



Annual Review

2009 - 2010



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. In addition to this we launched our Rights to Reality for Young Disabled People. This innovative project is being delivered in partnership *with Glasgow Disability Alliance.

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.

Chair's Report

It was with some trepidation that I took over the Chair of GCIL last year.

I was replacing Marianne Scobie, who had chaired the organisation for six years. Her leadership, commitment and organisational skills had allowed GCIL to flourish and mature over that time, such that its credibility and respectability in the eyes of funders, partners and service users alike, is now second to none.

However, I have been helped by the extreme dedication of the Board and hard work of Etienne and his staff team who continue to impress not only the board, but many people external to GCIL. I thank them all for their support.

The GCIL Board has also contributed to the on-going success of GCIL in no mean way either. Their wisdom and knowledge has steered the organisation on a steady course this year. However, we still need new faces around the table, so do please come forward and offer your help to the board or to the organisation itself. We are always in need of your practical, as well as moral, support.

This report is for the financial year ending March 2010. All departments continued to develop and deliver excellent support services to many disabled people in and around Glasgow. During that period and subsequently, GCIL participated in a number of initiatives surrounding individual budgets and independent living.

We have also continued to be actively involved in developing the Independent Living in Scotland project. This user-led project is supporting disabled people's involvement in the Scottish Government's Independent Reference Group as well as informing and involving disabled people throughout Scotland and building the capacity of the Independent Living Movement.

The Scottish Government's Independent Living Core Reference Group is starting to bring key individuals and organisations together for the first time to address independent living issues in Scotland. This Group has opened up new avenues to quite senior discussions about the country's budget review and preventative spending. These opportunities, to discuss the values and advantages of placing the principles of independent living at

the heart of public policy, are opportunities which hitherto would have been beyond our reach.

In this current economic climate we are anticipating the onslaught of callous and unfair retrograde cuts to our income and welfare. We are already seeing unwarranted and severe cuts to our social care from local authorities which, it could be argued, may be at risk of legal challenge if they make blanket cuts to an individual's services without carrying out a re-assessment of their need.

It was only a few weeks ago that the coalition government introduced their Welfare Reform Bill which will deplete the living standards of 3.5 million disabled people by £18b by 2015. Millions of disabled people will lose their DLA, as they have already lost their access to the ILF.

We are entering a winter of discontent and discomfort which will not only impinge on our quality of life, but on the quality of those supports within the community which gave us access to the life opportunities non-disabled people take for granted.

Within the year up to March 2010, GCIL had an operating loss of around £10,000. We have now heard that, as from January this year (and along with many other organisations) we will receive a 4% cut in our funding from Glasgow City Council.

The government talks about involving everyone in the Big Society. They are making £100m available to local voluntary groups to fund the transition of services from the state to the voluntary sector and establishing a Big Society Bank which will lend money to social enterprises.

So where does that leave our Right to Independent Living - a right within the UN Convention on the Rights of Disabled People: Article 12? Are we now to rely on charities rather than our human rights to live an independent life? And, as local authorities cut funding, particularly to disabled people's organisations, how are we to participate in this Big Society?

These and other questions will face us in the future. We do need to come together to reflect on them and draw up a strategy to resolve them.

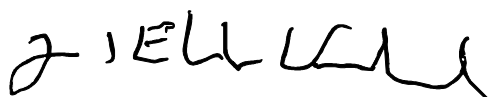
I can only repeat what Marianne said at our last AGM;

“We know that the coming years will be challenging and we need to be ready to respond to the difficult economic and political climate we find ourselves in. We may need to make some difficult decisions to weather this storm, but please be assured that these will not be taken lightly. We have a responsibility to ensure the best outcomes for disabled people in relation to independent living and we will always strive to do this to the best of our ability – both individually and collectively.”

That commitment I shall also make to you today.

We also acknowledge that our funders have had difficult decisions to make in the past year and will continue to do so in the future. I'd like to thank: Glasgow City Council, the Big Lottery Fund, the European Social Fund, the Equality and Human Rights Commission, and the Scottish Government for their continued faith in GCIL. Their continuing support just shows how much they regard the quality of our services.

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.

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

James Elder-Woodward
Chair

Report from the Chief Executive

This main purpose of this Annual Review is to report on GCIL's performance during the year 2009/10. As we know all too well, and as Jim has already mentioned, at the time of writing the UK is starting to experience the biggest cuts in public expenditure that we have seen in decades. The full impact of these on the Third Sector in general, and on GCIL in particular, is not yet clear; but it may be that in the years ahead, we will look back on the last two or three years as a period of comparative tranquillity. During this time we have been able to continue providing a range of housing, employment and self-directed support services that have enabled hundreds of disabled people to be more in control of their lives.

Services



Our support services to people receiving self-directed support, **GCIL support**, was working with 283 clients in Glasgow by the end of March 2010 – an increase of around a third on the previous year. Following a marked decline in demand for the Emergency Back-up Service, and after consulting with service users, we introduced a revised Telephone Emergency Support Service (TESS). This still provides telephone support 24 hours a day, 7 days a week, but uses existing agencies for back-up rather than our own Register of Personal Assistants. During the year, we also provided training and briefing sessions on managing self-directed support to 60 people. Overall, we continued to expand and develop the service in line with demand. Our satellite service in East Dunbartonshire continued to provide valuable support to people receiving direct payments in East Dunbartonshire, actively working with around 70 people during the year.



The payroll service, **GCIL payroll**, also increased its turnover, processing payrolls on behalf of a total of 137 clients by the end of the year. As the new system of self-directed support is introduced within Glasgow, we look forward to Individual Budgets offering disabled people a wider range of support options. GCIL has been keeping a close eye on developments and we have responded by introducing an enhanced payroll service aimed at people who want to keep control of their support package, but don't want the hassle of paying workers or service providers themselves.



Our Housing and Employment Services had another busy year. **GCIL housing** has completed the first full year of operations with funding from the Big Lottery. During this time, we were able to help 157 people to find more suitable accommodation. Despite this, by the end of the year, our **Accessible Housing Register** still held details of around 500 disabled people and families with disabled children waiting to be re-housed, an increase of 15% in 12 months. This illustrates the extent of the shortfall in the supply of accessible housing compared with demand. Ten housing providers (who have between them over 16,000 properties) have now subscribed to the Register. We continue to get positive feedback, both from people we have helped to re-house, and from housing providers who have used the register to find suitable tenants for their adapted properties.



Our **GCIL employment** programmes have provided training and work experience for over 150 disabled people since 2001. During 2009/10 we were able to arrange work experience placements for disabled people through the **Employment Project** - 15 people completed the programme during this period. A further 4 outcomes were confirmed after year end. The overall positive outcome rate for the project continues to be over eighty percent. **Professional Careers** aims to get more disabled people employed in professional positions within the housing sector in Scotland. After a successful pilot, this positive action programme is now being rolled out across Scotland and we will soon have up to 15 further traineeships in place with social landlords.

Once again, GCIL co-ordinated the **Ability Fest** event in 2009, which was held at the Scottish Exhibition and Conference Centre and was attended by over 1,000 people with around 100 stalls from private, public and voluntary sector representatives.

As part of our strategic review, we have been considering how we can best deliver both our housing and employment services in the future. We have decided that, in the current climate, we should aim to rationalise and consolidate our services – in other words to simplify the range of services we offer, and concentrate on what we do best. Unfortunately, this means that our **Employment Link** service to employers will be discontinued once existing commitments have been met. On the positive side, however, we

will be combining our local housing and employment support services so that both are provided by a single staff team. This will integrate the two services more closely together and will make the best use of limited staff resources. The national programme, **Professional Careers**, will continue to remain separate.

Thanks to funding from the Big Lottery and the Scottish Government, we have also started rebuilding the website and the online Housing Register using the very latest technology. Together with our partners in this project, Ownership Options in Scotland, we will then pilot the service in two other areas of the country. If successful, we hope this could one day form the basis of a Scotland-wide accessible housing database.



During the year, **GCIL training** provided training to well over 400 people in the public, private and voluntary sector, including delivering 44 courses to health and social work staff. The contract with Greater Glasgow & Clyde Health Board was renewed once again during 2010 year although the picture for the coming year remains more uncertain. In 2009, GCIL was contracted by Self Directed Support Scotland on behalf of the Scottish Government to deliver awareness training on self directed support to advocacy organisations and to local authorities and health boards throughout Scotland. For a variety of reasons, this project, called '**In The Know**', has been quite challenging to deliver and, although progress was slow at first, interest from local authorities is now picking up dramatically. The project comes to an end in March 2011 and we are currently reviewing options for the future shape of our training services.

Independent Living

We have continued to try and raise the profile of independent living in general and of GCIL in particular. As Jim has reported, during 2009 we worked closely with the Scottish Government to establish the Core Reference Group (CRG) on independent living and the associated user-led project, Independent Living in Scotland, which is based at the Equality and Human Rights Commission. These exciting initiatives are already having a significant impact on the awareness and understanding of independent living within public bodies and they are now also beginning to tackle some specific issues such as housing, advocacy, portability of support packages, and communication support.

Accountability & Representation

Three **Direct Payments Stakeholder Forums** were held during the year enabling people using direct payments to share experiences and ideas about how self-directed support is working, and to provide feedback to GCIL and social work staff. We 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. During the year, we were also pleased to secure funding from the Equality and Human Rights Commission to develop an outreach project to make young disabled people more aware of the opportunities provided by direct payments and self directed support. This exciting project, called **Rights to Reality**, is currently being developed alongside our partners, Glasgow Disability Alliance.

Financial Stability

Once again, the year proved challenging from a financial point of view and GCIL incurred an operating deficit for the period of £10,909 on a turnover of £1,321,815.

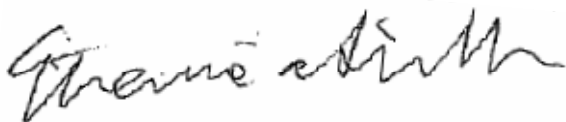
Our current European Structural Funds (ESF) award of up to £267,127 towards our **Employment Project** ends in July 2011. We are currently part of a consortium bid in an effort to secure ESF funding for an additional 2 years starting in August 2011 and are awaiting the outcome of this bid. Our **Professional Careers** programme also benefits from ESF funding of up to £322,977 for the three year period ending 30 November 2012. Both ESF-funded programmes depend on us obtaining significant amounts of match funding. GCIL also receives multi-annual funding from the BIG Lottery of £323,000 covering the 3 years to April 2012. GCIL, in partnership with Ownership Options in Scotland, has been awarded £85,000 to further develop our Scotland-wide Accessible Housing Register in 2011-12, we have also been awarded £53,000 in partnership with Capability Scotland to act as the 'Scottish Government's Key Strategic Partner for Housing and Disability issues'.

Such funding awards bear witness to GCIL's achievements and reputation and are clearly an excellent foundation for continuing to build our future financial stability. However, given the difficult economic climate, particularly in the public sector, we know there will still be challenging

times ahead. As always, our priorities for the future are to ensure that we control our costs effectively, maximise our income-generating capacity, and work towards longer-term sustainable funding agreements wherever possible.

As GCIL looks forward to what may seem an uncertain future, I believe there is still much to feel positive about and proud of. Our experience and understanding of independent living continues to grow along with our reputation and our influence. We have a hard-working and committed staff and Board and our organisation is evidence of what disabled people can achieve collectively given the opportunity. At the national level, we are seeing signs of a greater understanding of independent living and some positive policy developments in areas such as self-directed support.

In conclusion, I would like to thank all our funders for their invaluable support; our hardworking staff, volunteers and directors; and especially our former Chair, Marianne, for her leadership and support during the past few years. The fact that GCIL exists at all is in no small part due to the hard work and commitment of Jim Elder Woodward: we are fortunate to have the benefit of his experience as our new Chair. Last, but not least, my thanks go as always to all our members, service users, friends and allies for supporting us throughout the year.

A handwritten signature in black ink, appearing to read 'Etienne d'Aboville', written in a cursive style.

Etienne d'Aboville
Chief Executive

Services

Support

GCIL *support* (formerly Inclusive Living Solutions)

In total this year, 426 people contacted the Inclusive Living Team for information or support. This represents an increase of 37% on the previous year. Within this total, we actively supported 283 people to manage their direct payment on an ongoing basis.

Feedback on the service has continued to be very positive. Comments include:

“I was getting no help from anyone until you stepped in. Thanks a million”.

“The help you have given me will never be forgotten”.

“Thank you for all the help and understanding”.

“The help you gave me to find a new service provider meant so much”.



GCIL *support* service user, Tommy Steele, and his PA.

We continued to improve and update our information resources on self-directed support. Our information sheets now include:

- Accessible Hotels & Other Accommodation In And Around Glasgow
- Accessible Transport In And Around Glasgow
- Disability Living Allowance
- Employers' Responsibilities
- Funding for Independent Living
- GCIL Inclusive Living Services
- Housing Associations Covering the Glasgow Area
- Independent Advocacy Services in Greater Glasgow
- Independent Living Equipment & Adaptations
- PA Employers' Liability & Indemnity Insurance
- Private Care Agencies in the Glasgow Area



We are currently in the process of producing new information on ancillary services that could be purchased with self-directed support funding such as meal delivery, ironing, or cleaning services. We are also collecting details of the opportunities to learn new skills, or take part in local community activities, that may come with the introduction of Individual Budgets.

Direct Payments Briefing Sessions

This year we continued to deliver our series of short briefing sessions designed to help people accessing direct payments manage their budgets and understand their responsibilities as employers. The sessions were well attended, with an average of 12 people at each session.

Comments from participants include:

“The informal atmosphere made it easy for everyone to contribute to the discussions.”

“The sessions I attend were informative, interesting and very helpful.”

“So enjoyable, thank you.”

“So helpful - please keep me on your mailing list.”

Telephone Emergency Support Service (TESS)

Following the suspension of the PA Register at the end of December 2009 (due to increased costs), we introduced this new service. We continue to provide 24 hour emergency support by registering clients with two agencies of their choice that we can contact on their behalf in emergencies. Take up of the service has initially been quite slow, with only twelve people having registered to date. However, we do feel there is a need for this service and intend to promote it more actively during 2011/12.

Promotion and Feedback

During the year, members of the ILS Team facilitated three meetings of our well-attended Stakeholder Forum. The meetings continued to be popular, providing an opportunity for those accessing self-directed support to share their ideas and experiences. On average, twenty-five people attended each of the quarterly meetings. The Forum also provided GCIL and Social Work Services with valuable feedback on how self-directed support is working in Glasgow. We would like to thank Lynne Cairns of Glasgow Social Work Services for her continued attendance and willingness to address the many questions put to her by service users. This year, members of the Forum also actively contributed to the Scottish Executive consultation on "The National Strategy for the Implementation of Self Directed Support".

Presentations

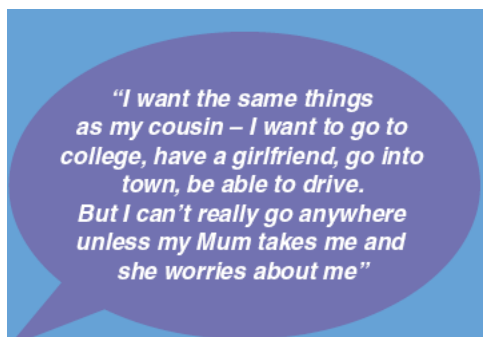
During the year the ILS Team delivered a total of 10 presentations to a variety of community groups and statutory organisations.

East Dunbartonshire Direct Payments Support Service

Our small team continued to deliver a valuable service in East Dunbartonshire, providing information or support to a total of 94 people. They actively supported 71 people to manage their inclusive living packages - an increase of 43% on the previous year. We are currently awaiting the outcome of a review by the council and hope this may lead to an expansion of the service at some point in the future.

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

- Working in partnership with Glasgow Disability Alliance (GDA)
- Funded by the Equality and Human Rights Commission (EHRC)
- Working with young people aged from 16 to 30



With funding secured during 2009/10, **'Rights to Reality'** (or **'R2R'**) is a new project which seeks to work with young disabled people on their journey towards independent living. We aim to be a young person focused project that is responsive to the views and opinions of young people. Our ethos is to build the self-confidence of

young disabled people and to work alongside their parents, where appropriate, to maximise their potential. There are two main elements to the project. At GDA, young people are offered a free personal development programme, 'PX2: Pathways to Excellence'. PX2 provides young disabled people with the tools to make positive changes and choices, build self-esteem and achieve personal goals. To date, this aspect of the project has been well-received, with feedback being very positive and young people feeling more optimistic about their future.

GCIL's role is to build young people's awareness and understanding of self-directed support (SDS). SDS can be a key tool in achieving autonomy. Our workshops set out to challenge and change attitudes towards SDS and aim to make the process of accessing it smoother and easier. The workshops are free and are fully accessible and use an interactive, creative and informal learning approach to hold the attention of the participants.

We also actively involve parents and guardians where appropriate, ensuring they are better-equipped to support the young person to access SDS. This gives the parents or guardians the ability to make informed choices and the knowledge to trust a system which is designed to give more control, choice and flexibility. We have had an excellent response so far and by the end of the session parents, though initially apprehensive about SDS, have reported feeling more assured and confident knowing that there is support available to them and the young person.

March 2011 will also see the launch of GCIL's SDS manual for young people. This accessible, pocket-sized handbook will explain in straightforward terms the various stages involved in accessing SDS.



We are also developing 'The PA Experience' - a programme to enable young disabled people to work with a Personal Assistant (PA) in order to access one or more opportunities they would not otherwise have been able to try, for example attending a concert with friends. PAs are an important option to consider when using SDS and this taster session will enable the young person to experience the advantages of working with one.

There is much positive work underway through the **R2R** project. Thus far, we have managed to reach a number of individuals who had very little awareness of SDS and perhaps little confidence that a better, more independent, life is available to them. We hope in the next year that we will be able to reach more young people, and help fly the flag of independent living higher and more strongly.



Payroll

GCIL payroll (formerly Payroll Solutions) continues to expand as more disabled people take up direct payments and become employers. During 2009/10, the 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. During 2010, GCIL expanded the options available to include our Enhanced Payroll and Bill Paying/Money Management services. This allows GCIL to hold funds on behalf of our clients and make payments to their employees, HMRC and agencies. These services help to reduce the administrative burden on clients and are proving to be very popular.

The payroll service has expanded with 137 people currently using the service - an increase of 20% on the previous year. The income generated in 2009/10 increased to £50,490.

The professional and courteous service that we provide is reflected in the feedback we receive from our clients such as Margaret Ward and her daughter Joanne McGhee, who supports her:

“The service provided by GCIL has been fantastic. It has taken so much pressure off me. The staff are so friendly and patient! I don’t know how I would manage without this service.”

Training

GCIL training (formerly Training Solutions)

During 2009/10 **GCIL training** provided training to 479 people in the public, private and voluntary sector, including delivering 44 courses to 338 health and social work staff. Our main contract remains with Greater Glasgow & Clyde Health Board with whom we have continued to work during 2010. The greatest change for the service has been that we no longer need to train personal assistants for the PA Register since this has been discontinued. However, we continue to work closely with colleagues in the Inclusive Living Team to provide training for disabled people in Glasgow who use self-directed support.

During the year, John Dever, Training Coordinator, 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 12 occasions. The 'In the Know' project continues to gain momentum and, more recently, we have seen a marked increase in interest from other local authorities and advocacy organisations throughout Scotland.

In addition to this, we were also engaged in attending and delivering briefings on self-directed support at information events for a number of organisations such as Alzheimer's Scotland, the West of Scotland Downs Syndrome Association, and the Social Work Learning Network.

Other activities have included providing consultancy services to NHS 24, for whom we are planning to provide some Training for Trainers courses in the future, and meeting request for equality and diversity training from other organisations.

Partnership working has always been an important feature of GCIL's work and we would like to acknowledge the support of colleagues in: Self Directed Support Scotland, SPAEN, and Lothian Centre for Inclusive Living for their assistance with the 'In the Know' project; and Greater Glasgow Health Board and GCC Social Work Department in relation to Disability Equality Training.

Housing and Employment

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

Our **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. The comprehensive package of support offered by the programme includes personal development, work experience, job seeking support, ICT training and aftercare.

Disabled people are able 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. In 2009/10, we exceeded our targets, providing employment, training and education opportunities for 70 disabled people in total. Of the 24 participants going through our work experience programme, 19 achieved positive outcomes and 5 continued on the programme. Work placements included employers in the public, private and voluntary sectors. Of the 19 people who completed the programme, 10 entered employment and 3 moved into further education (two of these are undertaking PhDs).

Housing Service: people and places

During the year we provided advice and advocacy to several hundred people and helped 157 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 2009/10 our target was 40 and the actual number achieved was 58. 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 2009/10 target was 10 and during this period we managed to help 9 disabled people to overcome housing related barriers in order to enable them 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 Housing Association, Elderpark Housing Association, Govanhill Housing Association, Hanover Housing Association, Home Scotland and North West, Link Housing, Margaret Blackwood Housing Association, Ruchazie Housing Association, Rutherglen Housing Association, Shettleston Housing Association and Southside Housing Association.

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 2010/11.

Life Transitions: making a difference

In 2009/10 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. This is tracked using a range of 'soft outcomes'. 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.

There were some areas where we would have expected a positive change in attitude, for example how interested clients felt in taking part in community activities, or voluntary / paid work, where the average response did not change. It is possible that it takes time after someone resolves their housing problems for them to settle in, feel confident in their new surrounding and communities enough to investigate these options. This will be further investigated over the next two years of the project. We will continue to develop client feedback methods, monitoring and quality assurance systems during 2010/11.

Engaging with Young People

Young people leaving home face particular barriers (financial; emotional; location of property; proximity to family and services; independent living skills). We are looking to develop innovative ways of engaging with younger people; to develop their capacity to achieve greater independence and confidence through housing and employment opportunities.

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 introduced a new electronic Newsletter - distributed bi-annually to over 120 organisations.

GCIL conducted a partner feedback survey in 2009/10, 75% of organisations responded to the questionnaire. Highlighted responses include:

	Agree/Strongly Agree
It was easy to find out about/contact GCIL housing and employment services	78%
I was very satisfied with information I received	67%
The service was very helpful	78%
I would be happy to use/contact your service again	78%

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 West of Scotland. Over 100 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 consultations (e.g. various government consultations, Glasgow City Council’s Housing Strategy; GHA’s Housing Need Support Strategy).

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 2009/10 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.

Professional Careers

Professional Careers is the first national positive action employment / education programme for disabled people in Scotland. Following a successful pilot programme, Professional Careers is being rolled out across Scotland and will provide 15 traineeships in social housing organisations in the next three years.



Professional Careers is a ground breaking development in employment and training for disabled people in Scotland as it provides trainees with the opportunity to progress into officer level positions within social housing organisations. This is achieved through provision of a comprehensive re-engagement package of vocationally specific salaried work experience, higher education, training, personal development, access facilitation, job search skills, mentoring, support and aftercare.

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, thus impacting directly on 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 Recruitment

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.

Placement Providers

Thirteen placements have been confirmed and will go ahead in 2010. This will rise to at least 15 in the next three months. Our Placement Providers for this period are: New Gorbals HA (Glasgow), DGHP (Dumfries), GRDSS (Glasgow), SHARE (Glasgow), GCIL (Glasgow), Oak Tree HA (Greenock), East Dunbartonshire Council, Queens Cross HA (Glasgow), Muirhouse HA (Edinburgh), TPAS (Glasgow) and RCH (Glasgow).

Trainee Recruitment and Marketing

We have advertised the 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 to put forward for interview. It is expected that the programme will be fully occupied in 2010.

Professional Careers represents an excellent development opportunity for GCIL as it will raise the profile of the organisation across Scotland. This will reinforce our reputation as an innovative and forward thinking organisation that provides innovative solutions to the barriers experienced by disabled people in accessing and retaining employment, not only at entry level but at professional level.

Financial Summary 2009/10

Despite the difficult economic climate, the overall financial position of GCIL remained satisfactory during 2009/10 with the organisation showing an overall deficit of -£10,909 on a turnover of £1,321,815. At the completion of the audit the Directors agreed to a change in the Reserves policy for the organisation. The decision was made to transfer part of the organisations Unrestricted Reserves to a new Designated Reserves fund which has been set up to deal with certain specific items including IT and any potential redundancy costs. The Restricted Reserves at 31 March 2010 were £3,996, Unrestricted Reserves were £65,659 and Designated Reserves were £90,000. Total Reserves at 31 March 2010 stood at £159,655, a decline of £10,909 from the previous year.

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 2009 to 31 March 2010**

	Unrestricted/ Designated £	Restricted £	Total £
Income			
Incoming resources Charitable Activities	639,933	681,876	1,321,809
Investment Income	6	-	6
Total Income	639,939	681,876	1,321,815
Expenditure			
Staff Costs	326,323	486,071	812,394
Training and Employment	1,895	18,818	20,713
Premises	74,784	56,050	130,834
Communications	2,872	4,564	7,436
Office Administration	27,211	11,169	38,380
Other Administration	10,085	72,455	82,540
Service User Costs	6,950	3,552	10,502
Support Costs	157,700	72,225	229,925
Total Expenditure	607,820	724,904	1,332,724
Surplus/(Deficit) for year	32,119	(43,028)	(10,909)
Transfers	(30,092)	30,092	-
Surplus/(Deficit) brought forward	153,632	16,932	170,564
Total Funds at 31 March 2010	155,659	3,996	159,655

Balance Sheet
As at 31 March 2010

	£	£
Assets		
Fixed Assets	15,709	
Debtors (Note 2)	321,156	
Cash at Bank and in Hand	<u>59,217</u>	
Total Assets		396,082
Liabilities		
Creditors (Note 3)	<u>(236,427)</u>	
Total Liabilities		(236,427)
Total Assets less Liabilities		<u>159,655</u>
Funds		
Unrestricted Funds		65,659
Designated Funds		90,000
Restricted Funds (Note 4)		3,996
Total Funds		<u>159,655</u>

NOTES TO THE ACCOUNTS

	Total
Note 1	
Incoming Resources Charitable Activities	2009-10
GCC Contract	510,144
East Dunbartonshire Contract	106,068
Greater Glasgow and Clyde Health Board	42,000
The BIG Lottery Fund: Housing Service	97,092
Scottish Executive	24,072
European Social Fund	150,458
GCC Economic Development	20,000
GCC Homelessness Partnership	22,000
Placements	54,034
Wider Role Grant	36,450
Glasgow Housing Association	37,166
Miscellaneous	92,017
Training Services	3,612
Conference Suite	23,405
Payroll Fee Income	50,490
DWP	44,569
Management Fees	8,232
Total	1,321,809
Note 2	
Debtors	
Grant Income Due	139,813
Prepayments	19,173
Other Debtors	162,170
Total	321,156
Note 3	
Creditors	
Accrued Charges	22,795
Creditors	19,594
Social security and pensions	34,227
Grants in Advance	155,811
Other Creditors	4,000
Total	236,427

NOTES TO THE ACCOUNTS (continued)

Note 4	Restricted Funds	
	East Dunbartonshire Contract	(65)
	West Dunbartonshire Contract	4,061
	Total	3,996

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

Jim Elder-Woodward

Marianne Scobie

Andrew Leven

Vacant

Chrissie Carmouche

Alan Dick

Lesley Paterson

Marianne Scobie

Appointed Directors

Bill Perry

Irene McCauley

Company Secretary

Etienne d'Aboville

Staff List

Support

Support Services 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

(currently on secondment)

Administrator (GCIL *support*)

Theresa Houston

East Dunbartonshire Direct Payments 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)	Marjory 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
Employment Project Worker Administrator (until January 2010)	Imtiaz Latif
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

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**

(Jan 2009 – Dec 2009)

(from June 2010)

Lawrence Weir

Clare Muir

Senior Administrator

Margaret Sanders

Receptionist

Employment Project Workers

Receptionist

(from October 2010)

(October 2009 to August 2010)

(until Sept 09)

Kenneth Delman

Adam Mould

Jakki Oliver

Rosa Donaldson

Caretaker/Personal Assistant

John Stoddard

Office Cleaners

Rena Daley

Lesley Naughton

Registered Office

Glasgow Centre for Inclusive Living
117-127 Brook Street
Glasgow
G40 3AP
Tel: 0141 550 4455
Fax: 0141 550 4858
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.

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