



Review 2014





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?

Hate crime comes under many guises: name calling, vandalising Motability vehicles, people saying hurtful things on facebook, to name but a few. It's not, and should never be, part and parcel of being a disabled person and should not be tolerated. Speak up now, or let someone do it for you.

Useful telephone numbers:

GCIL: 0141 550 4455

Victim Support: 0845 6039 213

CAB Scotland: 0808 800 9060



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.

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

Copies are available upon request.

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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 and diversity issues, including market research and access audits, delivered through our new GCIL Equality Academy.

In addition to this we also 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 Message from the Chairperson and the

Welcome to GCIL's current Review. Last year one of the things you told us is that we need to improve the way we communicate with you. So we thought we'd start by giving this review a bit of a makeover. Where possible, this year, we have also given you more information about the most recent financial year, 2013-14. You'll still find all the info on GCIL's performance inside but, hopefully, in a format that is a little easier to digest. We hope you like the new look.

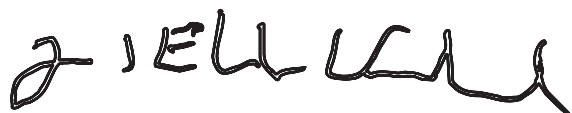
Despite one or two setbacks such as the loss of European funding for our highly successful Professional Careers employment programme at the end of 2012, GCIL has come through the past two years remarkably well. Overall, we were able to increase the number of people we provide services for, and secure funding to expand some existing services, for example introducing our new Better At Home housing service for older people, and our popular Enhanced Payroll service. We were also pleased to be awarded a BIG Lottery grant to establish a major new initiative, the Equality Academy, which combines a range of employment experience programmes for disabled people with training, marketing and disability consultancy services. With funding from the Scottish Government's Support in the Right Direction programme, GCIL has been developing our SDS support service so that we are better prepared for the start of the Social Care (Self-directed Support) (Scotland) Act which came into force in April 2014. We now have a brand new range of accessible information materials and we have built on last year's well-received computer skills course, DigiKnow, by setting up our own accessible IT Suite here at GCIL. This will be a vital new resource available to help people with managing SDS support, training, job search etc. From April 2014, we will re-launch our SDS support service in East Dunbartonshire as 'Take Ctrl' and we will also start providing a similar service in South Lanarkshire for the first time, initially for a period of 12 months. To find out more about GCIL's services, take a look elsewhere in this review.

Chief Executive

Although we had been expecting 2012/13 to be a particularly tough year from a financial point of view, in the event, we made a small deficit of just over £5,500 on a turnover of nearly £1.5m which is much better than expected. Whilst we have always worked hard to fund our services, we cannot afford to take our collective foot off the accelerator and we have therefore been exploring a variety of ways we can improve our future financial sustainability in our strategic planning process.

Although GCIL is mainly a service provider, we have continued to take part in policy discussions, campaigns and consultations where we feel we can best make a contribution. These have included: the national implementation strategy for self-directed support, the closure of the Independent Living Fund, health and social care integration and, at the local level, the development of an Independent Living Strategy for Glasgow. Last but not least, we have fully supported the campaign against charging for community care services – Scotland Against the Care Tax.

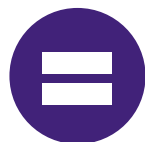
In conclusion, our thanks go, as always, to all our funders for their invaluable support; our hardworking staff, volunteers and directors; and, of course, to all our members, service users, friends and allies for supporting us throughout the year.



Jim Elder-Woodward, OBE
Chair



Etienne d'Aboville
Chief Executive



Equality



Policy



Training



Organisational
Development



Subscription



Market
Research



Employment

GCIL Equality Academy

Supporting and Inspiring Equality

With funding in part from the BIG Lottery, GCIL's Equality Academy opened its doors on 1st June 2013.

Based at the Red Tree Business Suites in Bridgeton, the Equality Academy will, over the next three years offer an employment programme for disabled people providing 15 new employment opportunities and 45 internship opportunities for disabled graduates across Scotland. This is coupled with a support service providing information, advice and training to assist disabled people back into work.

The icons on this page show the range of services that The Equality Academy also offers external agencies and organisations.



**For further information please contact:
Equality Academy, Suite 1.16, Red Tree Business Suites,
33 Dalmarnock Road, Glasgow G40 4LA
Tel: 0141 375 0464**

“The information gained during the course was invaluable.”

DigiKnow



DigiKnow is an exciting project that GCIL and Quarriers' GO4IT Project have developed in partnership. The project is all about 'digital inclusion'. Digital inclusion simply means making sure everyone has equal access to, and the skills to use, information and communication technologies such as computers, laptops, tablets and smart phones. One of GCIL's long term aims for this project is to enable people to manage their self-directed support (SDS) arrangements online if they choose to.

We ran the first course during September/October 2013. The aim of the course was to help disabled people gain a better understanding of using email, surfing the internet etc. using computers, laptops, tablets and smart phones. Expert tutoring, equipment for all ability levels, assistive technology, transport and personal assistance were all provided.

Following the fantastic feedback we received, and the growing demand for this course, we decided to build on our success and will continue to work with GO4IT and our service users to develop a technology support hub which has been named the Kenny Delman IT Suite in memory of a much valued colleague of the GCIL staff team.

“I thoroughly enjoyed the course and learned a lot from it.”

“Excellent idea – a course where disabled people can meet, feel safe and learn among peers.”

Interested in finding out more about this?

Ask a member of staff or phone us: 0141 550 4455



Meet

James

✓ Moved from residential care back to the community

✓ Housing Options Appraisal carried out

✓ Accessible housing advocacy provided

✓ 12 housing applications completed

✓ Adaptations advice provided

✓ Inter-agency networking

Outcome

✓ Suitable home near family and friends

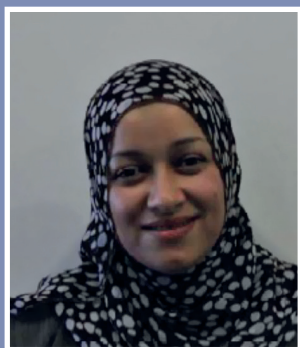
We were contacted by James's social worker in 2012 to help him move back into the community following an extensive stay in a care home.

James wanted a tenancy of his own and the freedom which that allows. He wanted to get out and about, have family to visit, and have more social contact generally.

One of GCIL's Employment and Housing Advisers visited James and discussed his housing options with him. Following advice and recommendations, James's Adviser completed 12 housing applications for sheltered and non-sheltered housing.

After several unsuccessful applications, James received the option of his own home in a setting close to his family and where support and meals were provided and available to him.

After discussions with his family and social worker, James agreed this was the ideal option and he moved into his new home in August 2013.



Meet Iyam

Iyam initially contacted GCIL in 2009 to request help in finding a more accessible home. Following her initial meeting with our Employment and Housing team we were able to work with Iyam and her family to identify somewhere more suitable.

During these meetings our Adviser also helped Iyam explore her employment options and Iyam decided to join our employment programme which specifically supports disadvantaged disabled people into employment by providing them with work-based placements.

Despite having successfully completed courses in English and achieved an HND in Accounting, Iyam had found it impossible to gain employment due to very real, but ultimately surmountable barriers. Firstly, GCIL identified a suitable work experience placement within NHS24 and, following a successful interview, Iyam started her traineeship within the Participation and Equalities Team.

GCIL helped Iyam apply to Access to Work and identify which workplace adaptations were needed.

In addition to gaining essential office skills and gaining experience and confidence, Iyam also attended a number of placement-related training opportunities.

Before her placement ended, GCIL's job club helped Iyam to secure a permanent full-time post within the banking sector.

- ✓ Employability advocacy & support
- ✓ Welfare benefits advice
- ✓ Work experience placements
- ✓ Training Courses
- ✓ Job-seeking support
- ✓ Accessible housing advocacy
- ✓ 20 housing applications completed
- ✓ Adaptations advice

Outcomes

- ✓ Mainstream employment
- ✓ A suitable family home

Both Sides of the Story

GCIL has offered a variety of employment programmes aimed at disabled people for many years.

These programmes offer benefits to both individuals and employers alike.

Trainees and placement organisations have a named member of staff to provide support and advice for the duration of the partnership.

Trainees gain relevant skills, experience, qualifications and knowledge during their placement and all are offered support to help in their job search.

Together with GCIL, Trainees and employers can make a difference and help address the under-

representation of disabled people in the workforce and increase their profile in the community at large.

Innocent Jakisa is a Trainee Equality and Engagement Officer / Diversity Champion at the Golden Jubilee National Hospital. Innocent is currently studying for an MSc in Citizenship and Human Rights at Glasgow Caledonian University.

[If you want to learn more about our programmes please contact our Employment and Housing Team on 0141 550 4455.](#)



Innocent Jakisa

Trainee Equality & Engagement Officer
Golden Jubilee National Hospital

“Professional Careers has helped raise my hopes and dreams of one day getting into gainful employment. As a black and disabled refugee my chances for accessing hands on work experience and a qualification relevant in today’s employment market were almost non-existent. The programme has enabled me to get work-based experience and the necessary qualification to make me job ready. Joining this programme is one of the best things to happen to me since coming to the UK. Long live Professional Careers!”

“Our relationship with GCIL has been extremely positive. Not only have we benefited from a high quality trainee who has supported our equalities and engagement work, we have also been privileged to work with a highly motivated and supportive team from GCIL. The benefits of this arrangement have been very much greater than the sum of the parts and we look forward to further work with GCIL.”



Mark Swatton

Head of Clinical Governance
Golden Jubilee National Hospital



Meet Alan...

Three way street or multi-tasking!

Alan is a familiar face at GCIL. We first met Alan in 1996 in fact, he was one of the first people through the door when we opened! Since then we have provided support to Alan with

monitoring paperwork for the council. We have also helped Alan recruit his PAs. We prepared all the necessary paperwork; job adverts, job descriptions and contracts.

Meet Alan...

The Employer:

Alan employs a small team of 3 PAs. He receives regular support with staff rotas and timesheets. In Alan's own words, GCIL 'have really helped me to understand my responsibilities as an employer. They help me to deal effectively with any disputes or issues that arise with my staff. I feel this support has enabled me to develop a very good working relationship with my PAs'.

Alan has arranged for his staff to attend the GCIL Training course for

PAs. He has also registered with our Telephone Emergency Support Service (TESS). If any of his PAs are not able to attend work (for whatever reason) GCIL will arrange emergency cover for his shifts.

Alan was also one of our first payroll clients. This takes the stress and paperwork away from the PA employer: GCIL Payroll staff ensure PAs receive their correct pay with all deductions calculated for the employer.

Meet Alan...

In his GCIL role:

Alan has been a Member Director of GCIL since February 2008.

Meeting approximately 3 times a year. Alan has his say in how GCIL is run.

As everything in life there are rules to being a Director. The Chairperson and Chief Executive meet with prospective Directors in a relaxed

setting and talk about what being a Director entails.

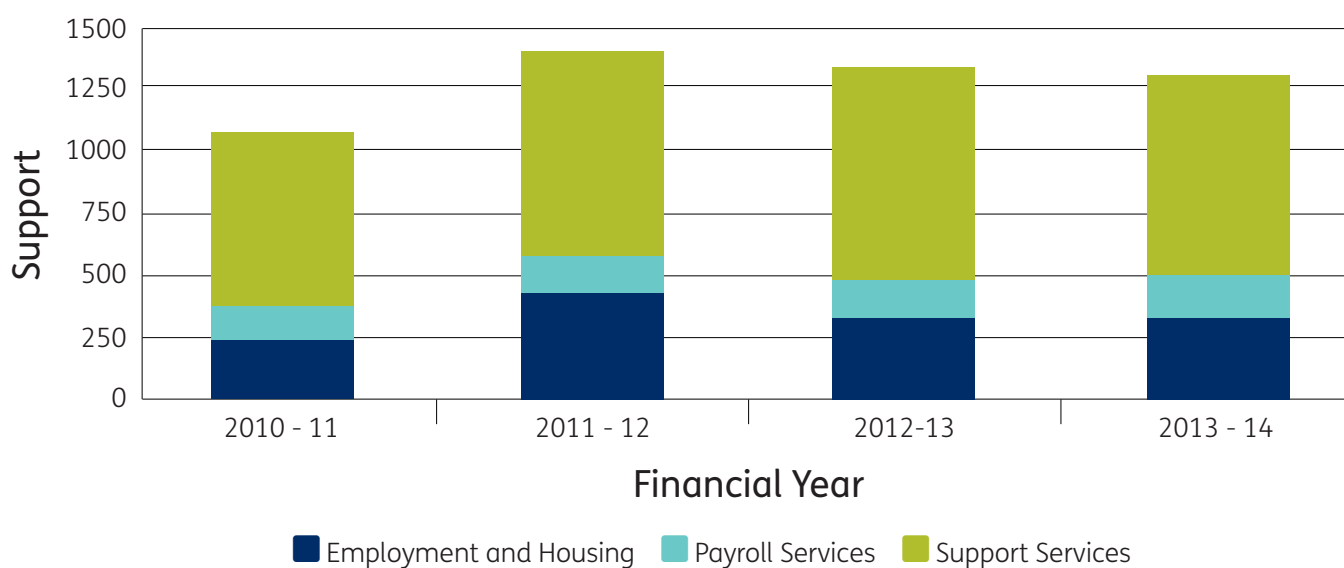
We provide training opportunities and recently Directors have been invited to attend GCIL Strategy days.

If you are interested in helping us to continue to grow and develop, please contact us and we will be happy to meet and have an informal chat.

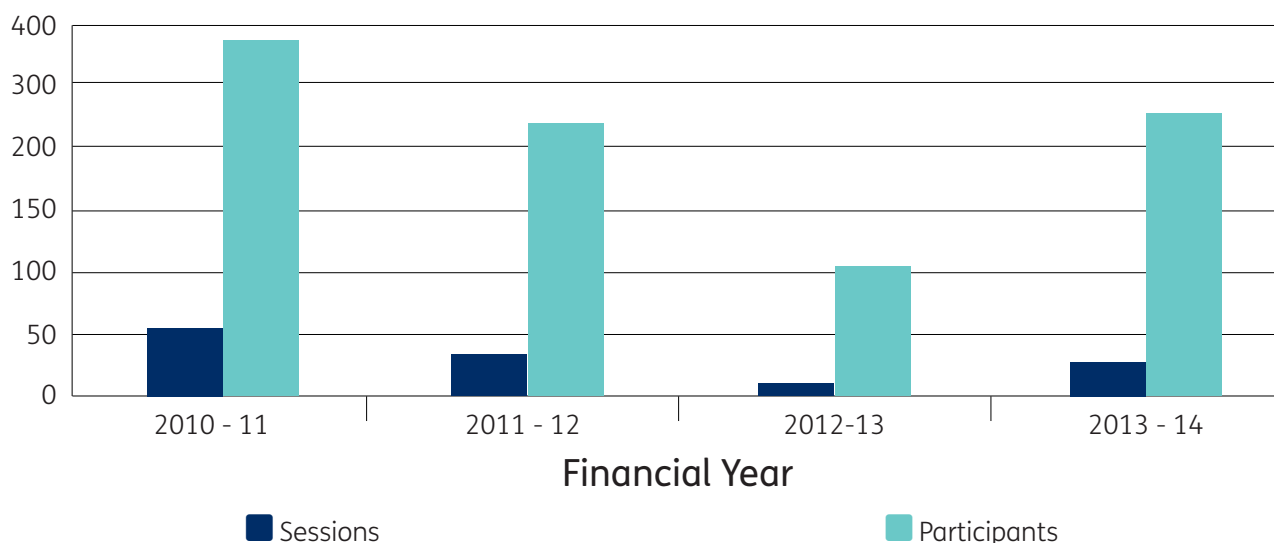
How are we doing?

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

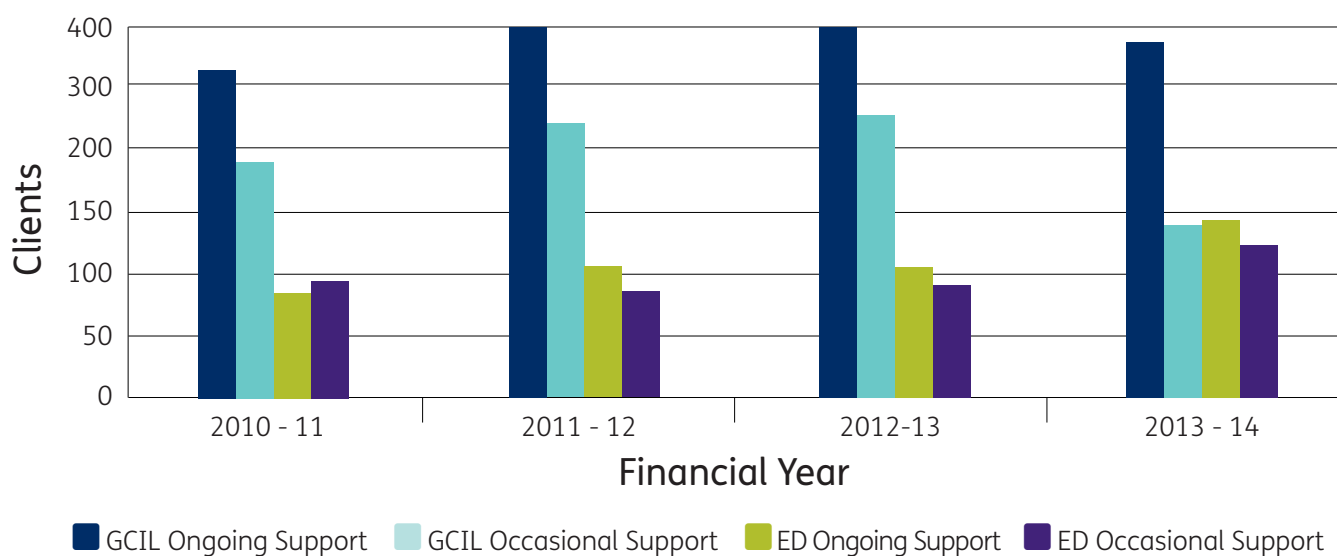
We've Been Busy: This chart shows the support our key services have provided over the last few years. This includes information from Payroll, Support and Employment & Housing services.



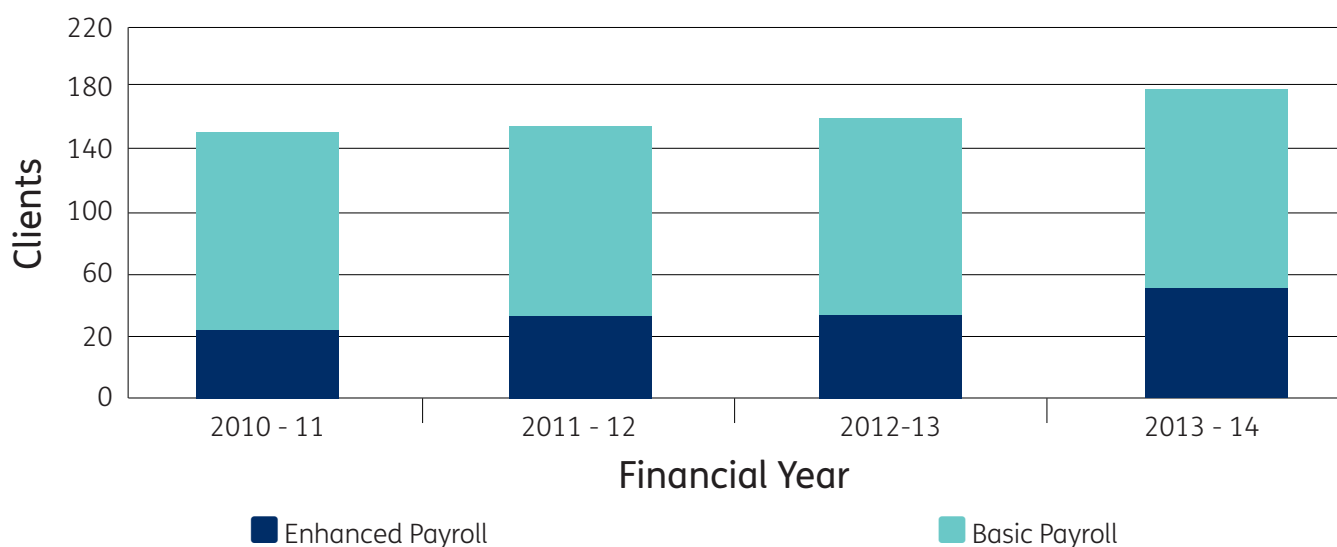
GCIL Training: The 2012-13 figures, clearly show the impact of the economic climate on organisations' training budgets. During 2012-13 we explored exciting training opportunities with Cardonald College, GCVS and the Equality Academy. These opportunities have helped us to increase the training delivered during the past year 2013-14.



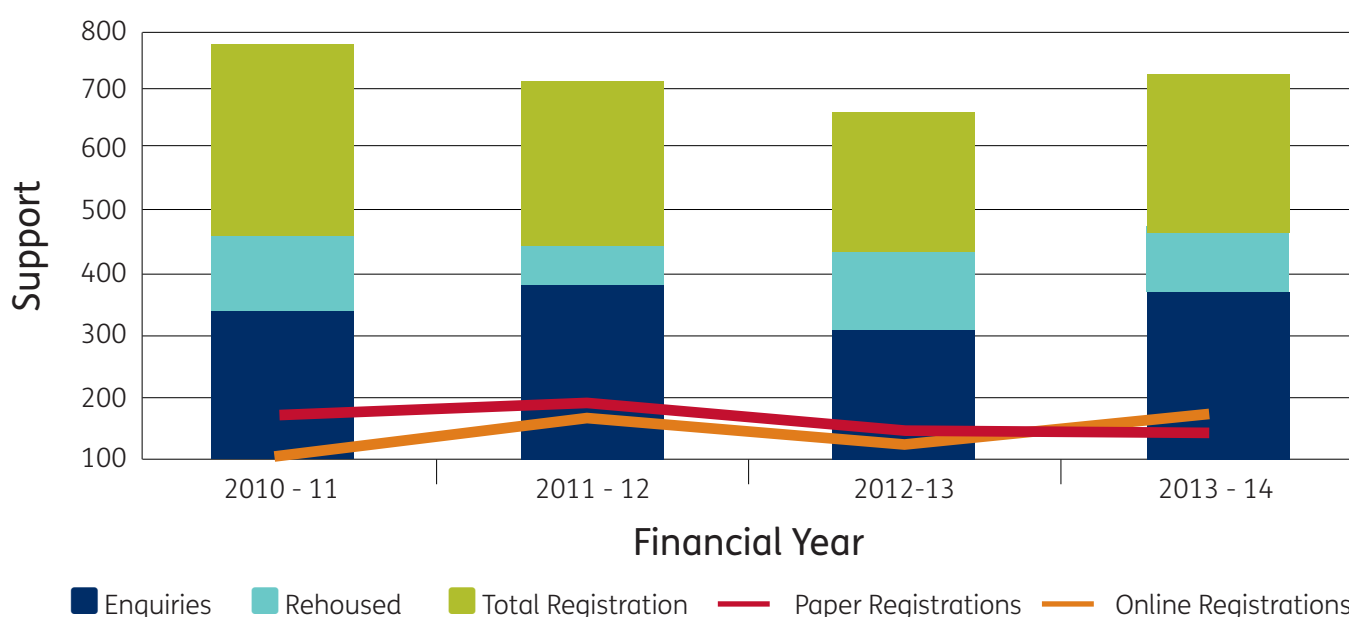
GCIL Support: After several years during which our figures remained fairly constant we have reviewed how we provide support to our clients. Due to the volume of new referrals in Glasgow requiring intensive support and a core group of service users requiring less support, we have now introduced an ‘on hold’ system. If a client has not contacted us for support within a 6 month period, we identify them as requiring ‘Occasional Support.’ These clients receive ongoing group support via Stakeholder Forums and information and training sessions. If we have not had contact after 2 years, we will ‘deactivate’ the client details from our system (but one phone call is all it takes to reactivate the services).



GCIL Payroll: Our figures for 2012-13 showed a slight increase in the number of overall payroll clients. However, 2013-14 has seen a marked increase in the use of our enhanced payroll service and we have recruited a new part time member of staff to meet this demand. If you would like more information on this please contact us.



GCIL Housing: Once again, the impact of the current economic climate is reflected in our performance. With less funding available, there is less investment in new builds which has a knock-on-effect on the availability of accessible housing. The figures for those successfully rehoused by GCIL has, at a glance, remained more or less static over the last couple of years. GCIL Housing offers a very specialised service and, although we are working with fewer people these clients have more complex housing needs which require more specialised and intensive resources. It is worthwhile noting that, for the first time in 2013-14 that we have received more on line registrations than paper registrations.



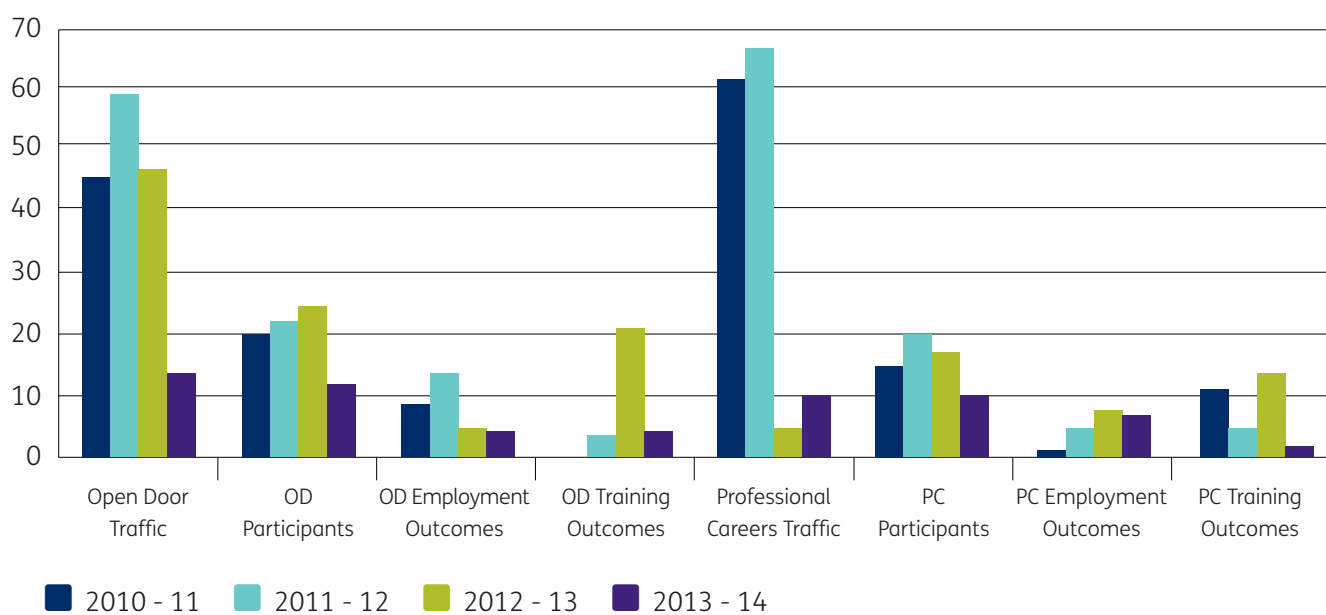
Finance at a Glance 2012 - 13

We have illustrated our income and expenditure in these pie charts. Summary details are provided next to each chart. Although we have shown a deficit of -£5,693 for this financial year, the Board regard this as a satisfactory performance in this challenging economic climate.

For more detailed information please see our annual audited accounts. Copies are available on request.



GCIL Employment: European Funding for Professional Careers (PC) wound down in 2012-13 as our chart illustrates and, although our outcomes increased, we were not actively seeking new clients. Open Door (OD) is now facing a similar situation with uncertainty over its European Funding. We are constantly striving to improve the employment and training opportunities for our clients and, with assistance from BIG lottery, we launched our new initiative: The Equality Academy in 2013-14.



Expenditure 2012 - 13

- Support Cost: £263, 802 (16%)
 - Communications: £9,249 (1%)
 - Office Admin: £47,124 (3%)
 - Other Admin: £84,580 (6%)
 - Premises: £153,810 (10%)
 - Service User Costs: £8,364 (1%)
 - Staff Costs: £884, 576 (59%)
 - Training and Employment: £23,585 (2%)
- Total Expenditure: £1,475,090**

Income 2012 - 13

- BIG Lottery: £18,537 (1%)
 - European Social Fund: £238,197 (16%)
 - GCIL Generated: £82,864 (6%)
 - Local Authorities: £697,661 (48%)
 - Scottish Government: £225,485 (15%)
 - Other Funding: £206,653 (14%)
- Total Income: £1,469,397**

Who's who

Etienne d'Aboville
Chief Executive

Admin

Clare Muir HR & Office Manager
Margaret Sanders HR & Office
Administrator
John Stoddard Caretaker
Kevin Fitzpatrick IT
Raymond McSherry Trainee
Receptionist
Lesley Naughton Office Cleaner
Rena Daley Office Cleaner

Employment and Housing Services

Grant Carson Director
Debbie McColl Administrator
Karen Anne Doherty Adviser
Charles Canning Adviser
Doreen Hollywood Adviser
John Speirs Equality Academy
Development Manager
Elaine Couplan EA Administrator
Beth Welsh .. EA Business Coordinator
Kelly Coote EA Placement
Coordinator
Andrew McConville Trainee IT
Craig Worton Trainee

Finance

Gordon Myers Finance Manager
Alan Bear Finance Officer
Lucia Cafolla Finance Assistant
Lauren Leggat Finance Assistant

Support Services

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

Starting in April 2014

Take Control is our new service providing information and support on self-directed support to clients outside Glasgow.

Take Control

(East Dunbartonshire)

Angela Mullen Coordinator SDS
Lynn Williamson Administrator
Receptionist
Janis Jansen Adviser

Take Control (South Lanarkshire)

Peter Brawley Coordinator SDS
Sharon Fullerton Administrator/
Receptionist
Agnes Hadden Adviser

Training Support

John Dever Coordinator

Coffee Break



Did you know we serve about **2,500 cups of tea and coffee** a year to visitors using our conference and meeting rooms?!



Did you know we have a member of staff who speaks **Russian, French, German, Italian, Polish, Arabic, Greek and Gaelic!**



The **Commonwealth Games and GCIL** have a couple of things in common: both are based in Glasgow and both are lucky to have Doreen Hollywood! (She's a Games volunteer.)

True or False

1. A disabled person has been President of United States.
 True False
2. The Equalities Act 2010 says that it is sometimes okay to discriminate against disabled people.
 True False
3. Children with communication impairments are exempted from the United Nations Convention on the Rights of the Child (UNCRC) because it's not possible to ensure that they are expressing their own views and opinions.
 True False

C A T I M E S H E E T S L O Q B A H Y
 R X R O D F Y T I L I B I S S E C C A
 N O A B A C C F O H G K U I T L C H D
 O B I G H B L L B R J O B N I S P X I
 I F N A O P A Y R O L L K S B T U G L
 S T I Q U G D U Z T B H J U I N T E Y
 I B N Z S G V F L A T T B R V E V M J
 V M G O I M I G U S F G O A Q M R P G
 R X Z U N R S E L F A T Z N O E F L L
 E N A D G M E M V O N Y Q C F C J O Q
 P L A S L V R I U R H X L E Z A B Y J
 U T T I M M S E T Y B E E T R L L E T
 S E L F D I R E C T E D S U P P O R T

We can help with...

- self directed support
- employer
- timesheets
- training
- payroll
- supervision
- insurance
- rotas
- placements
- housing
- accessibility
- advisers

Our Bigger Picture...

We would like to thank the many individuals and placement organisations who help make it all possible:

Consumer Focus Scotland (Scottish Accessible Information Forum) • Gardeen Housing Association • Glasgow Housing Association: Milton Community Homes • Glasgow Housing Association: Royston Corridor Homes Ltd • Glasgow Housing Association: Unity Homes Housing Association • Glasgow (Central) CAB • Glasgow Access Panel • Glasgow Council for the Voluntary Sector • Glasgow Rent Deposit and Support Scheme • Glen Oaks Housing Association • Glenburn Centre • Golden Jubilee National Hospital • Harlequin Leisure Group • Larkfield Housing Association Limited • Link Housing Association / Group Limited • Linstone Housing Association • Muirhouse Housing Association • New Gorbals Housing Association • NHS 24 • North Glasgow Housing Association (East) • Queens Cross Housing Association • Skills Development Scotland • Star Lighting Stirling Council • The Glenburn Centre • TPAS University of West of Scotland • West of Scotland Regional Equality Council Limited.



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Glasgow Centre for Inclusive Living is a company limited by guarantee 161693 (Scotland) and a registered Scottish Charity, SCO24299. Core funded by Glasgow City Council.

Auditors

Scott Moncrieff, Chartered Accountants, 17 Melville Street, Edinburgh EH3 7PH

Solicitors

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

Bankers

Bank of Scotland, 2 Trongate, Glasgow G1 5ET

Union

UNISON Scotland, 14 West Campbell Street, Glasgow G2 6RX