



# Annual Review

2008 - 2009



## About GCIL

Glasgow Centre for Inclusive Living is run by disabled people for disabled people. We believe that barriers disable people, not impairments. Our support, payroll, training, housing and employment services enable disabled people to assert more control over their lives as equal citizens. We provide:

**Support** – one-to-one assistance, advice, information, and training for disabled people who want to manage their own support (self-directed support).

**Payroll** – a range of payroll options that take the strain out of employing personal assistants.

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

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

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

GCIL also has a Braille transcription service and a fully accessible conference suite for hire.

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

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## Introduction

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

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

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

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

This report describes our main achievements during the past year.

## Chair's Report

I can't quite believe that I have been chair of GCIL for six years now, but here I am, introducing the 2008-2009 annual review. I'd like to start by paying tribute to the extreme dedication and hard work of our staff team who continue to impress not only the board, but many people external to GCIL. We have a great bunch of folk working here and it's a great testament to the organisation that we have some very long serving members of staff. The GCIL board also has a few long serving members and I'm pleased to report that the new board members who joined last year are still with us, proving to be most valued and committed to their roles. Therefore please don't be put off if this is something you'd like to consider – we are always looking for new members for committees and the board. This year we said goodbye to retiring board member Stuart Ramsden, who joined us originally on a temporary basis as our Treasurer, but ended up staying on for many years. He has been greatly missed on the board and I'd like to officially record our thanks and best wishes to him.

Over the past year, we have continued to try and raise the profile of independent living in general and of GCIL in particular. During the year, we worked closely with the Scottish Government to establish an Independent Living Reference Group. This is now underway and is starting to bring key individuals and organisations together for the first time to address independent living issues in Scotland. We have also been actively involved in developing Independent Living in Scotland, the associated user-led project, which is now supporting disabled people's involvement in the Reference Group; informing and involving disabled people throughout Scotland; and starting to build the capacity of the Independent Living Movement. We look forward to this important and exciting initiative bearing fruit in the years ahead.

As you read the annual report you will see just how much we have achieved in all GCIL's core work. All departments continue to develop and deliver excellent support services to many disabled people in and around Glasgow. In the coming year we hope to expand our reach even further.

I'm sure, like me, you are very proud to be part of GCIL. This is why I hope you will consider taking a more active part as we go forward into our 15<sup>th</sup> year.

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At this year's AGM we have an opportunity for members to be involved in our strategic review. 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.

We realise that our funders have had difficult decisions to make in the past year and will continue to do so in the future. It makes me especially proud to report that our reputation as an excellent service provider has meant that we have been successful in securing funding during this period and into the next. 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.

Finally, I would like to thank you, our members and supporters. You are all greatly valued by GCIL. Without you, we would have no board, no service users and no staff – in fact no GCIL.

Marianne Scobie  
Chair

## Report from the Chief Executive

This main purpose of this Annual Review is to report on GCIL's performance during the year 2008/09. As Chief Executive, this is my 13<sup>th</sup> report to GCIL's members.

### Services

Providing high quality services which enable disabled people to challenge the barriers that exist to independent living has always been at the heart of what we do. On the whole, I believe we have continued to provide services that people value, that help people challenge those barriers, and that do so at least partly because they are rooted in our collective experience as a Disabled People's Organisation (DPO). I also believe we achieve a lot for a comparatively small organisation. These are just some of the things we achieved during 2008/09:

- we provided ongoing support to around 350 people in Glasgow and East Dunbartonshire who use self directed support (SDS)
- we provided training and briefing sessions on managing SDS to 26 people and trained 24 personal assistants (PAs)
- we processed payrolls on behalf of 114 PA employers
- we answered over 1,000 enquiries on housing issues and helped around 175 people to find more suitable accommodation
- we arranged training and work experience for 22 disabled people, bringing the total number to over 200 since 2001
- we co-ordinated the annual Ability Fest employment event which was attended by over 70 employers and 700 visitors
- we trained over 650 people in the public, private and voluntary sectors on disability issues
- we developed a project to enable a group of disabled people from Black and Minority Ethnic communities to become Independent Living Champions

I'd like to pay tribute to the hard work and dedication of all our staff, volunteers and directors without whom we could not have achieved so much. You can read in detail about how each of our services has performed elsewhere in this Review.

## Independent Living

We have continued to try and raise the profile of independent living in general and of GCIL in particular. The Independent Living Reference Group and Independent Living in Scotland are important and exciting initiatives. It is too early to say when we can expect to see tangible results from this work. The economic climate is hardly favourable. Nevertheless, solid foundations have been laid for some genuine partnership working on a 'co-production' basis.

Self directed support is a key building block of independent living. Policy and practice still seem to be in a state of flux, particularly as some local authorities strive to embrace individual budgets and it will be interesting to see where we are when the dust settles. Our main concern should be to ensure that, whatever happens, we do not lose the hard-earned benefits that direct payments have provided, but that, equally, we seize opportunities to widen support options and increase flexibility wherever possible.

During this current year, we have been contracted by Self Directed Support Scotland, with Scottish Government funding, to provide awareness training on self directed support to advocacy organisations throughout Scotland and, in partnership with the Scottish Personal Assistant Employers Network, to local authorities and health boards. Unfortunately, uptake to date has been frustratingly slow, but is now starting to pick up.

Overall, last year, staff and representatives made presentations on independent living and GCIL at a wide variety of events, addressing around 2,500 people in total. If we can build on the momentum gained so far, I believe the next few years will give us a fantastic opportunity to move nearer our goal – making independent living part of the mainstream, rather than the exception to the rule.



GCIL member, Bryan Elder and PA.



## **Accountability & Representation**

Three Direct Payments Stakeholder Forums were held during the year enabling people using direct payments to discuss how the scheme is working and provide feedback to GCIL and social work staff. We also facilitated a number of internal and external consultation events with service users and we continued to provide further volunteering and work experience opportunities in the GCIL office.

## **Financial Stability**

Once again, the year proved challenging from a financial point of view and GCIL incurred an operating surplus for the period of £3,794 on a turnover of £1,170,139. It seems likely that the contract with Glasgow City Council to support people using direct payments will change from a block contract to an individual spot purchase arrangement at some time in the future. It is too early to judge how this might affect our longer term financial sustainability, but it will clearly have some impact.

On the plus side, a number of key funding bids submitted during the year have been successful. GCIL has been awarded £323,000 by the Big Lottery Fund to support our housing information and advice service over the next three years. We have also been awarded up to £211,032 from Lowlands & Uplands Scotland European Structural Funds (ESF) towards our GCIL Employment programme for a further year. Last but not least, we have been awarded up to £325,854, also from ESF, to expand our pilot Professional Careers programme throughout Scotland over the next three years. Both ESF-funded programmes depend on us obtaining significant amounts of match funding and I'm pleased to report that we are well on the way to doing this.

I am also delighted to report that our joint bid with Glasgow Disability Alliance to the Equality and Human Rights Commission for funding to work with young disabled people has been successful. Unfortunately, although we received by far the highest Scottish award, we have only been offered half the money we bid for, so we will need to review our options for taking this forward. Nonetheless, these welcome funding awards bear witness to GCIL's achievements and reputation and are clearly an excellent foundation for continuing to build our future financial stability.

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

### **Infrastructure**

We continued to make progress in improving our systems and introduced a number of new and revised HR policies during the year. We have also contracted with an external HR and health and safety consultancy and have introduced a variety of revised systems and procedures to ensure we are fully compliant with current legislation and recognised good practice.

### **Future Plans**

It goes without saying that the world we live and work in is changing all the time. And, of course, GCIL needs to adapt to this changing world and to the changing needs of our members and service users. At the time of writing, we are starting to develop a new strategic plan to decide what our priorities should be for the next three years or so: we hope you will take the opportunity to contribute to this process. Some key themes are already emerging.

Given the current financial climate, and despite the successes noted above, it's no surprise that funding figures highly. Estimates vary, but current forecasts suggest that Government spending could be reduced from 2010 by anything between 10-15% over the next three years. This is bound to have a knock-on effect on public services just at a time when we are looking to raise the profile of independent living. Competition for contracts and grants within the 'more-than-profit' sector can only increase. Add the possibility of a UK Government change next year and hardening public attitudes around welfare reform and it is clear that GCIL should be preparing organisationally for a challenging operating environment over at least the next 3-5 years.

This means we are going to have to be prepared to take some tough decisions where necessary. Is the mix of services the right mix? Can we be more efficient without compromising on quality? In the current climate, should we be expanding and developing new services or consolidating and rationalising existing ones? These are complex questions, but our very survival may depend on us finding the right answers.

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Another theme which has emerged is the need to provide more holistic, 'joined-up' services – this is potentially one of our greatest assets and I believe we can and should exploit it more fully.

A third key area is marketing. Increasing our profile and improving how we get our message across is one aspect of this. We perhaps don't blow our own trumpet often enough, or loud enough. More fundamentally, we may need to start marketing our services more and more to individual disabled people rather than to commissioners or funders. This will be a very different way of working.

To paraphrase Bobby Kennedy, 'we live in interesting times...'. Whatever the challenges ahead, I know that we can rely on a huge reservoir of commitment and creativity from our staff, volunteers and directors in meeting them.

In conclusion, I would like to thank all our funders for their invaluable support; our hardworking staff, volunteers and directors, and especially Marianne for her leadership and her unfailing common sense. Last, but not least, my thanks go to all our members, service users, friends and allies for supporting us throughout the year.

Etienne d'Aboville  
Chief Executive

## Services

### Support

During the year, the **GCIL Support** (formerly Inclusive Living Solutions) team provided support to 244 people managing their own support, or that of a relative or friend - an increase of 31 compared to the previous year.

Following agreement with Glasgow Social Work Services, we were able to offer a meeting or visit to anyone exploring self directed support: 46 people took advantage of this opportunity. On each occasion, we provided a comprehensive pack of information to enable them to make an informed decision about their future support arrangements.

Feedback on the service continues to be very positive. Comments from service users included the following:

“Thanks so much, you are the best.”

“It was a delight meeting you, thank you for all the good work.”

“I cannot emphasise enough how much I appreciate the help you give me.”

During the year, we continued our efforts to improve the range of printed information we produce. New additions to our list of factsheets included:

- **Employers Responsibilities** - essential reading for PA Employers to make them aware of their statutory responsibilities.
- **Direct Payments for people who have parental responsibilities for a disabled child** - addresses the many questions parents may have about accessing direct payments for their disabled children.
- **Inclusive Living Services** – a useful addition to our general leaflet that details the support our team can offer to anyone managing their own support.

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Our twice yearly newsletter was distributed to everyone registered for GCIL services. This year, included in the wide variety of topics covered in the newsletter were articles on the National Minimum Wage, GCIL's payroll service, Accessible Housing, the Ceiling Hoist User's Club and "Your Call" – LCIL's national telephone counselling service for disabled people.

### Direct Payments Briefing Sessions

During the year, we arranged a series of short briefing / discussion sessions designed to help service users understand the issues around direct payments. Average attendance was 6 people on each occasion. Topics included:

- The Do's & Don'ts of Direct Payments
- Coping with Paperwork
- Personal Development.

Our thanks to the Scottish Personal Assistant Employers Network (SPAEN), who facilitated the personal development sessions which were well-received.



A Direct Payments Briefing Session in progress.

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This year we are keen to increase the number of people coming along to these briefings as we are sure that many others would find them as enjoyable and informative as those who attended:

“Great that all my questions were well-received and answered fully.”

“Fun as well as informative.”

“The session on monitoring was particularly helpful.”

“Will certainly attend future sessions.”

### **Direct Payments Stakeholder Forum**

The Stakeholder Forum, which enables those accessing self directed support to share their ideas and experiences, continued to be popular, with an average of 20 people attending each of the quarterly meetings. We would like to thank Lynne Cairns of Glasgow Social Work Services for her regular attendance and willingness to address the many questions put to her by service users.

Comments from those attending the Stakeholder Forum included:

“This is a great meeting. I have learned so much.”

“It’s good to have the chance to let off steam - waiting for money can be frustrating.”

“It’s good to meet other people in the same situation.”

“Good to know you support carers too.”

### **Emergency Back-up Service**

It was another quiet year for the service with only 63 requests for cover - 49 fewer than last year. This may reflect the fact that, with the help of our team of Advisors, more PA Employers are putting in place their own contingency plans for emergencies when setting up their support packages.

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Sadly, we are finding it increasingly difficult to maintain the PA Register due to increased costs and statutory requirements to check that anyone wishing to join the register is eligible to work in the UK. In view of this and the falling demand, we have reluctantly decided to suspend the PA Register at the end of December 2009. However, we will continue to provide 24 hour emergency cover by registering clients with two agencies of their choice that we can contact on their behalf in emergencies. We will provide detailed information on these new arrangements to all of our service users towards the end of the year.

### **East Dunbartonshire Direct Payments Support Service**

The small team in our satellite service in East Dunbartonshire continues to provide a valuable support service to 96 people - an increase of 29 on the previous year. The service is currently being reviewed by the Council and we hope this will lead to an expansion in the service in the future.

## Payroll

**GCIL Payroll** (formerly Payroll Solutions) continues to expand as more disabled people take up direct payments and become employers. During 2008/09, our payroll service dealt with a wide range of pay and employment related issues on behalf of clients and assisted many employers with the complex process of submitting annual returns. GCIL Payroll continues to offer our popular Funding Report which helps employers track their employee salaries between direct payments and Independent Living Fund packages if needed. The report simplifies the financial monitoring process for people who use both types of funding.

The service has expanded with 117 people using the service - an increase of around 7% on the previous year. The income generated by the service in 2008/09 increased to £44,748.

The professional and courteous service that we provide is reflected in the feedback we receive from our clients such as Gary McMorrow and his aunt Jackie McFail, who supports Gary:

“In the past we used another provider and it was very difficult to get information. When using GCIL Payroll, it is so different. All we need to do is pick up the phone.”



## Training

**GCIL Training** (formerly Training Solutions) provided training to over 650 people in the public, private and voluntary sector, including delivering 45 courses to 493 health and social work staff. Our main contract remains with Greater Glasgow & Clyde Health Board with whom we have continued to work during 2009.

GCIL also provided consultancy services to NHS 24, assisting them to consult on and review progress on their Disability Equality Scheme. This involved running a number of focus groups and issuing a questionnaire to organisations throughout Scotland.

During 2008/09, Training Co-ordinator, John Dever, co-ordinated our Independent Living Champions project working with disabled people from the Black and Minority Ethnic communities (see next section).

This year, John has been working for Self Directed Support Scotland to provide awareness training on self directed support to advocacy organisations and, in partnership with the Scottish Personal Assistant Employers Network (SPAEN), to local authorities and health boards in Scotland.

At a time when the market for 'traditional' Disability Equality Training is changing rapidly due to a greater emphasis on generic diversity, combined with the increasing economic pressure on training budgets, it seems likely that we will need to continue to diversify our training services in the future.

## Independent Living Champions Project

In 2008/09, we developed our **Independent Living Champions** project. Funded by the Equality & Human Rights Commission (EHRC), the project resulted from a long-standing aim of GCIL - to engage more effectively with disabled people from the minority ethnic communities in Glasgow, particularly with reference to accessing self directed support services. In addition, we wanted to build the internal capacity of BME community organisations and faith groups so that they could provide timely, relevant and above all, **equal** support to disabled people using their services - both mammoth tasks in their own right!

We set out to do this by working alongside a group of Asian disabled people to act as volunteer mentors, or Independent Living Champions, to promote direct payments and independent living throughout the Asian community in Glasgow. The aim was for the group to not only support each another, but guide our work and ensure that any legacy created by the project is taken forward appropriately within the community. We established a Peer Support Group consisting of 11 disabled people, and 3 parents of disabled children. The group met regularly on Saturdays (24 times in all), and received training on a range of issues including IT, assertiveness, communication skills, the history of the disability movement, activism, racial equality, and the services and resources available through GCIL. Individual one-to-one support was provided where required along with external training on leadership, goal setting and personal development.

The group was, and still remains, the focal point of all work that the project took on. Participants soon began to dictate the agenda, and actively suggest areas in which they wanted training and support, while, most importantly, working with GCIL to tailor our Disability Equality Training to best reflect the needs and understanding of the cultural sensitivities within the community. They did this through giving us advice on language, designing resources, and also writing a short play on the topic of self directed support in Urdu/Punjabi, which is now available on DVD.



From left to right: PA, Neema Nasir; IL Champions Surinder Saroya and Ivy Phoenix; and Project Consultant, Roshni Aslam.

Training was a very important element of the project. In particular, we wanted to identify the issues and barriers which lead to discrimination within minority ethnic communities, and work with our IL Champions towards lasting solutions. We quickly learnt that language played a key part in this: specifically, there is no frame of reference or suitable words in the language to define concepts such as equality, Independent Living or self directed support. What we needed was to define these ideas in a practical way, through discussion and lived experience. Our champions and their DVD helped a great deal in this, but we also got some invaluable support from further afield - from Pakistan, in fact!

We were able to source an organisation based in Islamabad, very similar in ethos to GCIL. Their staff team was able to provide translated materials for us (at a much more reasonable price than we'd pay locally), as well as providing guidance on the use of language and how to explain certain concepts. This wasn't just a business relationship however: we were able to provide learning and motivational examples of the power and lasting changes a structured disability movement can make. This fuelled, and continues to drive, a lot of the activism going on within Pakistan's movement and, more specifically, helped to secure the issuing of ATM cards to visually impaired people for the first time in 40 years (this had previously been seen as a security risk!).

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Equipped with the revised training materials, our champions were able to start providing tailored training to minority ethnic support organisations. We provided 10 Disability Equality Training sessions altogether, as well as a wealth of shorter, more informal interventions with smaller voluntary organisations. We also organised 2 larger roadshows to raise awareness of the group and GCIL's services. The first roadshow was held in the heart of Glasgow's Asian community and attracted around 50 attendees. The second was organised in partnership with Kitaba. This event, which also honoured the life of another minority ethnic activist, Imran Sabir, attracted around 500 participants (and is also now available on DVD).

On completion of the training programme, a number of our champions have been invited to participate in other organisational governance structures, and a number of them have joined to set up a BME/disability policy group through BEMIS (Black and Ethnic Minority Infrastructure in Scotland). Our marketing work through the Asian media led to a regular new TV programme produced and presented by disabled people - the first of its kind ever to be broadcast on British Asian TV. Our pilot programmes for Radio Ramadhan in Glasgow resulted in listeners putting pressure on a particular mosque to have a lift installed as part of its renovation programme (which has now been done). Our champions have participated in a number of ground-breaking pieces of disability identity research and, through their networking and campaigning, have become recognised figures within the local, and in many cases national, disability movements in the UK.

Closer to home though, and perhaps most importantly, the project has left a lasting mark on the landscape. Working practices within GCIL have improved, with better access and increased staff awareness, and there is greater understanding of independent living within minority ethnic communities and organisations. We are also continuing to work with the EHRC through the Independent Living in Scotland project in order to hold a national roadshow aimed at minority ethnic disabled people in 2010.

This project presented a huge challenge and much was achieved in a comparatively short time. Although the project is now formally at an end, our champions continue to work closely with GCIL at all levels, and we are actively exploring funding opportunities which would enable us to build on the valuable work achieved to date.

## Housing and Employment

Our housing and employment services had another busy and successful year. On the housing side, **GCIL Housing** (formerly Accessible Housing Solutions) dealt with over 1,000 enquiries and helped 175 people to find more suitable accommodation through housing advocacy. We currently have a total of 438 disabled people and families with disabled children waiting to be re-housed, 173 of whom registered in 08/09.

The housing advocacy service continues to be very busy with a broad range of types of help needed by disabled people across Glasgow. Recently, we helped to ensure that a client was able to return to his own home instead of being confined in a nursing home.

Eddie Bereffo, came to Scotland from Holland in 2005 looking for work. He found work in Glasgow as a fork lift driver. In December 2007 he was involved in a serious accident at work when he was crushed between two palettes.

Eddie sustained a C4/C5 spinal injury and is paralysed from his chest down. After 7 months in the Spinal Injuries Unit undergoing rehabilitation, he was ready to be discharged. Unfortunately his house was not suitable for a wheelchair user so the hospital social worker contacted GCIL for help in finding an accessible house.

Due to a chronic shortage of wheelchair accessible housing Eddie was initially discharged to the Royal Infirmary where he spent 4 months. During this period he developed pressure sores. GCIL then managed to secure an offer of a 2 bedroom, fully wheelchair accessible house from the West of Scotland Housing Association. Eddie was delighted and accepted the house. However, there was a problem. Social Work Services said they did not have funding for his care package to allow him to live in his new home.



Eddie with Housing & Employment Services Manager, Grant Carson

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Although Eddie continued to express his preferred choice to live in his own home, in November 2008 Eddie was transferred, against his will, to a nursing home for elderly people. The home was not equipped or trained to deal with someone with a high level spinal injury. This meant that, for over 5 months, he did not have any specialist rehabilitation or physiotherapy and felt that the gains he made in the spinal unit were lost and his condition deteriorated. His only real company was from staff, and he tried to grab 10-15 minutes to talk about what's happening in the world, politics / current affairs etc whenever he could.



Eddie's bedroom in the nursing home.

Eddie talked about South Africa and apartheid. He believed that being placed in a nursing home was wrong. He was effectively imprisoned, stripped of both civil and human rights, not because of his skin colour, but because he had become a disabled person.



Eddie's children, Hanna (8) and Juda (12).

Eddie has two children aged 8 and 12. His dream was always to be able to move into his house so that his children can come and stay with their dad.

GCIL co-ordinated a number of agencies to help Eddie, including Govan Law Centre, where Solicitor Mike Dailly helped him assert his legal rights under national and European legislation. Shortly afterwards, funding for Eddie's support package was agreed and Eddie moved into his own home in November 2009.

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This case highlights the importance of matching adapted / accessible houses to disabled people who really need them as quickly and effectively as possible. GCIL has developed, and manages, Scotland's first online Accessible Housing Register to match disabled people in housing need with vacant adapted or accessible properties. Five housing providers (who have between them over 3,000 properties) have now subscribed to the system. The main challenge for the future of the service remains to secure long-term funding agreements to sustain it from Glasgow City Council, Greater Glasgow and Clyde Health Board, and housing providers.

The current global financial problems have adversely impacted on funding available to many third sector organisations, and 2009 continues to be very challenging in terms of funding. GCIL were therefore delighted to have been awarded £323,282 from the Big Lottery Fund to further develop our housing services over the next three years.

GCIL remains committed to maximising the life chances of disabled people, and recognises that disabled people can be excluded from employment by real but surmountable barriers. Our **GCIL Employment** programme has provided training and work experience for over 150 disabled people in total. In 2008-09 we were able to arrange work experience placements for a further 24 disabled people in a range of settings. The overall positive outcome rate for the project continues to be over eighty percent.



Some of the Employment Project Workers GCIL supported during 2008/09.

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Our new **Professional Careers** programme seeks to address the under representation of disabled people in professional positions within the housing sector in Scotland. The pilot currently has two traineeships based in Glasgow and two in Edinburgh. We have again been very fortunate to receive funding from the European Social Fund and The Scottish Government to enable us to expand this exciting new initiative into a Scotland wide programme.



Professional Careers programme participants at a Peer Support Group meeting. From left to right: Linda Henderson, Diane Theakston, Alan Barr, and Maureen McHugh.

GCIL's **Employment Link** service got off to a steady start and is now providing support, advice and training on employing disabled people to a number of major employers including Strathclyde Police.

Finally, GCIL also co-ordinated the annual **Ability Fest** employment event for the first time in 2008. This annual event provides a high-profile showcase for disabled adults and professional staff to find out about educational, volunteering, leisure and employment opportunities in the West of Scotland. Over 70 employers and 700 disabled people attended the event in May 2008. The 2009 event, which GCIL also co-ordinated, was held at the SECC in Glasgow in October 2009 and brought around 100 exhibitors and over 1,000 visitors together.



## **Strategic Aims 2006/09**

Our five main strategic aims for the last three years were based on priorities identified during consultations held with members and staff. They are all inter-related to a greater or lesser degree:

- To provide high quality services
- To raise GCIL's profile and promote understanding of Inclusive Living
- To ensure that GCIL is an accountable and representative organisation
- To improve GCIL's financial stability
- To ensure that GCIL's infrastructure develops in line with its continued expansion

During 2009 GCIL has continued to focus on improving and expanding services, promoting inclusive living, and improving GCIL's financial stability. Specific objectives have also included:

- secure funding to continue and expand our work with disabled people from visible minority communities;
- secure funding for a programme to empower young disabled people;
- establish a re-focussed housing advice and support service aimed at disabled people who need housing to realise positive life transitions such as moving out of hospital, moving out of the family home, accessing higher education, or gaining employment;
- develop our programme of employment support services;
- develop new payroll service options.

We are currently developing a new plan for the next three years.

## Financial Summary 2008/09

The overall financial position of GCIL remained satisfactory during 2008/09. The restricted reserves at 31 March 2009 were £16,932 and the unrestricted reserves were £153,632. Reserves will be used where necessary, for example, if funding agreements cannot be secured quickly enough to maintain services. The unrestricted reserves we were able to carry forward into 2009/10 represent around 6 weeks' operating costs for the organisation.

During the year, GCIL generated a surplus of £3,794 on a turnover of £1,170,139. Unrestricted reserves increased from £143,090 to £153,632 and our restricted reserves decreased from £23,680 to £16,932. 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 2007 to 31 March 2009**

	Unrestricted £	Restricted £	Total £
<b>Income</b>			
Incoming resources Charitable Activities	611,405	556,335	1,167,740
Investment Income	1,795	604	2,399
<b>Total Income</b>	<b>613,200</b>	<b>556,939</b>	<b>1,170,139</b>
<b>Expenditure</b>			
Staff Costs	239,464	468,823	708,288
Training and Employment	3,829	20,822	24,651
Premises	72,931	59,669	132,600
Communications	5,247	4,971	10,217
Office Administration	13,758	11,643	25,401
Other Administration	14,530	36,675	51,205
Service User Costs	6,931	1,167	8,098
EBUS	119	-	119
Support Costs	153,604	52,162	205,766
<b>Total Expenditure</b>	<b>510,413</b>	<b>655,932</b>	<b>1,166,345</b>
<b>Surplus/(Deficit) for year</b>	<b>102,787</b>	<b>(98,993)</b>	<b>3,794</b>
<b>Transfers</b>	<b>(92,245)</b>	<b>92,245</b>	<b>-</b>
<b>Surplus/(Deficit) brought forward</b>	<b>143,090</b>	<b>23,680</b>	<b>166,770</b>
<b>Total Funds at 31 March 2009</b>	<b>153,632</b>	<b>16,932</b>	<b>170,564</b>

**Balance Sheet**  
**As at 31 March 2009**

	£	£
<b>Assets</b>		
Debtors (Note 2)	231,842	
Cash at Bank and in Hand	<u>35,613</u>	
<b>Total Assets</b>		<b>267,455</b>
<b>Liabilities</b>		
Creditors (Note 3)	<u>(96,891)</u>	
<b>Total Liabilities</b>		<b>(96,891)</b>
<b>Total Assets less Liabilities</b>		<b><u>170,564</u></b>
<b>Funds</b>		
Unrestricted Funds		153,632
Restricted Funds (Note 4)		16,932
<b>Total Funds</b>		<b><u>170,564</u></b>

**Notes to the Accounts**

	<b>Total</b>
<b>Note 1</b>	<b>2008-09</b>
<b>Incoming Resources Charitable Activities</b>	
GCC Contract	489,574
East Dunbartonshire Project	105,540
Greater Glasgow and Clyde Health Board	42,000
The BIG Lottery Fund: Employment Service	23,648
Scottish Executive	23,600
European Social Fund	180,532
GCC Economic Development	20,000
GCC Homelessness Partnership	22,000
Placements	28,426
Equality and Human Rights Commission	35,750
Professional Career's Employment Service	40,500
Miscellaneous	54,136
Lloyds TSB	9,000
Training Services	6,836
Conference Suite	16,681
Payroll Fee Income	44,748
Access Audits	17,406
Management Fees	7,363
<b>Total</b>	<b>1,167,740</b>
<b>Note 2</b>	
<b>Debtors</b>	
Grant Income Due	135,922
Prepayments	20,801
Other Debtors	75,119
<b>Total</b>	<b>231,842</b>
<b>Note 3</b>	
<b>Creditors</b>	
Accrued Charges	7,826
Creditors	19,552
Social security and pensions	23,591
VAT	11,376
Grants in Advance	26,967
Other Creditors	7,579
<b>Total</b>	<b>96,891</b>

**Notes to the Accounts (Continued)**

<b>Note 4</b>	<b>Restricted Funds</b>	
	East Dunbartonshire Project	8,706
	West Dunbartonshire Project	4,061
	EHRC	4,165
	<b>Total</b>	<b>16,932</b>

## Who's Who at GCIL

### Board of Directors: Members and Officers

<b>Chairperson</b>	Marianne Scobie
<b>Vice-chairperson</b>	Jim Elder-Woodward
<b>Treasurer</b>	Vacant
<b>Member Directors</b>	Alan Dick Lesley Paterson Chrissie Carmouche Andrew Leven
<b>Appointed Directors</b>	Bill Perry Irene McCauley
<b>Company Secretary</b>	Etienne d'Aboville

### Staff List

#### Support

<b>Manager Inclusive Living Services</b>	Maureen McPeak
<b>Co-ordinator Information Services</b>	Donald Anderson
<b>Inclusive Living Advisers</b>	Pam Duncan (until March 2009) Morag Mackay Lewis McLean Jamie McDermott Donald Anderson Leigh Rennie (from July 2009)
<b>Administrator (GCIL Support)</b>	Theresa Houston

## **Housing and Employment**

**Manager Housing & Employment Services** Grant Carson

**Employment Services Co-ordinator** John Speirs

**Assistant Employment Services Co-ordinator** Catherine Anselm

**Employment Link Co-ordinator** Heather O'Brien (until Aug 2009)

**Housing Advisers** Karen Ann Doherty  
Doreen Hollywood

**Administrator/  
Employment Project Worker** Imtiaz Latif

## **Training**

**Co-ordinator Training Services** John Dever

**Training Support Worker** Gayle Smith

## **East Dunbartonshire Direct Payment Support Service**

**Independent Living Development Worker** Angela Mullen

**Inclusive Living Adviser** Janis Jansen

**Clerical Worker** Sandie Truten



**Finance & Administration**

<b>Chief Executive</b>	Etienne d'Aboville
<b>Finance Manager</b>	Gordon Myers
<b>Human Resources &amp; Office Manager</b>	Laurence Weir
<b>Senior Administrator</b>	Margaret Sanders
<b>Finance Officer</b>	Alan Bear
<b>Finance Assistant</b>	Rama Bbosa
<b>Receptionists</b>	Kenneth Delman Rosa Donaldson (until Sept 2009)
<b>Caretaker/Personal Assistant</b>	John Stoddard
<b>Office Cleaners</b>	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](mailto:gcil@gcil.org.uk)  
Website: [www.gcil.org.uk](http://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

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