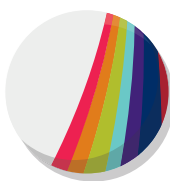
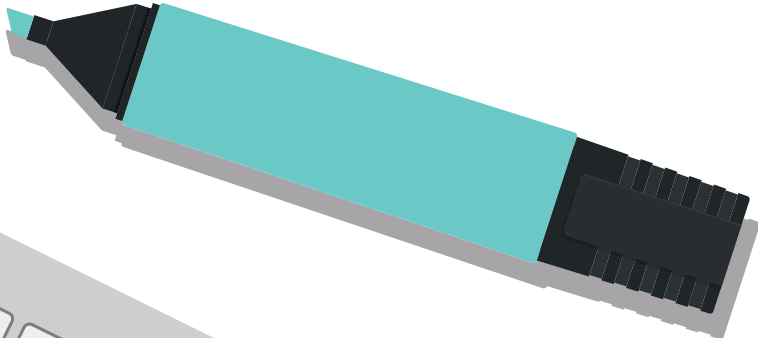
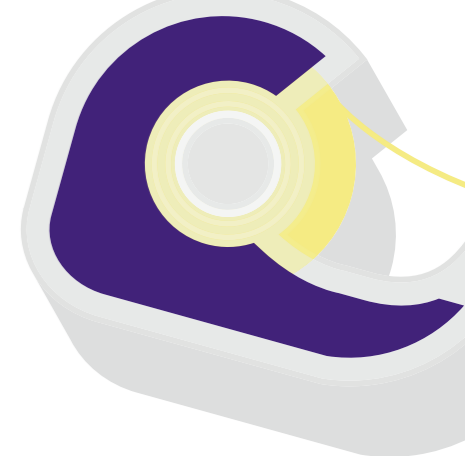
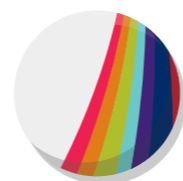


Review 2015



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



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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, employment and consultancy 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 or paying agencies.

Housing

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

Training

On disability equality, diversity or legislation tailored to your organisation's needs.

Employment

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

Consultancy

Organisational and policy development on disability equality, diversity issues and access audits.

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

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

A big thank you to our funders and supporters including:

BIG Lottery Fund,
East Dunbartonshire Council,
European Social Fund,
Glasgow City Council,
Greater Glasgow and Clyde Health Board,
The Scottish Government,
South Lanarkshire Council,
Wheatley Group.

A full list of our funders can be found in our Financial Report.

Copies available on request.

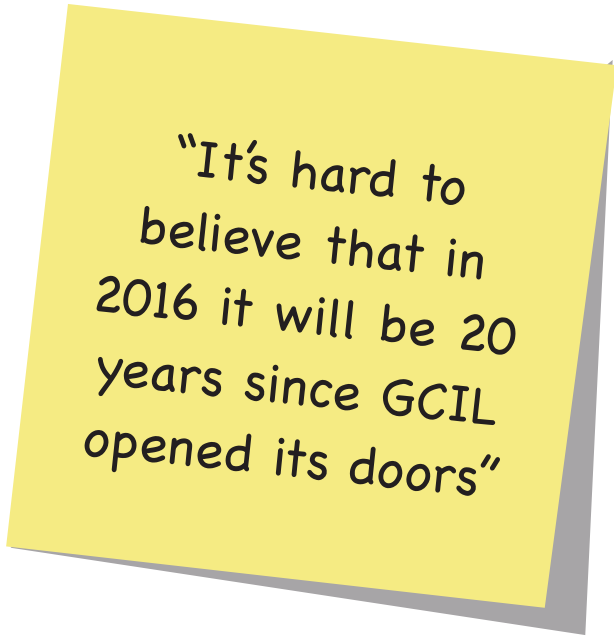


Home2Fit
Scotland's Accessible Housing Register



DigiKnow

A Message from the Chairperson and the Chief Executive



"It's hard to
believe that in
2016 it will be 20
years since GCIL
opened its doors"



Welcome to GCIL's current Review. It's hard to believe that in 2016 it will be 20 years since GCIL opened its doors and started providing independent living support services to disabled people in Glasgow.

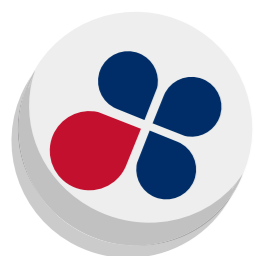
Since then we have increased our turnover and staffing five times over and developed a range of new and innovative services designed and delivered by disabled people themselves - all with the aim of helping disabled people to challenge the barriers to independent living and take more control over their lives. In this issue, we'll report on what we've achieved during the past year; and we'll introduce some of the people who make GCIL tick.

As self-directed support (SDS) continues to be rolled out across Scotland, it's important that disabled people are able to make informed choices about which of the four options they wish to use - including direct payments which can often provide the most control and flexibility.

Of course, we believe that the best way to do this is via independent, user-led support organisations and GCIL has continued to provide this kind of support to hundreds of people in Glasgow and to many more via our **Take Control** services in East Dunbartonshire and now also in South Lanarkshire.

Through the Scottish Government's Support in the Right Direction programme we continued to develop our SDS support services, working with our partners and service users to produce a range of more accessible information materials. Our briefing sessions and workshops for social work care managers and carers proved especially popular; and we ran more of our **DigiKnow** introductory computer training courses. We were delighted to be awarded a further grant under this programme which we will use to develop further information resources for PA employers, develop an online PA recruitment facility, and support people to travel independently to make best use of SDS funding.

Turning to housing, **GCIL housing** launched **Home2Fit**, Scotland's Accessible Housing Register in May 2014. Home2Fit is an online matching service between disabled people and accessible housing throughout Scotland. Using this new resource, our Housing Advisers were able to help hundreds more people needing accessible accommodation. Funding from the Integrated Care Fund has also enabled us to continue our **Better At Home** housing service for older people.



Access to employment opportunities continues to be a major problem for disabled people in Scotland. Our **Open Door** employment experience programme continued to achieve a high rate of positive outcomes for participants. Our **Equality Academy** became more established during 2014/15, securing a major partnership agreement with the Scottish Government and NHSScotland to support graduate placements for disabled people in all 22 health boards throughout Scotland. This work has already begun and will be developed over the next two and a half years. You'll find more about our services and our plans later in this Review.

On the policy front, we successfully challenged potentially regressive changes to the house building standards, and co-produced a series of accessibility good practice posters. The Scottish Government's decision to establish an Independent Living Fund in Scotland was extremely welcome and we were pleased that GCIL has been closely involved in the process. However, despite this welcome development, and the ongoing integration of health and social care, we believe the chronic underfunding of social care needs to be fully addressed before many disabled people can act as equal citizens. This year there will be opportunities to give our views on several important national and local consultations including Scottish Government's draft disability delivery plan and the local health and social care integration strategy.

In what continues to be a challenging financial climate, a small deficit of just under £4,000 for the year represents a reasonable outcome. Despite some welcome grants and contracts, uncertainty continues regarding the future of European funding and joint commissioning. We therefore need to keep our funding options under constant review. **See page 24** for further information.

Reflecting on the past 20 years or so, while the Independent Living Movement has achieved a great deal in influencing policy and services, its future is by no means secure. There are still very few genuine CILs in Scotland. Indeed a number of user-led Disabled People's Organisations (DPOs) have gone under in the past few years, often losing out to the big providers in the fierce competition for service contracts. It's worth reminding ourselves that the ideas underpinning independent living aren't just about the personal choice and control that we all want over our lives, crucial though that is.



Jim Elder-Woodward, OBE
Chair



Etienne d'Aboville
Chief Executive



If you are thinking of employing your own personal assistants but the whole process seems daunting...
We can help!

Want to take more control?

We can help with recruitment.

If you are worried about your PA not turning up, TESS can help!

Worried about calculating pay, national insurance contributions etc? **GCIL payroll** can help.

Worried about employment law, we can help.

We offer...

FREE 24 hour help to arrange immediate support cover in emergencies. Our **Telephone Emergency Support Service (TESS)** is for service users who need emergency cover AND

- find it difficult to contact support agencies due to a communication or physical impairment
- OR their usual back-up support agencies are unable to provide cover.

FREE training courses to help you become a good PA employer.

FREE computer courses.

FREE training courses for your PAs and cover for you while they attend their courses.

A range of payroll services tailored to meet your needs at very competitive rates.

If you use an agency, **GCIL payroll** also offers a Bill Paying Service.

If you would like more information on any of these services please contact either our Support Services or Payroll Department.



GCIL Equality Academy

Supporting and Inspiring Equality

With funding from the BIG Lottery, **GCIL Equality Academy** was launched in June 2013. Since then, the Academy's services have grown incrementally. For example, our consultancy service has provided a number of organisations with a comprehensive review of their equality and related policies. This kind of package of support can have a direct impact on an organisation's employment practices and services, especially when combined with a bespoke training programme.

Our Professional Careers programme has had a very successful couple of years. Six more trainees have completed their traineeships and moved into further employment; with a further seven trainees flourishing in their roles within organisations across Scotland.

In January 2015, we were delighted that NHSScotland and the Scottish Government agreed to enter into a partnership with GCIL Equality Academy to provide a Graduate Traineeship opportunity to 22 disabled people across Scotland combined with a programme of organisational development work when required. This major initiative followed the production of the NHSScotland Workforce Report which identified a significant under-representation of disabled employees. With the recruitment process now complete, Graduates are starting their placements in each of the 14 geographical health boards and 8 special boards (including the Scottish Government) across all parts of Scotland.



For further information please contact: GCIL Equality Academy Suite 1.16, Red Tree Business Suites, 33 Dalmarnock Road, Glasgow, G40 4LA

equalityacademy
gcil.org.uk

Tel: 0141 375 0464



Support in the Right Direction

Sharing personal experiences about using self-directed support, especially success stories, is important if more people are to make the most of SDS.

In November 2014 we published “**Direct Payments, Pure Dead Brilliant**”: A collection of personal stories written by service users, carers and personal assistants”. It shows how some disabled people and carers living in Glasgow have used a direct payment to create support packages that suit their particular needs. There are also contributions from personal assistants who talk about why they chose to become PA. We have distributed over 1,500 copies to individuals and organisations.

We have also produced two short DVDs:

“**Cailean’s Story**” features how his PA (Sandra) works with her employer who attends college

“**Susan’s Story**” tells how her PA (Helen) works with her employer in her home and local community

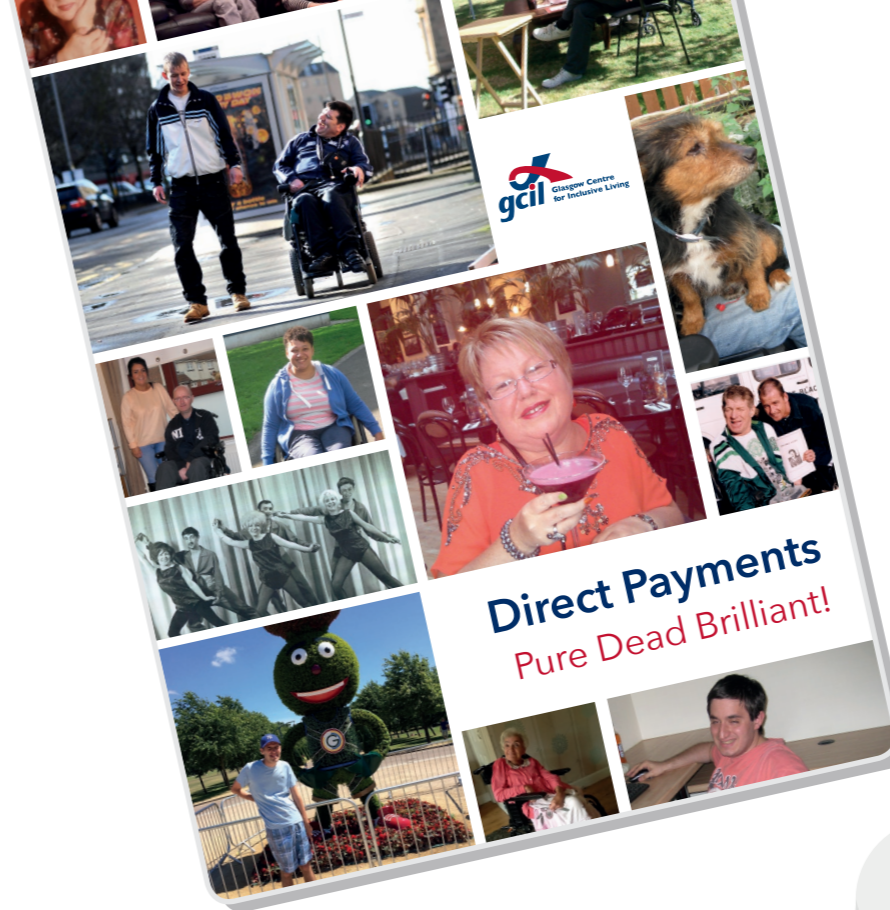
Our new SDS development programme, **Making It Work**, will enable us to produce a further book of personal stories featuring young people who have left school and who are making use of a direct payment to achieve their personal goals. We are also planning to produce a 3rd DVD in 2016 highlighting how having a PA can help the PA employer to maintain employment.



Cailean’s Story



Susan’s Story



DigiKnow

Continuing our successful partnership with Quarrier’s GO4IT project, we are planning a further programme of courses introducing disabled people to computing and the internet, combined with 1:1 tuition, troubleshooting and single topic workshops.

PA Employers Pack

This pack will be available to PA employers in November 2015. The pack includes:

- a brief summary of self-directed support
- detailed information about the process of managing a personal budget and employing agency staff or PAs
- a step by step guide to how GCIL Advisers can provide support
- a PA Employers training programme (piloted in August 2015)
- a section for PA employers to keep their own SDS paperwork organised.

Coming Soon to GCIL!

Housing:

- Thanks to funding from the Scottish Government, GCIL is working with Capability Scotland to produce **Adapt2Fit**, a new self-help guide to help elderly and disabled people remain in their own homes. The guide will take the user through the home, room by room, helping them identify common solutions to barriers they may face in their own home and, hopefully, avoiding the need to move to an already adapted property.

Support:

- Also funded by the Scottish Government, we've been working with Intrelate to develop a version of their Carista software. This is an online SDS management system which we hope will transform how we deliver our service by enabling SDS users and Advisers to monitor and manage their support online. As well as providing a comprehensive case management system for Advisers, it will enable SDS users to plan support rotas, monitor budgets, store key documents, track outcomes and much more.
- GCIL is working with the University of the West of Scotland to develop a computer game to help school leavers make the switch from children's services to adult services. The aim of the game is to introduce and explain SDS to young disabled people, especially those who may be wanting to apply for it in Glasgow, East Dunbartonshire and South Lanarkshire.
- In partnership with Neighbourhood Networks and Values Into Action Scotland, we're launching a new independent travel project to help more people use public transport independently, for example to access employment. This is a pilot project to explore whether this kind of support would help some disabled people achieve their independent living aims more easily as well as being a valuable investment for SDS funders.

Meet Theresa

Theresa joined GCIL through our Employment Project (now Open Door) in January 2004, working in the Housing department for a few months before joining the Reception team. After a successful interview in January 2005 Theresa became GCIL's full time Receptionist.

In May 2008, Theresa shared her time between Reception and an Administrative post with the Support Services Team, becoming full-time with Support Services in July 2008.

After 7 years as Administrator for the Support team working closely with Advisers and service users, Theresa successfully applied for a part-time post as an Inclusive Living Adviser. Theresa took up her new role in July and, in her own words, is "really enjoying the challenges of her new role".



Meet The Board

In this Review, as well as reporting on what we have achieved and what we plan to do, we decided to tell you more about the people who make it happen.

As a Disabled People's Organisation GCIL must always be accountable to our members and service users. Over the next couple of pages you will meet our Board Members and, if you think you too can contribute, please do get in touch.

You may have already met our Chairperson, Jim Elder-Woodward; or to give him his full title... Dr James Elder-Woodward, OBE!

Jim, like many of our Directors, has been with GCIL from the start. In fact, it could be said Jim was one of the people who first set the ball rolling.

Jim has worked in a range of organisations from universities to the health service, via Disabled People's Organisation. However, prior to retiring in 1999, he was a Senior Social Work Officer (Physical Disability).

Jim's a very busy man. Alongside GCIL, he is involved in a number of groups, including the Scottish Independent Living Coalition; the Executive Advisory Committee of the Scottish Independent Living Project; the Scottish Government's Independent Living Partnership Board; the Institute for Research and Innovation in Social Services; Capability Scotland; the UK Committee of the Campaign for a Fair Society, and many more!

In 2012 Jim was recognised for services to equality and human rights for disabled people and awarded the OBE. In 2015, in the light of his significant contributions to disabled people's human and civic rights, Glasgow University conferred the honorary degree of Doctorate of the University of Glasgow.



Jim

Fun fact



Jim's a blogger!
You can follow him at disabilityrightsblog.wordpress.com

Andy

Andy, Deputy Chair, has been involved with GCIL for over 16 years - initially when he worked for Glasgow City Council and then, once he retired, as a director. One of Andy's interests, which ties in with his previous experience, is Housing and he has worked closely with our Employment and Housing Director on **Home2Fit**.



Andy

Fun fact: Don't be surprised if you see Andy in what looks like a Halloween costume. He is an fanatical supporter of the New England Patriots American football team and may, from time to time, be seen wearing the team's strip.



Kenneth

Kenneth

With a background in finance and taxation, **Kenneth** joined our Board in April 2012 as our Treasurer. Kenneth works closely with our Finance Manager on budgets, accounts, VAT issues and has been involved in our property and pensions working groups. Kenneth has a vast and diverse array of experience in the third and education sectors.

Fun fact:
Kenneth is our very own Indiana Jones! (He's into archaeology!)

Fun Fact:
Alan is a Purple Poncho Player and a very keen snooker fan. If you watch closely, you might even spot him in the audience at the Crucible!



Alan

Alan

Alan was one of our first service users when GCIL opened nearly 20 years ago and has personal experience of using most of the services we provide. In addition to his work with GCIL, Alan is also on Social Work's Hate Crime Committee.



Chris

Chris

Chris worked in a bank for 22 years until he was medically retired. He decided to do voluntary work to give something back. He was actively involved in the Disability Movement around that time and, having heard about GCIL wanted to become involved because they were an organisation led by disabled people.

'GCIL does what it says on the tin and gives people control over their lives.'

Chrissie

Chrissie spent most of her working life in Social Work. Keen to continue with her commitment to disability and equality issues after her retirement about 8 years ago, she joined our Board. Chrissie's Board involvement includes contributing to policy review groups and the HR working group. Chrissie would like to see more disabled people involved with GCIL harnessing their individual experiences to further promote equality and independent living.

Fun Fact: Chrissie's team plays at Stamford Bridge! (For the non football experts, that means Chrissie supports Chelsea.)



Chrissie

Fun fact:
If you need help with high scoring scrabble words... speak to Linda



Linda

Linda

Linda became involved with GCIL initially as a service user. She has a background working in the health service, the voluntary sector, and particularly with people with communication support needs. Linda would like to see more young people involved in GCIL.

Lesley

Lesley has been involved with GCIL for nearly 20 years. On the 5th of December 1994 she became one of the first disabled people in the West of Scotland to employ a Personal Assistant.

'If i get asked a question and don't know the answer I can point people in the right direction... I feel as though I'm in a much better position to help people than I used to be.'

Fun fact: Lesley jumped out of a plane under her own free will. In case you are wondering, the plane was not on the ground at the time!



Lesley

Marianne

Marianne works for Glasgow Disability Alliance. She moved to Glasgow to attend university and loved the city so much she stayed!

Marianne was previously our Chairperson and, although she stepped down in 2010, she has remained on the Board and is actively involved in some of the sub-groups dealing with HR and Finance issues.

'Everyone is extremely supportive and mutually respectful: lived experience is as valued as experience gained through work, training or a profession.'



Marianne

Fun fact:
Marianne loves anything techie and is a self-professed gadget and IT geek!

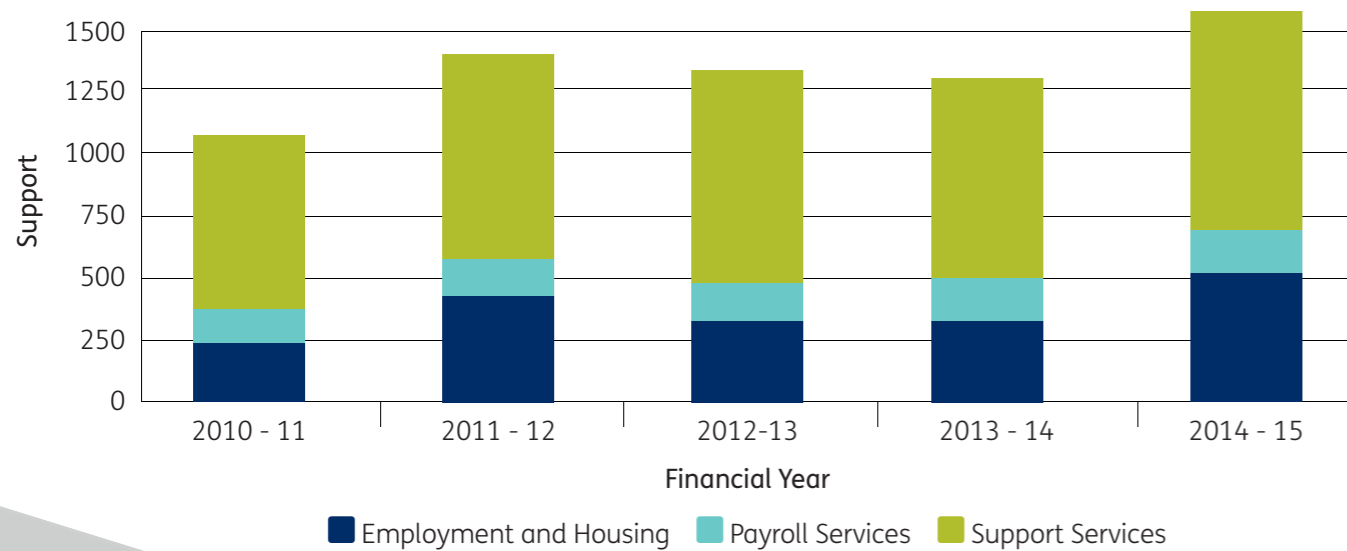


How are we Doing?

Rather than give pages of reports and figures, we thought we would use a more graphical way of showing how we have been doing over the last four financial years.

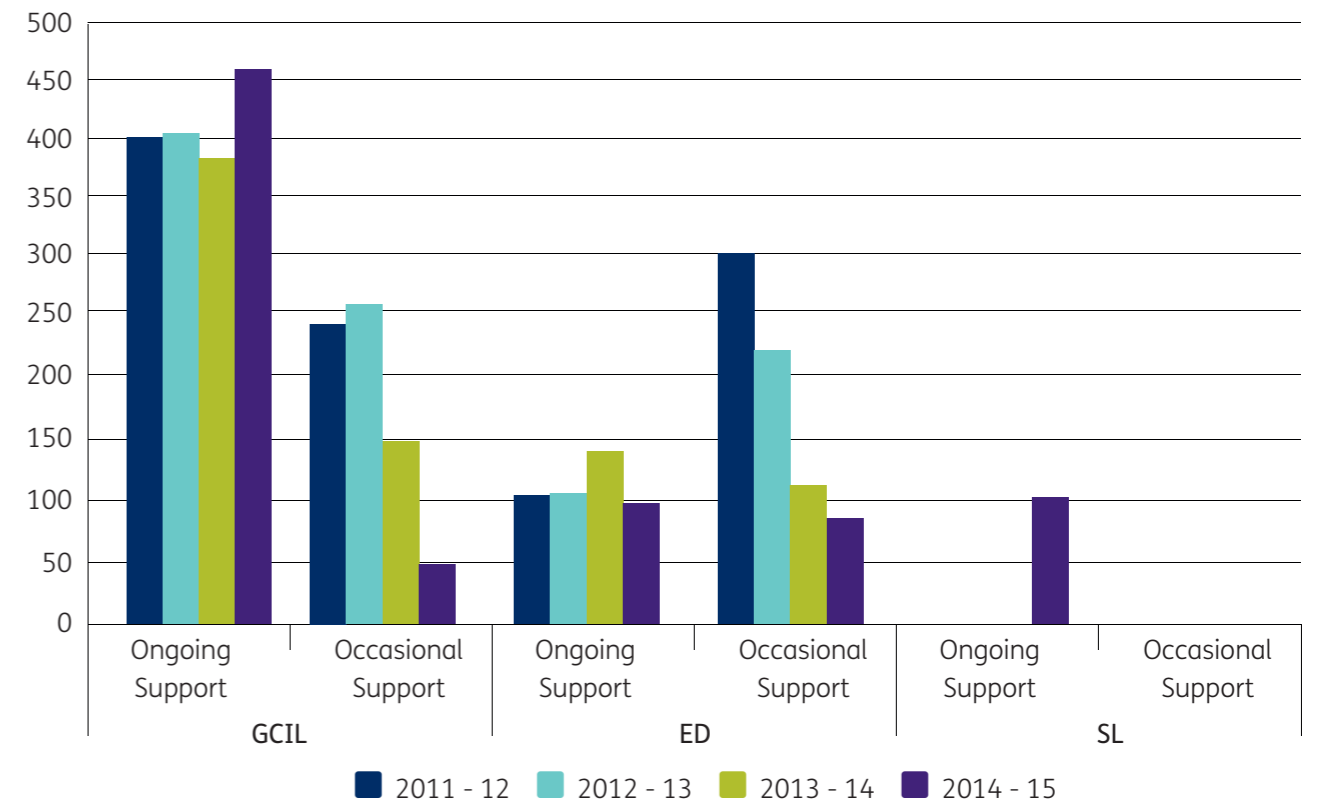
We've been busy

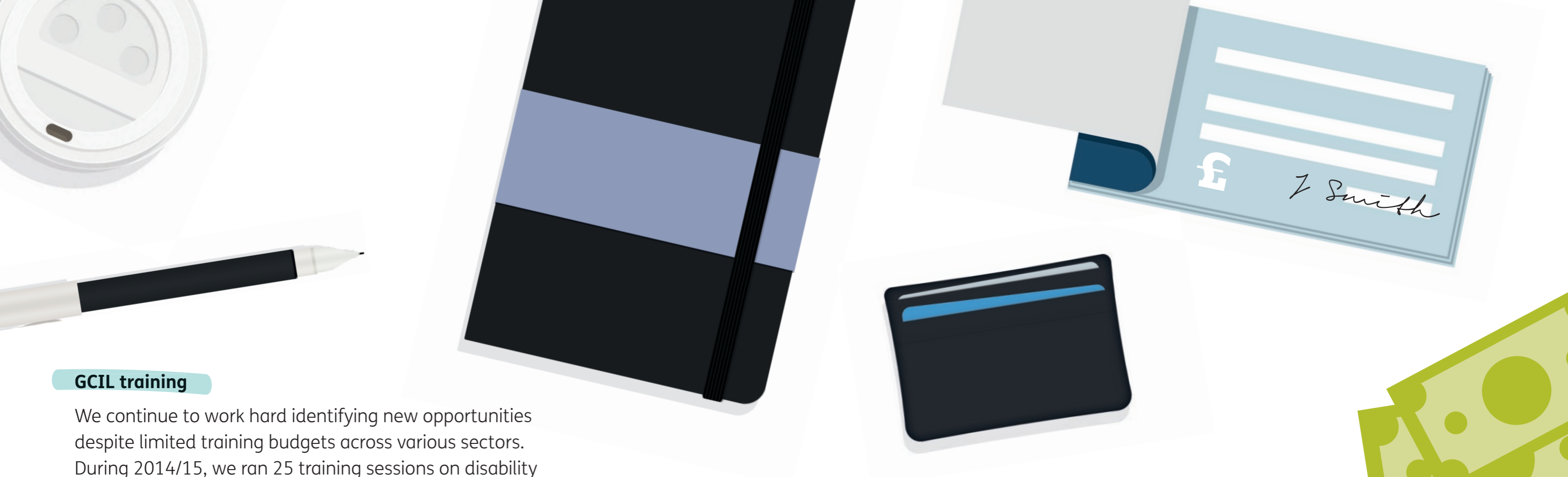
This chart shows the support our key services have provided over the last five years. This includes Payroll, Support, and Employment & Housing services.



GCIL support

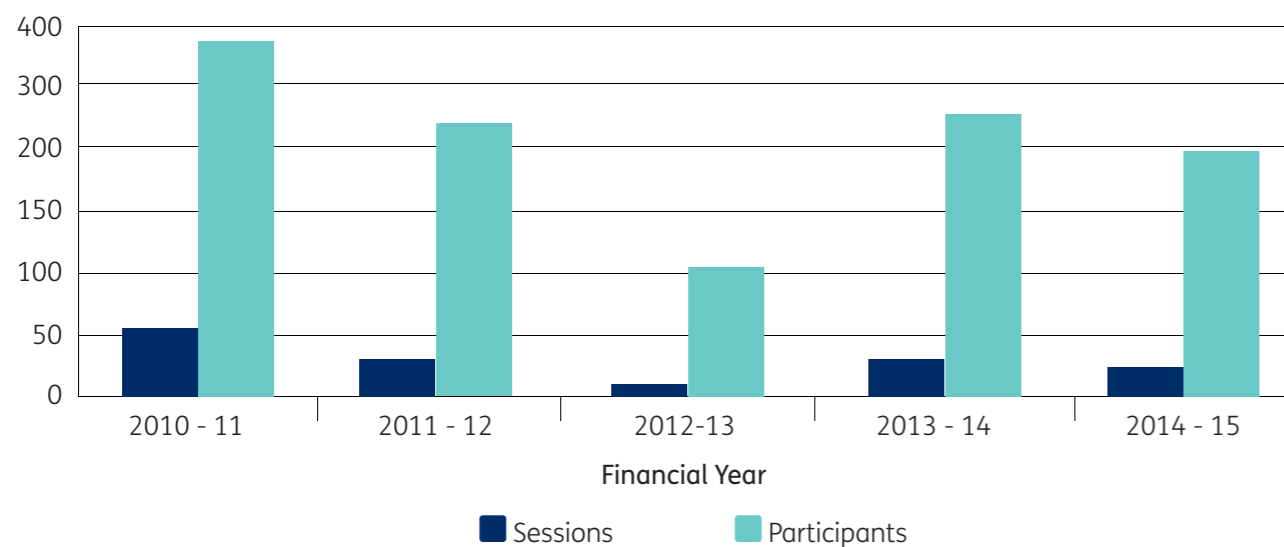
We've continued to see a welcome increase in referrals in Glasgow - probably due to our popular Care Manager Workshops. Overall, we supported over 500 people using self-directed support (SDS) during 2014-15. East Dunbartonshire Council has also been promoting SDS and our small team at **Take Control (East Dunbartonshire)** have been extremely busy - providing ongoing or occasional support to around 275 people. **Take Control (South Lanarkshire)** was set up in 2014-15 and worked with around 100 people in its first year. We expect this number to rise rapidly as more and more people in South Lanarkshire start using SDS to manage their support.





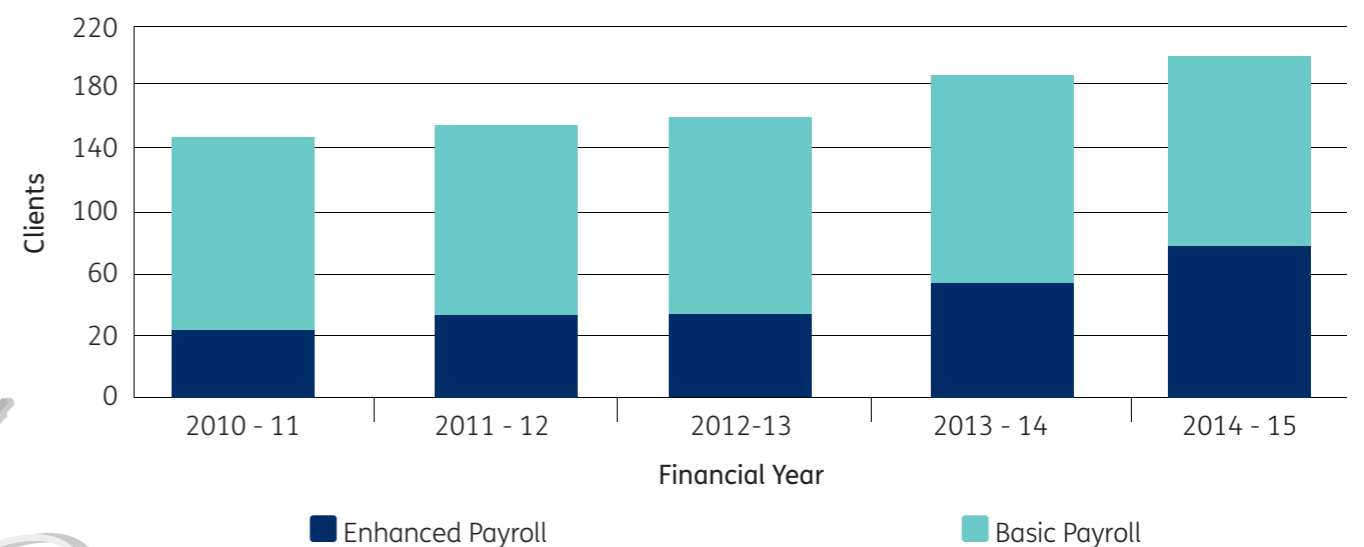
GCIL training

We continue to work hard identifying new opportunities despite limited training budgets across various sectors. During 2014/15, we ran 25 training sessions on disability and diversity issues attended by around 200 people. This included developing a number of new partnerships including working with Unison and Workers Education Association (WEA) Scotland to deliver training for Personal Assistants; this covered Disability Equality issues, Moving and Assisting, and Health and Safety. We also developed new courses on both Adult and Child protection, and worked with a number of organisations including housing associations on Equality Impact Assessments.



GCIL payroll

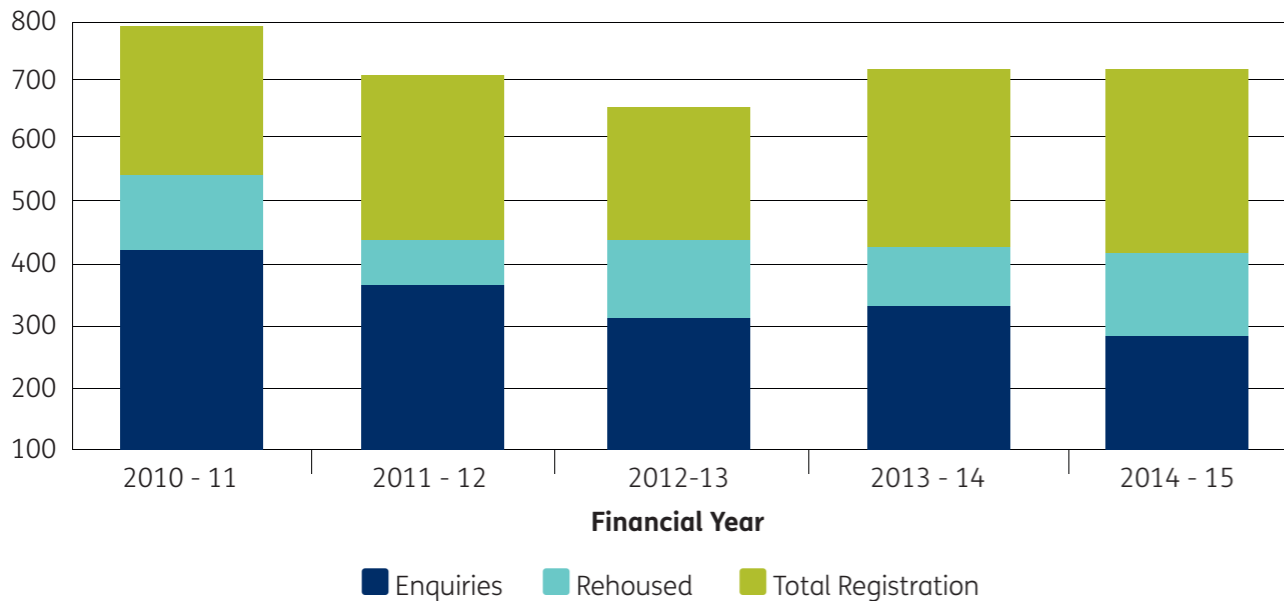
With just under 200 clients we've seen a marked increase in demand for our Enhanced payroll service (where we hold the funding and make payments on your behalf). Our team has also been extremely busy helping PA Employers manage their responsibilities under the new pension auto enrolment procedures. We'll be looking to expand our payroll team as the service continues to grow.





GCIL housing

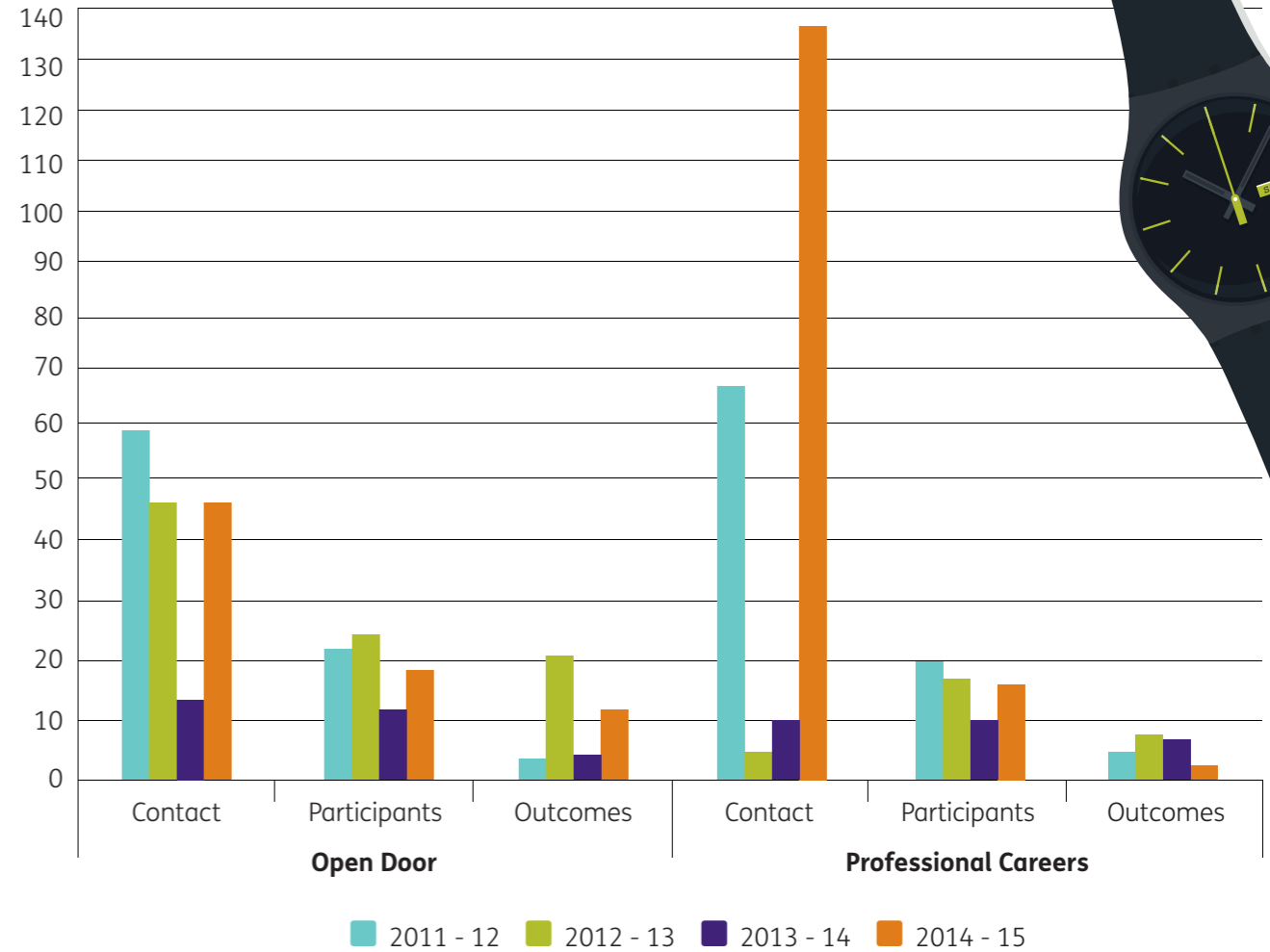
The 20% plus increase in the number of people we helped re-house in 2014-15 may reflect one of the positive effects of the Commonwealth Games. The release of the Athletes' Village as housing stock increased the availability of accessible housing in the Glasgow area. There has also been significant investment in accessible new build housing by New Gorbals Housing Association. Despite this marked increase in housing stock though, we're still incredibly busy, with demand continuing to outstrip supply. The pattern of referral, especially through our **Better At Home** project, means we are working with clients with more complex housing needs which require more specialised and intensive support from our Advisers.



'Contact' is the total number of people assisted with information, advice or work experience.

GCIL employment

The chart shows an increase in positive outcomes from our **Open Door** (OD) employment programme in 2014-15, both for trainees moving on to further employment, or achieving training qualifications. We also saw an overall increase in the number of contacts and participants. **Open Door** staff have been working more closely with Job Centre Plus and also developing new work experience opportunities with new host organisations, including a significant partnership with the Wheatley Group. However, the future of our European funding for this programme remains uncertain.



Finance at a Glance

Our income and expenditure have remained relatively steady over the last four years. However, the new support service in South Lanarkshire resulted in an increase in both income and staff expenditure in 2014-15.

These pie charts show our income and expenditure for 2014/15 broken down by type.

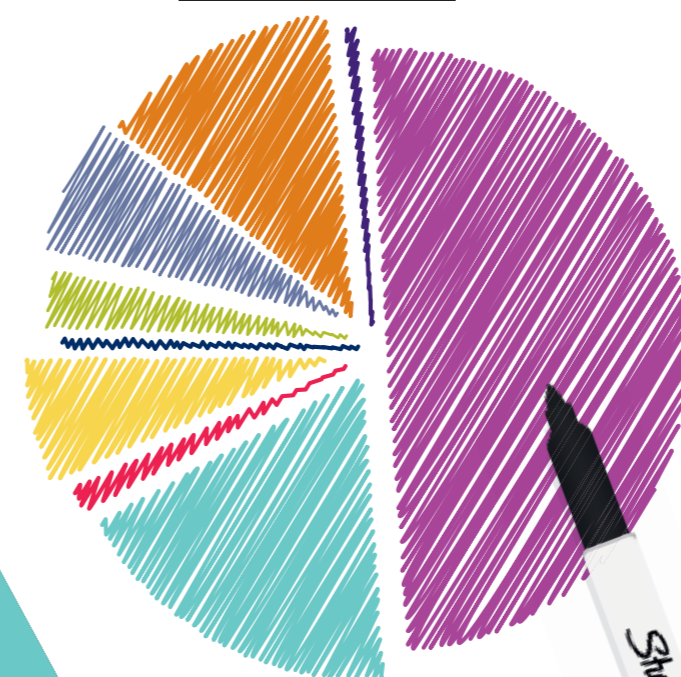
In 2014-15 GCIL reported a deficit of -£3,757 compared to a surplus of £6,373 in 2013-14. This resulted in total reserves at 31 March 2015 of £153,417 (2014: £156,904) made up as follows:

Unrestricted reserves	£37,436
Designated reserves	£90,000
Restricted reserves	£25,711
Total reserves at 31 March 2015	£153,147

The Board regard this as a satisfactory position given the challenging economic environment we currently operate in.

Expenditure 2014- 15

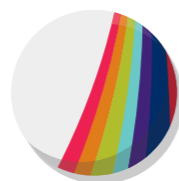
Communications	£11,697 (1%)
Office Admin	£46,505 (3%)
Marketing & Consultancy	£115,323 (7%)
Premises	£199,948 (13%)
Service User Access Facilitation	£8,456 (1%)
Staff Costs	£782,099 (50%)
Support Services	£281,800 (18%)
Training & Employment	£21,093 (1%)
Employment Placement Salaries	£103,918 (7%)
Total	£1,567,083



Income 2014 - 2015

GCIL Generated	£132,262 (8%)	Total £1,567,083
LA Contracts	£738,069 (47%)	
Big Lottery	£192,497 (12%)	
Scottish Government	£207,090 (13%)	
Change Fund	£46,410 (3%)	
Other Income	£35,899 (2%)	
Capability Scotland	£31,000 (2%)	
European Social Fund	£39,787 (3%)	
Employment Placement Contributions	£61,056 (4%)	
Wheatley Group	£35,000 (2%)	
DWP	£6,013 (0.4%)	
Glasgow City Council (Employment & Housing)	£42,000 (3%)	

Roll Call



Etienne d'Aboville
Chief Executive

Admin

Clare Muir HR & Office Manager
Margaret Sanders HR & Office Administrator
John Stoddard Caretaker
Kevin Fitzpatrick IT
Louise McCafferty Receptionist
Heather Sturdy . Trainee Receptionist
Lesley Naughton Office Cleaner
Rena Daley Office Cleaner
 (Retired Sept 2015)

John Speirs Equality Academy Development Manager
Elaine Couplan EA Administrator
Beth Welsh ..EA Business Coordinator
Kelly Coote and Marjorie Cuthbert EA Placement Coordinators
Andrew McConville Trainee IT
Craig Worton Graduate Business Development Trainee
Robbie Crow Marketing and Events Trainee

Employment and Housing Services

Grant Carson Director
Debbie McColl Administrator
Karen Anne Doherty Adviser
Charles Canning Adviser
Doreen Hollywood Adviser
John Dever Training Co-ordinator

Finance and Payroll

Gordon Myers Finance Manager
Alan Bear Finance Officer
Lucia Cafolla Finance Assistant
 (left August 2014)
Lauren Leggat Finance Assistant



Support Services

Maureen McPeak Support Manager
Jennifer Malik Administrator
Theresa Houston Adviser
Donald Anderson Adviser
Heather McArthur Adviser
Morag Mackay Adviser
Leigh Rennie Adviser
Jean McGurn Adviser
Lewis MacLean Adviser
Lilian Smith SDS Development Coordinator
David Sands SDS Trainee

Take Control (East Dunbartonshire)

Angela Mullen Coordinator SDS
Lynn Williamson Administrator Receptionist
Janis Jansen Adviser
Joanne McGee Adviser

Take Control (South Lanarkshire)

Peter Brawley Coordinator SDS
Sharon Fullerton Administrator Receptionist
Agnes Hadden Adviser

Board of Directors

Jim Woodward Chairperson
Andy Leven Vice-Chairperson
Kenneth Tomory Treasurer
Chris Baird Member Director
Chrissie Carmouche Member Director
Alan Dick Member Director
Linda Kaze Member Director
Lesley Paterson Member Director
Marianne Scobie Member Director

Thank You We've raised £557



from supporters shopping online via easyfundraising.org.uk and raising donations for free!

Help us raise more! Register to support Glasgow Centre for Inclusive Living at: [easyfundraising.org.uk/Glasgow Centre for Inclusive Living](http://easyfundraising.org.uk/Glasgow%20Centre%20for%20Inclusive%20Living) then simply follow the steps to shop and raise.

If you want to find out more, speak to Margaret Sanders.

Happy fundraising!



A	D	G	Y	S	H	Y	K	S	E	H	T	G	J	D	A	G	Q	R
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- Debenhams
- Sainsburys
- Next
- John Lewis
- Hobbycraft
- Sky
- BT
- Tesco
- Argos
- Amazon
- Boots
- Apple

Our Bigger Picture...

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- GHA: Royston Corridor Homes Ltd • GHA: Unity Homes HA • Glen Oaks HA
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