hour **Telephone Emergency Support Service (TESS)** has been low to date, but we anticipate this will grow as Individual Budgets are rolled out to new clients groups and more service users set up packages which rely on enhanced support. During the year, we also provided 34 training and briefing sessions on managing self-directed support. On average, 12 people attended each session and evaluations were very positive.

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 around 85 people during the year. Most recently in Glasgow, of course, we have witnessed the introduction of

personalisation for people with learning difficulties and, currently, for people with physical impairments. It is no secret that reaction to the way SDS / personalisation has been implemented in Glasgow has been mixed at best, mainly, but not exclusively, because many people have experienced a cut in funding under the new system.

I think it is important to set out GCIL's position on this matter as clearly as possible. We believe it is important to keep three different issues separate: firstly, the fact that social care budgets are under pressure due to the economic crisis and increasing demand; secondly, the way the new system has been designed and implemented in practice; and thirdly, whether self-directed support is, of itself, better or worse than the system it is replacing.

Clearly, each person's experience of the process will be influenced by these issues but I believe it is important not to attribute every problem that people may have experienced to SDS itself, rather than budget pressures or the particular model adopted. Let me be even clearer: we **do not** believe that disabled people should be expected to pay for the budget deficit with their independence and their dignity; we **do** believe that using funding more flexibly within an Individual Budget **can sometimes** offer opportunities to use limited resources more efficiently and effectively; and finally, we **do** believe that an SDS system which is developed in genuine partnership with disabled people themselves (ie co-produced) will be a better system for everyone. The Independent Living Movement battled long and hard over many decades to secure direct payments as a key building block in achieving independent living. There is no reason at all to believe that, properly resourced and delivered, self-directed support cannot be just that. Indeed, based on our limited experience with the new system to date, it is still possible to obtain a satisfactory package of support that enables a person to achieve their outcomes.

I am pleased to report that the Scottish Government has recognised the important role that user-led support organisations still have to play in the brave new world of self-directed support. In partnership with our sister organisation LCiL, we have recently been awarded two grants: the first to develop a new web-based SDS Management System for use both by Advisers and service users; and the second to develop our support services in response to the needs of under-represented SDS user groups including people with learning difficulties, mental health service users and, in due course, older people.

We welcome this opportunity to ensure GCIL's support services remain relevant and effective and we look forward to working closely with service users from these groups and their organisations over the next three years or so.

After many years' effort, we were pleased to finally start some work in partnership with Glasgow Disability Alliance (GDA) assisting young disabled people to access independent living. The **Rights to Reality** project, which is led by GDA, provides capacity building, training on self-directed support, and a chance to try out working with a Personal Assistant. We have also been providing information sessions on SDS to parents and we are pleased to report that, after much uncertainty, a third year's funding has been awarded by the Equality and Human Rights Commission.



GCIL housing is now in its third year of operations with funding from the Big Lottery, helping over 200 people to find more suitable accommodation during 2010/11. By the end of the year, our **Accessible Housing Register** held details of 438 disabled people and families with disabled children waiting to be re-housed, a decrease of 12% in 12 months, showing that all our hard work is beginning to decrease the numbers on our waiting list. Thanks to further funding from the Scottish Government, we have updated the website and are also now making good progress in developing the Scotland-wide version which will be called '**Home2Fit**' and will shortly be piloting it in four local authority areas.



Our **GCIL employment** programmes have provided training and work experience for over 180 disabled people to date. During 2010/11 we were able to arrange work experience placements for 16 disabled people through our work experience project, '**Open Door**' (formerly known as 'the Employment Project') and the overall positive outcome rate for the project continues to be around 80%. **Professional Careers**, a positive action programme which is targeted at professional positions within the housing sector, was rolled out across Scotland during 2010/11 with social landlords and statutory agencies such as Skills Development Scotland providing traineeships to a further 16 disabled people during the year. Once again, GCIL co-ordinated the **Ability Fest** event in 2010, which was held at the Thistle Hotel and was attended by around 1,000 people with over 60 stalls from private, public and voluntary sector representatives.

We have now completed the reorganisation of the Employment and Housing Department so that it can better deliver services in the future. This means that one staff team now deliver our Open Door employment project, our Professional Careers Programme and provide housing information and advice offering a unique integrated service. The team are able to help disabled people explore a full range of life opportunities in relation to employment, learning, and education and if necessary ensure that housing issues do not stop people from participating.



Our training service, **GCIL training**, delivered 53 training courses to 379 health and social work staff. As Greater Glasgow & Clyde Health Board move increasingly towards e-learning-based staff training, we have had to review the service and are currently refocusing it on training within the housing sector in partnership with Montgomery Housing Consultants. Unfortunately, this also meant losing a valued member of staff, Gayle Smith, who I would like to thank for many years dedicated service to GCIL. The '**In The Know**', project to deliver awareness training on self-directed support to advocacy organisations, local authorities and health boards throughout Scotland came to an end in 2011, with 41 training courses being delivered to 584 people from 26 organisations in the second year.



Finally, the payroll service, **GCIL payroll** was processing payrolls on behalf of 141 clients at the end of the year. Together with our room hire service and miscellaneous management fees, these services contributed around over £70,000 of income between them.

Inclusive Living

As Jim has noted, we have continued to try and raise the profile of independent living in general and of GCIL in particular. Work with the Scottish Government's Independent Living Core Reference Group and with Independent Living in Scotland continued apace and GCIL contributed to a variety of policy consultation bodies and written consultations, for example on the development and implementation of the government's self-directed support strategy.

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

Three Direct Payments Stakeholder Forums were held during the year enabling people using self-directed support to discuss how the scheme is working and provide feedback to GCIL and social work staff. 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 2010/11 was satisfactory, generating a small operating surplus for the period of £1,999 on a turnover of £1,592,850. Our use of European Structural Funds still requires GCIL to secure significant amounts of match funding on an ongoing basis and, with the cuts in public expenditure, this is likely to become even more challenging in coming years. As always, our priorities for the future are to ensure that we control costs effectively, maximise our income-generating capacity, and work towards longer-term sustainable funding agreements.

Future Plans

GCIL's strategic objectives continue to be to improve and expand our services, to promote inclusive living, and to improve GCIL's accountability, financial stability, and infrastructure.

In the current financial climate, GCIL will no doubt face new challenges in the year ahead. However, I am confident that the hard work, creativity and dedication of our staff and directors will enable us continue to play a significant role in making Independent Living a reality in Scotland.

As usual, I'd like to conclude by thanking all our funders for their invaluable support; our hardworking staff, volunteers and directors; and especially our Chair, Jim Elder Woodward for his leadership and unstinting support. As many of you may know, Jim recently lost his partner of many years, Monica – herself a longstanding stalwart of the Independent Living Movement – and we extend our sincere condolences to Jim at this sad time. I understand that Monica did learn of Jim's award of an OBE in the New Year's honours list in recognition of his contribution to public life and, in particular, of his tireless service to the Independent Living Movement. On behalf of all at GCIL, I'd like to add our congratulations to Jim for this well-deserved award – we will all bask in your reflected glory, Jim!

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

This was a demanding year for the Support Team. We faced some interesting challenges assisting our service users to manage their support arrangements in an increasingly difficult financial climate.

During the year, the team provided information and support to 522 people - an increase of 27% on the previous year. Of this total, 331 received ongoing support to manage their budgets, recruit and manage staff or contract with providers.

Comments from our service users:

“Thank you very much for all the wonderful help you have given me”.

“Sincere thanks for your help in dealing with our ILF problem”.

“Many thanks for your help in finding our excellent personal assistant.

“I really appreciate all the great support I receive from GCIL”.

“Thank you for helping me with employment contracts for my personal assistants. I would not have known what to do without your help”.

Self Directed Support Briefing Sessions

Our briefing sessions on different aspects of managing your own support arrangements proved popular again this year. On average, 10-12 people attended each session. We like to ensure the sessions are fresh and interesting so we are currently working on a new format for the coming year which we hope will be more accessible to a wider group of services users.



Telephone Emergency Support Service (TESS)

Most of our service users can call on their own staff to cover holidays or sick leave. However, some people are unable to make their own arrangements and choose to register for our 24 hour support service. We register our TESS clients with two agencies of their choice that we can contact on their behalf in emergencies.

We currently have 16 people registered to use this service. We are in the process of producing a promotional leaflet as the Support Team are very aware of the need for service users to put in place appropriate contingency plans for emergencies.

Promotion and Feedback

As in previous years, members of the Support Team facilitated three meetings of the Direct Payments Stakeholder Forum. The meetings were well attended with an average of 25-30 people coming along to each session. The meetings offer service users an opportunity to get together and share ideas and

experiences of self-directed support and also to put questions to a representative from Glasgow Social Work Services. Issues of common concern included the development of individual budgets and how this may affect existing support packages. A number of service users expressed an interest in getting involved in any Social Work consultation groups which would enable them to feed back their experience of the personalisation process.

Presentations

During the year, the Support Team delivered a total of 14 presentations to a variety of community groups and statutory organisations providing support for carers, mental health service users, people with learning difficulties, and people with physical impairments.

East Dunbartonshire Direct Payments Support Service

Despite difficult financial restrictions, our small dedicated team continued to provide an invaluable service to direct payment recipients in East Dunbartonshire. They provided essential information and support to 182 people, 86 of whom received ongoing assistance to manage their support arrangements. We are still awaiting the outcome of a review by the council and continue to hope that this may lead to an expansion of the service at some point in the future. The team also facilitated 3 meetings of the East Dunbartonshire Stakeholder Forum, arranging input from a variety of relevant speakers.

Rights to Reality (R2R): Young People's Project

During the year, and in partnership with Glasgow Disability Alliance, we delivered a series of workshops on self-directed support for young disabled people and parents. The young people were also given the opportunity to experience working with a personal assistant for a day which allowed them to take part in an activity they would not otherwise have had the opportunity to try without the support of their family.

We are currently working on a training pack aimed at preparing young disabled people for the responsibility of managing their own support packages and a handbook explaining in straightforward terms the various stages involved in accessing self-directed support. With further funding from the Equality and Human Rights Commission now confirmed, we hope the Support Team will be able to continue providing targeted support to young disabled people interested in self-directed support.

Comment from Kirsty, a young person involved in the project:

“I’ve enjoyed the training I’ve had through the R2R project so much as it builds your confidence and you learn new stuff.”



GCIL payroll



GCIL payroll continues to expand as more disabled people take up direct payments and employ Personal Assistants or contract with agencies. During 2010/11, our payroll service dealt with a wide range of pay and employment related issues on behalf of clients and assisted many employers with the complex process of submitting annual returns. There has been a large uptake of the Enhanced Payroll and Bill Paying / Money Management services introduced during 2010, with 32 clients currently using the service. These services allow GCIL to hold funds on behalf of our clients and make payments to their employees, HMRC and agencies. Glasgow City Council do not currently allow funding to be paid directly into the trust accounts opened on clients' behalf by GCIL, but we are actively pursuing this matter in an effort to further simplify the process for clients.

By the end of 2010/11, 141 people were using the payroll service, generating £55,417 income, an increase of 10% on the preceding year.

What **GCIL payroll** clients have to say:

"I am over the moon with the service, it's worth it's weight in gold" – Angela.

"I am perfectly happy with the service" – Kathleen.

"The service I get from GCIL is great" – Thomas.

GCIL training



During 2010/11 **GCIL training** provided training to approximately 900 people in the public, private and voluntary sector, including delivering 53 courses to 379 health and social work staff. Our main contract remains with Greater Glasgow & Clyde Health Board with whom we have continued to work during 2011.

During the year we continued to work on the Self Directed Support Scotland project '**In The Know**', providing awareness training on self-directed support to advocacy organisations and to local authorities and health boards in Scotland on 41 occasions, and training over 500 people in total. The project, which was a partnership between Self Directed Support Scotland, the Scottish Personal Assistant Employers' Network (SPAEN), and GCIL, was completed in July 2011, having been extended for a further 3 months. By the end of the project we had provide training across the length and breadth of Scotland – from Lanarkshire to the Western Isles and Shetland. Although challenging to deliver – not least because of extensive local authority re-organisation and also the varied approaches to, and pace of, development in different areas - feedback from project participants was largely very positive.

We have also continued to provide consultancy services to NHS 24 – an ongoing partnership for the last few years.

Employment and Housing

GCIL's Employment and Housing Service helps disabled people to access suitable housing and employment opportunities.

GCIL employment

Our **Open Door** employment project offers disabled people a chance to gain work experience through paid work placements lasting up to 50 weeks. The programme aims to help people with medium to high levels of impairment, who tend to be more disadvantaged in the labour market, to increase their skills and self belief. The comprehensive package of support includes personal development, work experience, job seeking support, ICT training and aftercare.

Due to changes in our funding, particularly a decrease in the amount of European funding available to us, we have had to change the focus of this programme. In the past we have offered disabled people the chance to come off benefits and earn a wage in excess of £220 per week, while gaining new skills and taking part in relevant education and training opportunities on a day release basis. However, in order to ensure the future of the project and financial sustainability we are now offering a combination of paid placements and placements through the "Permitted Work" scheme.

However, despite this change in 2010/11, we continued to exceed our targets, providing employment, training and education opportunities for 63 disabled people in total. Of the 16 participants going through our work experience programme, 7 progressed into full time employment while 8 continued onto the new work programme. Work placements included employers in the public, private and voluntary sectors.

Professional Careers



Professional Careers, a national positive action employment / education programme for disabled people, has been rolled out across Scotland during 2010/11. Sixteen disabled people have been provided with traineeships in social housing organisations at during the year.

Professional Careers provides trainees with the opportunity to progress into higher level

positions within social housing organisations. 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.

On completion of the programme, trainees will be trained to officer level standard and have gained a relevant academic qualification within the sector. This will place them in a very strong position to pursue a long-term sustainable career in social housing, helping to reduce the under-representation of disabled people in officer level positions in the sector.

Professional Careers has attracted almost £900,000 of funding to date, made up of European Social Fund, Scottish Government, Glasgow Housing Association, and placement providers' contributions.

We have also gathered a wide range of important strategic partners and supporters including the Commission for Equality and Human Rights and the Chartered Institute of Housing (CIH). CIH has adopted the Professional Careers model and is in the process of setting up 20 traineeships across England and Wales.

Staff Update

John Speirs, formerly Employment Services Co-ordinator, was appointed as National Development Manager for the programme in March 2010. Since then, Kelly Coote and Elaine Couplan have been appointed Professional Careers Co-ordinator and Administrator respectively.

Trainee Recruitment and Marketing

We have advertised individual posts in local job centres, disability organisations and colleges, etc. The overall response has been excellent and we have at least three applicants per post.

Professional Careers engages with a much wider number of disabled people and disability organisations and represents an enhancement of our services, profile and reputation across Scotland.

GCIL housing



People and Places

During the year we provided advice and advocacy to several hundred people and helped 213 people find more accessible housing. One of our outcomes is that homeless disabled people will be empowered to live full independent lives through the provision of suitable housing and the continued support of GCIL. In 2010/11 our target was 60 and the actual number achieved was 98. This means that over the first two years of Big Lottery funding we have significantly exceeded our 2 yr target of 100 homeless disabled people by helping 156 find more suitable accommodation. Another programme outcome is that disabled people will be able to access employment, education and training opportunities through being rehoused to more suitable housing. The 2010/11 target was 5 and during this period we have managed to help 5 more disabled people to overcome housing related barriers in order to take part in employment, education or learning.

GCIL continues to run Scotland's first online **Accessible Housing Register (AHR)** which matches disabled people in housing need to adapted and accessible housing when it becomes available. The number of housing providers subscribing to the AHR continues to increase and we would like to thank the following organisations for their financial support and assistance: Cadder HA, Elderspark HA, Govanhill HA, Hanover HA, Home Scotland, Link Housing, Margaret Blackwood HA, Ruchazie HA, Rutherglen HA, Shettleston HA and Southside HA.

Working in partnership with housing providers is essential in order to help find suitable housing for our clients. Between them these subscribers have in excess of 16,000 properties. We will continue to try and persuade other housing organisations to work more closely with us and support this valuable strand of our work in 2011/12.

Life Transitions: making a difference

In 2010/11 we dealt with over 500 enquiries and supported people looking for housing and / or employment. Importantly, we are looking at the difference the programme is making to people's lives.

For example, feedback from over 81 clients during this period shows that:

- Clients rate their homes as significantly "more accessible" after receiving

- help with housing issues.
- Clients rate “happiness” with their housing situation significantly higher after help from GCIL.
 - Clients felt “more confident” about the future after receiving help from GCIL with their housing problems.

We will continue to develop client feedback methods, monitoring and quality assurance systems during 2011/12.

Enhancing Networking and Communications

During the year we engaged with over 30 housing providers and key statutory agencies including Scottish Government and Glasgow City Council. We also introduced a new electronic Newsletter - distributed twice a year to over 120 organisations.

We were commissioned again this year to deliver “**Ability Fest**”. This event gives disabled adults and professional staff a chance to find out about educational, volunteering, leisure and employment opportunities in the West of Scotland. Over 60 organisations participated and the event attracted around 1,000 visitors.

Working with Partners

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 Partnership.
- Responding to various Government consultations.

In 2010/11 GCIL and Capability were appointed as the Scottish Government's key strategic partner for housing and disability issues - recognition of the considerable amount of housing expertise GCIL has developed.

GCIL was also delighted to be selected through the Housing Voluntary Grant Scheme as the Scottish Government's key strategic partner for housing and disability issues. In August 2010 Capability and GCIL launched an ambitious partnership programme which aimed to radically improve access to housing for disabled people in Scotland. The project began in Edinburgh with the first of a series of seven involvement events bringing together the experience of

disabled people from across Scotland to raise awareness of the housing issues they faced. Capability then conducted a nationwide poll which helped create an accurate picture of how the lives of disabled Scots and their families are being adversely affected by worries over housing issues.

The Capability research showed that disabled people still face a wide variety of barriers when trying to find somewhere suitable to call home. Half of the respondents to Capability's 1 in 4 Poll on housing owned their own home, which is well below the Scottish average of 67%. Disabled people were far more likely than average to live in social rented accommodation. Sixty percent did not feel that disabled people had the same choice of housing as non-disabled people due to a lack of accessible and/or adapted housing. The research also showed that disabled people felt that physical access was 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.

This joint work showed that both GCIL and Capability are committed to equality of housing opportunity for disabled people and brought together the experience of service users from across Scotland to raise awareness of the issues they face. Using this lived experience of disabled people as a benchmark, we identified barriers and suggested solutions to influence the implementation of both existing and future housing legislation, policy and practice.

GCIL and Capability hosted a conference which gave disabled people and housing professionals the opportunity to come together to explore and debate the findings and jointly identify solutions to recommend to the Scottish Government.



It was also an opportunity to consider some of the ideas resulting from the Scottish Government's "Housing: Fresh Thinking, New Ideas" discussion paper.



Speaking at the conference, Grant Carson, Director of Housing and Employment Services, said "a shortage of suitable housing for disabled people has been identified by government surveys and independent research and has identified a need for 230,000 additional properties suitable for disabled people and their families across Scotland. Research 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

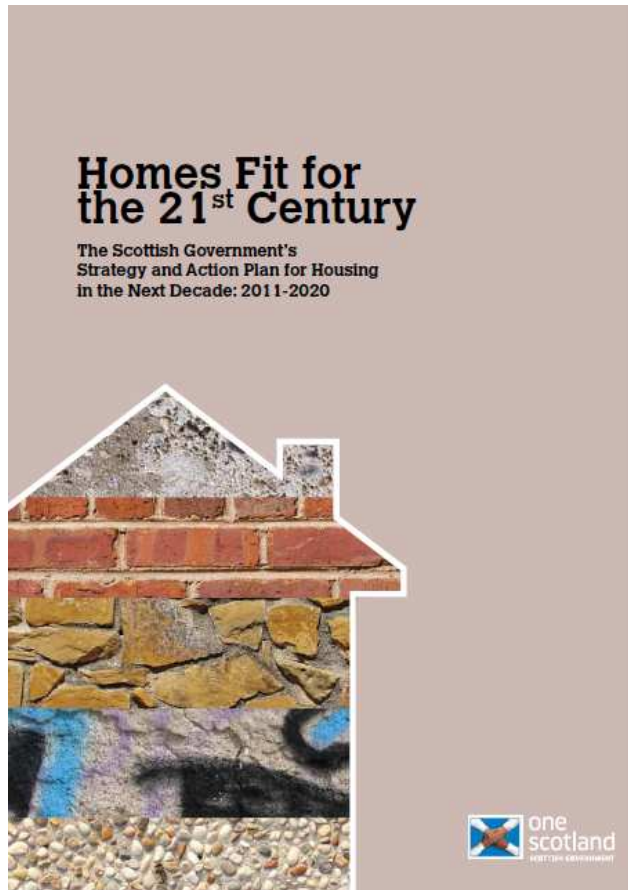
Scotland. Of the 5,000 fully wheelchair-accessible properties across Scotland, only 2,000 were occupied by wheelchair-users. (*The Scottish Household Survey 2005*)."

The evidence gathered from the Scotland-wide audit, combined with the results of Capability's 1 in 4 Poll, 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. It is estimated that £50m per year is spent on adaptations. The average amount of subsidy to develop a wheelchair house is £100,000. Therefore a significant amount of money is spent trying to meet the housing needs of disabled people, and it is essential that we improve the way we manage adapted and accessible properties so that this money is not wasted.

Over the year, GCIL and Capability therefore gathered a considerable amount of new information on housing barriers still faced by disabled Scots.

Partly in response to the information provided by GCIL, Capability and many other organisations the Scottish Government then published its Strategy and Action Plan for Housing in the Next Decade: 2011-2020 'Homes Fit for the 21st Century'.

This set out the government's commitment 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

As part of this Ministerial commitment given in the policy document 'Homes Fit for the 21st Century' the Scottish Government have asked GCIL to develop an online accessible housing register which will be called "**Home2Fit**".

The overall aim of Home2Fit is to develop, promote and deliver an on-line housing system in Scotland which will record accessible properties and improve opportunities for disabled people to find accessible / adapted housing across different geographical areas - increasing mobility from one local authority area to another.



As GCIL develops Home2Fit we are keen to ensure that disabled people benefit as much as possible. We aim to create a system which enables accessible and adapted properties to be let to disabled people who need them. The benefits this can bring include:

- Creating opportunities for disabled people to find accessible housing in their own area and across Scotland;
- Providing information to ensure people are housed in properties that fully meet their needs;
- Helping disabled people lead independent lives and take up employment and training opportunities;
- Improvements in health and wellbeing.

We will further develop Home2Fit throughout 2011/12 and will launch the system with a conference in 2012.

Funding

Funding for Housing and Employment Services continues to be from a broad range of funders and is usually on a year to year basis. Key funders in 2010/11 included: The Big Lottery, Glasgow City Council, Greater Glasgow and Clyde Health Board, and The European Social Fund. Raising the money needed to keep services going continues to be a very time consuming and difficult job. With current funding we will continue to promote opportunities in both employment and housing for disabled people and will work to secure future funding from a range of sources to create new innovative services for disabled people which meet their needs and help them to live full inclusive lives.

Financial Summary 2010/11

Despite the difficult economic climate, the overall financial position of GCIL remained satisfactory during 2010/11 with the organisation reporting an overall surplus of £1,999 on a turnover of £1,592,850. Restricted Reserves at 31 March 2011 stood at £4,061, Unrestricted Reserves were £67,593 and Designated Reserves were £90,000 equating to Total Reserves of £161,654, an increase of £1,999 from the previous year reflecting the operating surplus. 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 2010 to 31 March 2011**

	Unrestricted/ Designated £	Restricted £	Total £
Income			
Incoming resources Charitable Activities	653,136	939,704	1,592,840
Investment Income	10	-	10
Total Income	653,146	939,704	1,592,850
Expenditure			
Staff Costs	314,789	567,906	882,695
Training and Employment	1,407	34,312	35,719
Premises	44,198	100,950	145,148
Communications	2,603	6,686	9,289
Office Administration	9,242	49,175	58,417
Other Administration	14,133	84,498	98,631
Service User Costs	7,314	8,162	15,476
Support Costs	170,290	175,186	345,476
Total Expenditure	563,976	1,026,875	1,590,851
Surplus/(Deficit) for year	89,170	(87,171)	1,999
Transfers	(87,236)	87,236	-
Surplus/(Deficit) brought forward	155,659	3,996	159,655
Total Funds at 31 March 2011	157,593	4,061	161,654

Balance Sheet
As at 31 March 2011

	£	£
Assets		
Fixed Assets	9,326	
Debtors (Note 2)	220,602	
Cash at Bank and in Hand	<u>164,361</u>	
Total Assets		394,289
 Liabilities		
Creditors (Note 3)	<u>(232,635)</u>	
Total Liabilities		(232,635)
 Total Assets less Liabilities		 <u>161,654</u>
 Funds		
Unrestricted Funds		67,593
Designated Funds		90,000
Restricted Funds (Note 4)		4,061
 Total Funds		 <u>161,654</u>

NOTES TO THE ACCOUNTS

	Total
Note 1	
Incoming Resources Charitable Activities	2010-11
GCC Contract	494,815
East Dunbartonshire Project	106,068
Greater Glasgow and Clyde Health Board	42,000
The BIG Lottery Fund: Housing Service	116,436
Scottish Executive	1,654
European Social Fund	198,881
GCC Economic Development	20,000
GCC Homelessness Partnership	22,000
Placements	107,892
Wider Role Grant	92,393
Glasgow Housing Association	32,004
Miscellaneous	89,667
Training Services	3,293
Conference Suite	15,332
Payroll Fee Income	55,417
Ownership Options	90,000
Capability Scotland	11,000
EHRC	21,489
SDSS	53,057
DWP	11,210
Management Fees	8,232
Total	1,592,840
Note 2	
Debtors	
Grant Income Due	103,611
Prepayments	21,408
Other Debtors	95,583
Total	220,602
Note 3	
Creditors	
Accrued Charges	37,383
Creditors	108,543
Social security and pensions	27,147
Grants in Advance	59,470
Other Creditors	92
Total	232,635
Note 4	
Restricted Funds	
West Dunbartonshire Project	4,061
Total	4,061

Who's Who at GCIL

Board of Directors: Members and Officers

Chairperson

(from August 2010)

(Feb 2005-July 2010)

Vice-chairperson

(from November 2010)

Treasurer

Member Directors

(from August 2011)

Appointed Directors

Company Secretary

Jim Elder-Woodward

Marianne Scobie

Andrew Leven

Vacant

Chrissie Carmouche

Alan Dick

Lesley Paterson

Marianne Scobie

Chris Baird

Linda Haze

Bill Perry

Irene McCauley

Etienne d'Aboville

Staff List

Support

Manager	Maureen McPeak
Co-ordinator Information Services/ Inclusive Living Adviser	Donald Anderson
Inclusive Living Advisers	Morag Mackay Lewis MacLean Heather McArthur Jamie McDermott Leigh Rennie Pam Duncan Bushra Bashir
(Currently on secondment) Self Directed Support Development Worker (From 6 September 2010) Administrator (GCIL Support)	Theresa Houston

East Dunbartonshire Direct Payment Support Service

Coordinator Self Directed Support	Angela Mullen
Inclusive Living Adviser	Janis Jansen
Receptionist / Administrator (from December 2010)	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
Assistant Employment Coordinator (until September 2010)	Cathy Anselm
Interim Employment Services Adviser (from 25 th October 2010)	Charlie Canning
Housing Advisers	Karen Ann Doherty Doreen Hollywood
Senior Administrator (from June 2010)	Debbie McColl
Professional Careers Trainee Housing Adviser (from July 2010)	Carly McFadden
Professional Careers National Development Manager	John Speirs
Professional Careers Coordinator (from June 2010)	Kelly Coote
Professional Careers Administrator (from June 2010)	Elaine Couplan

Training

Co-ordinator Training Services

John Dever

Training Support Worker

(Until June 2011)

Gayle Smith

Employment Project Worker

Training Admin Worker

(from November 2009)

Jamie Hughes

Finance & Administration

Chief Executive

Etienne d'Aboville

Finance Manager

Gordon Myers

Finance Officer

Alan Bear

Finance Assistant

Rama Bbosa

**Human Resources &
Office Manager**

(From June 2010)

Clare Muir

Senior Administrator

Margaret Sanders

Receptionist

Employment Project Workers

Receptionist

(From October 2010)

(October 2009 to August 2010)

Kenneth Delman

Adam Mould

Jakki Oliver

Caretaker/Personal Assistant

John Stoddard

Office Cleaners

Rena Daley

Lesley Naughton

Did you know?

Adam Mould, a trainee working with us in reception took part in the Glasgow 10k race and achieved a new record time, 2 hours 02 minutes. Adam has been asked to be a pace setter for the 2012 race. Adam also plays for the West of Scotland Wheelchair Basketball Club.



A team from the office took part in the Ladies 5K raising money for Cancer Research. From left to right: Elaine Couplan, Debbie McColl, Margaret Sanders, Karen Anne Doherty, Doreen Hollywood, Marjory Cuthbert, Lynn Williamson and Janis Jansen.

John Speirs, Employment & Housing Services Manager, took part in his second marathon.



Registered Office

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G40 3AP
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Fax: 0141 550 4858
Textphone: 0141 554 6482
Email: gcil@gcil.org.uk
Website: www.gcil.org.uk

Auditor

Scott Moncrieff
Chartered Accountants
17 Melville Street
Edinburgh
EH3 7PH

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: New Gorbals Housing Association (Glasgow), Dumfries and Galloway Housing Partnership (Dumfries), Glasgow Rent Deposit and Support Scheme (Glasgow), Scottish Housing Association Resource in Education (Glasgow), Glasgow Centre for Inclusive Living (Glasgow), Oak Tree, Cloch and Larkfield Housing Associations (Greenock), East Dunbartonshire Council, Queens Cross HA (Glasgow), Muirhouse HA (Edinburgh), Tennant Participation Advisory Service (Glasgow), Milton Community Homes (Glasgow), Stirling Council (Stirling), Glasgow Housing Association (Glasgow) and Royston Corridor Homes, Glasgow Housing Association (Glasgow).

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