



# Annual Review

2007 - 2008



## 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 approximately 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 have great pleasure to introduce the Annual Review for the year April 2007 – March 2008, my fifth as chair of GCIL. As you can see, the Chief Executive, managers and staff have produced a very comprehensive operational report showing the breadth and depth of the work of GCIL. The board continues to be extremely proud of the dedication and professionalism of all GCIL staff, including our volunteers and Employment Project workers. On behalf of the board, I would like to thank them all most sincerely for everything they do to make GCIL one of the most highly regarded CILs in the UK.

The Improving Life Chances of Disabled People document issued by the UK Government in 2005 set the aim of having a user-led CIL in every local authority area within five years. The esteem in which GCIL is held is reflected in the various delegations we've hosted from local authority areas across the UK, who have visited to learn from our experience and expertise in setting up and running a very successful user-controlled organisation. The excellent reputation of GCIL also means that we've been able, along with our sister organisation, Lothian CIL, to initiate national developments such as the Independent Living in Scotland project, funded by the Scottish Government and managed by the Equality and Human Rights Commission. We've also been a key player in the Scottish Alliance on Independent Living and Self Directed Support Scotland. This level of participation and joint working shows GCIL is willing to be outward looking and is not afraid to take on such large challenges.

Talking of large challenges, we've be delighted over the past year to welcome several new board members, including a few who have had no prior relationship with GCIL as members or service users. Our board induction and training programme continues to improve and develop and I look forward to welcoming more new board members in the coming year. On a personal note, this past year wasn't a particularly good one for me and I'd like to take time to thank everyone at GCIL for their support during this difficult time, especially Etienne who has been really patient and supportive, considering my job as Chair means I am supposed to support him! It really has been much appreciated.

Finally I thank our funders, including Glasgow City Council, European Social Fund, the Big Lottery Fund, NHS Greater Glasgow and Clyde and the Scottish Government, whose confidence in GCIL means we can continue to support and serve disabled people in Glasgow, Scotland, the UK and who knows, even internationally!

Marianne Scobie, Chair.

On behalf of the GCIL Board of Directors

## Report from the Chief Executive

This is my 12<sup>th</sup> report to GCIL's members. This main purpose of this Annual Review is to report on GCIL's performance during the year 2007/08. However, as we near the end of March 2009, we can reflect on a longer period during which much has happened.

Twelve months ago, let alone twelve years ago, few would have guessed what challenging times lay ahead. Most significantly, we have witnessed the start of a world economic crisis as devastating as any in living memory. Even before the full extent of this became apparent, we had seen a number of key third sector organisations, including both high profile service providers and, sadly, also some user-led partner organisations such as OPENING, close their doors for financial reasons. It is perhaps a sign of the times then, that simply continuing to be here after thirteen years or so, providing services to disabled people in and around Glasgow, seems a considerable achievement in itself. Nonetheless, I am all too conscious that ensuring our longer-term financial stability remains a major challenge for the organisation.

As always, providing a range of high quality services has been one of GCIL's core aims, and I believe we have continued to do this.

Our support services to people receiving direct payments, **Inclusive Living Solutions**, continued to work with well over 200 people in Glasgow by the end of the year. In practice, this is around the same number as the previous year – a situation which seems to have more to do with available resources than lack of demand. However, the local landscape regarding direct payments and Self Directed Support is constantly changing. Firstly, at the time of writing, the City Council's review of our support service which began last Spring has yet to be concluded. Secondly, we were pleased to learn that Glasgow is one of three local authority test areas chosen by the Scottish Government in Scotland to receive bridging funding and consultancy support in order to develop and improve the way Self Directed Support is implemented locally. The main focus is on leadership, reducing bureaucracy, and unlocking resources. And thirdly, a project is now underway to pilot the use of Individual Budgets in the East of Glasgow. It is difficult just now to predict how these initiatives will develop in the coming months and what the implications may be for people using, or wishing to use, direct payments and, indeed, for GCIL's role.

One noticeable change during the year has been a dramatic decrease in demand for the Emergency Back-up Service – only around one fifth that of the previous year. This seems to reflect a marked shift in current patterns of support and we have been consulting with service users about the implications for the future shape of this service in the year ahead. We also provided training and briefing sessions on managing direct payments to over 50 people. Finally, our satellite service, East Dunbartonshire Direct Payment Support Service, continued to provide valuable support to people receiving direct payments in East Dunbartonshire, actively working with around 70 people during the year. Overall, then, we have continued to expand and develop support for people using direct payments in line with demand and available resources.

Our housing and employment services had another busy and successful year. On the housing side, **Accessible Housing Solutions** dealt with over 1,000 enquiries and helped 160 people to find more suitable accommodation. As you will read elsewhere in this Review, we have also been instrumental in developing some genuinely innovative housing solutions for people. The main challenge for the future remains to negotiate sustainable funding agreements with statutory agencies and housing providers. Although we have yet to achieve this, we have recently made some welcome progress in signing up housing providers who want to use our service to identify suitable tenants for their accessible properties. We are also delighted to have been successful in obtaining significant grant funding to develop a re-focussed service over the next three years. This will target disabled people who need accessible housing because they are undergoing a major life transition such as moving out of the family home, moving out of hospital or residential care, or taking up employment or educational opportunities.

Our **Employment Solutions** programmes help tackle the barriers to employment that remain a key issue for many disabled people. The well-established **Employment Project** has now provided training and work experience for a total of over 120 disabled people in a range of settings with around 25 people participating in the programme this year. The overall positive outcome rate for the project continues to be over 80%. For the eighth year in succession, we were delighted to be awarded European Social Fund funding of around £200,000 towards the 2009 programme – a great achievement given the extremely stiff competition for these limited funds.



**Professional Careers** is a positive action programme which seeks to address the under-representation of disabled people in professional positions within the housing sector in Scotland. The pilot for this two and a half year programme continues to have two traineeships based in Glasgow Housing Association in Glasgow and two in Margaret Blackwood Housing Association in Edinburgh. During 2008, GCIL also launched **Employment Link**, a new service providing support, advice and training to employers who wish to recruit more disabled people. We have already welcomed on board a number of high profile organisations including Strathclyde Police. GCIL also took on the role of co-ordinating the annual Ability Fest employment event for the first time in 2008. The event proved a resounding success and I'm pleased to report that we are planning an even bigger and higher profile event this coming October – this time at the SECC.

Our training service, **Training Solutions**, provided training to more than 800 people in the public, private and voluntary sector, including over 400 health and social work staff through our contract with NHS Greater Glasgow & Clyde. Despite this, the service has struggled to remain financially viable in recent years. Demand for specific Disability Equality Training is reducing as organisations seek training that addresses a wider range of diversity issues. We have been considering a variety of ways to respond to the changing training environment. In the interim, we are pleased to have secured a contract with Self Directed Support Scotland to deliver training on Self Directed Support to advocacy organisations, local authorities and health boards in Scotland over the next two years. The payroll service, **Payroll Solutions**, continued to expand, processing payrolls for well over 100 clients by the end of the year. In the near future, we hope to be able to offer some new payroll options which should suit people who want more help in paying workers or managing their funding. Together with our room hire service, **Conference Solutions**, our training and payroll services contributed over £88,000 of income between them.

We have continued actively raise the profile of independent living in general, and of GCIL in particular. In total, during the 2007/08 staff and representatives made presentations on inclusive living and GCIL at a variety of events, addressing well over 3,000 people. GCIL staff appeared on radio on three separate occasions and our new website became operational with enhanced features and functionality.

At the national level, we have been working with colleagues and the Scottish Government contributing to the development of the new Reference Group on independent living which was announced by the then Communities Minister, Stewart Maxwell in June 2008. This also led to the development of the Independent Living in Scotland project hosted by the Equality and Human Rights Commission. The aims of this exciting project are threefold: to support the participation of disabled people's organisations in the work of the Reference Group; to facilitate communication between the Group and disabled people at the grassroots level; and to build the capacity of the Independent Living Movement in Scotland. GCIL staff member, Pam Duncan has been seconded to the project as Policy Officer for the next two years and we wish her well in her new role. This work will be developed during 2009 and beyond.

We have also been active at the local level. We scored a major success in 2008 in persuading Glasgow City Council to include a requirement in the new City Plan that 10% of all new properties being built across the city should be fully wheelchair accessible. This was added to the planning legislation and will eventually result in thousands of additional accessible properties being built across the city.

For some time we have been trying to spread the word about Self Directed Support to a wider range of people - especially young disabled people and disabled people from Black and Minority Ethnic communities. We were therefore delighted to secure funding in 2008 from the Equality and Human Rights Commission for our Independent Living Champions project working to promote awareness of Independent Living throughout BME communities.



More recently, we have begun some groundwork on developing a similar project with young disabled people in and around Glasgow – something which is much needed if young disabled people are to enjoy the freedom and benefits that Independent Living can offer.

As a user-led organisation, we are continually striving to improve our accountability and involve service users in what we do. 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 helped service users to take part in a number of external consultation events and we continued to provide a number of volunteering opportunities in the GCIL office.

From a financial point of view, the year proved challenging, once again, with GCIL incurring an operating deficit for the period of £11,872 on a turnover of £1,176,870. We await the outcome of various funding bids and the review of our direct payment support service contract with Glasgow City Council. Until these are known, GCIL's financial stability remains far from ideal. 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.

Improving our infrastructure has been a key aim. We continued to make progress in improving our systems and introduced a number of new and revised HR policies during the year. We prioritised staff training and introduced devolved teambuilding budgets for all departments. We also re-organised the Brook Street office to improve the working environment and make better use of the space available.

Overall, I believe we have made significant progress in taking forward the strategic aims we set out for the past three years. Clearly, we face some significant challenges in the years ahead. However, I also believe we may have an unprecedented opportunity over the next few years to get our message across and finally get independent living on the map and built into mainstream services. During the next few months, therefore, we will be inviting members and service and service users to join us in developing a new plan to meet the challenges and, just as importantly, take advantage of the opportunities that lie ahead.

In conclusion, I would like to thank all our funders for continuing to support our organisation; our staff and volunteers who work so tirelessly and with such unbelievable commitment to make it all happen; our directors and various committee members who endure far too many unreasonably long meetings in our cause; and, of course, our Chair, Marianne, for her excellent leadership and wise counsel. Last, but not least, my thanks go to all our members, service users, friends and allies for their continued support throughout the year.

Etienne d'Aboville  
Chief Executive

# Services

## Inclusive Living

The number of people seeking information and support from the Inclusive Living Solutions (ILS) team has continued to increase. This year we have supported 258 people to manage their inclusive living packages – around 40% more than last year. Altogether, 390 people contacted the service for information or support, an increase of around 25%.

We also updated some of our information resources – adding a section on engaging with agencies or service providers to our personal assistant (PA) recruitment pack and developing a new factsheet on Liability & Indemnity Insurance.

People who get a direct payment (or funding from the Independent Living Fund) gain a lot in flexibility, choice and control. However, they also take on extra responsibilities such as employing staff, and being responsible for paying them and for their welfare. Choosing to buy in support from an agency or service provider also that means people need to be clear about exactly what tasks they want carried out and what the costs will be. With either option, people need to be sure they have enough funding to meet their responsibilities. So, not surprisingly, our Advisors have been in great demand providing sound advice and support as well as assisting with recruitment, employment contracts and financial monitoring.

## Training

In addition to having one-to-one support, it remains important to ensure that everyone using self-directed support has the opportunity to get training to improve their knowledge and ability to manage their responsibilities effectively. In the last couple of years we have tried several different ways of promoting our training programme, for example, in partnership with the Scottish Personal Assistant Employer's Network (SPAEN). Unfortunately, uptake has been rather disappointing. Though there are sometimes many reasons why people cannot attend, we will continue our efforts to increase the number of people who take up the training on offer. We know from the course evaluations that those



who do come along enjoy the training and find it extremely useful. Training statistics are included in the Training Co-ordinator's report.

Through the GCIL newsletter, the Inclusive Living team aims to ensure that we keep everyone using self-directed support up to date with changes in employment law, social policy etc. This year we hope to encourage people using our services to become more involved by sending in their ideas for articles or items they would like to be included.

## **Emergency Back-up Register**

Glasgow residents employing their own PAs can register for our 24 hour Emergency Back-up Service (EBUS). Although the service has not been as busy as in previous years, we see this as a positive development. With support from our Advisers, many PA employers now have their own arrangements in place for dealing with emergencies. For the year 2007/08, PAs from the GCIL Register covered 21 shifts and we also arranged for emergency cover to be provided by agencies on 93 occasions.

During the year, 32 people found work as PAs through our Personal Assistant Register. The register is a valuable resource for people seeking this kind of work. By providing training, we can offer people who have never been involved in this area of work before, including long-term unemployed people, the opportunity to gain useful skills and contribute to the local economy.

## **Promotion and Feedback**

Members of the ILS Team continue to facilitate the well-attended Stakeholder Forum allowing those accessing self-directed support to share ideas and experiences. The Forum also provides GCIL and Social Work with valuable feedback on how direct payments are working in Glasgow. Meetings are held three times a year.

As well as supporting individuals, we gave talks to 14 different groups including organisations of disabled people, schools, and carers' organisations. We also provided information stands at some high profile events such as Sight & Sound and Ability Fest. We are constantly surprised by how few people in the wider community seem to have heard

about direct payments and self-directed support and therefore welcome every opportunity to go out and spread the word!

The hard work and dedication of the Inclusive Living team is reflected in the following quotes from people who use the service:

“You have been absolutely fantastic; I don’t know what I would have done without you!”

“This is an excellent service which is much needed.”

“I’ve benefited fantastically and have come on in leaps and bounds with all the support I received from Lewis and the rest of the team. I wouldn’t have been as confident today if it wasn’t for the support I received.”

“We are very pleased with the service we get from GCIL, we get all the support we need and all of our calls are returned. Any queries or problems we have are sorted out.”

Although the majority of our service users are very happy with the support they receive, we are constantly striving to improve and always welcome new ideas about how we can do so.

## **External Commitments**

GCIL’s ILS Manager, Maureen McPeak, represented GCIL on the Scottish Government’s Self Directed Support Reference Group. This group produced an extremely useful guide to Self Directed Support which we recommend to anyone receiving, or thinking, about direct payments.

Maureen also represented GCIL on the board of Self Directed Support Scotland which is an umbrella organisation for user-led direct payments support groups in Scotland. The main aim of this organisation is to collectively influence the way self-directed support is developed throughout Scotland. For example, campaigning for disabled people to have support packages that are ‘portable’ and allow them to decide how they want to lead their lives and where they choose to live.

## Future Developments

Pam Duncan, Inclusive Living Advisor, carried out valuable research into the need for a young disabled people's project and what useful resources currently exist. We have already started to consult with people who can help us to plan the right kind of project, and we hope to get funding to develop this in the coming year.

Finally, we are exploring the idea of producing a DVD and workbook to enable people to access training at home. Although funding may be hard to get at this time, we also hope to get this underway during 2009.



## Payroll

Payroll Solutions continues to expand as more disabled people take up direct payments and become employers. During 2007/08, 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. Payroll Solutions 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 to 109 people using the service - an increase of around 20%, on the previous year. Income generated by the service in 2007/08 was £43,723 also up around 20%.

The professional and courteous service that we provide is reflected in the feedback we receive such 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 Payroll Solutions, it is so different. All we need to do is pick up the phone.”



## Training

Despite the obvious need to raise awareness of disability equality issues, both locally and nationally, the market for Disability Equality Training continues to be a challenging one. Nonetheless, we were able to deliver high quality Disability Diversity and Disability Etiquette training to over 400 Health Board and Social Work staff



during 2007/08. This forms an important base to our training activities, whilst providing a valuable opportunity for partnership working between NHS and Social Work staff. A commitment to continuous professional development has enabled a more diverse group of staff to access our training. For example, clerical staff have participated in Disability Etiquette training, hopefully resulting in increased awareness and improved customer care in these key services. This training continued during 2009 and we are pleased to report that the contract has been renewed for a further year.

Outwith this core contract, there was still some demand for Disability Equality Training, and we trained 157 people during the year. However, our Disability Bitesize sessions have proved especially popular with statutory and voluntary organisations who find it difficult to release staff for full-day courses. We delivered 15 Bitesize sessions over this period, training 158 participants – around the same number as attended the longer sessions.

Training on the Independent Living Fund provided an opportunity for Social Work staff to update their knowledge and understanding of this complex source of funding. We trained 74 people over 6 sessions. In partnership with the Inclusive Living team, we continued to deliver training to people using direct payments, focussing on 4 core modules: Do's and Don'ts of Direct Payments; Monitoring and Paperwork; Safe Recruitment; and Being a Good Employer. We trained 55 participants over 10 courses.

Finding suitable Personal Assistants has always been a challenging task. At a time when there were still high levels of employment, pre-recession, we were able to run 5 courses for new PAs and trained 30 people wanting to join our Register.

Sadly, the outlook for specific Disability Equality Training is not especially encouraging. Unless demand increases dramatically, it is clear we will need to develop more general diversity training in the longer term as this seems to be where future demand lies.

On a more positive note, a welcome development in 2008/09 has been our Independent Living Champions project. This has enabled us to work alongside a small group of Asian disabled people who are keen to access direct payments and promote the philosophy of independent living amongst other Asian disabled people by acting as volunteer mentors. This work has been funded by the Equality and Human Rights Commission. To date, we have delivered 8 external courses, training around 30 people in all. We have also run 2 half-day roadshows in partnership with West of Scotland Regional Equality Council, with nearly 70 people attending. More awareness-raising events are planned in the near future.



## Housing

Demand for our housing service is as strong as ever. An analysis of our new database shows that 286 clients registered with us in 2007/08 because they were unsuitably housed and needed expert housing information and advice. In total, we dealt with 1,161 enquiries during the year.

Our Housing Advisors managed to re-house 160 disabled people and families with disabled children. We also continued to develop Scotland's first online Accessible Housing Register and the key focus now is to fully market and promote it to both disabled people and housing providers.



Using this online system, disabled people are now able to self-refer and manage their own electronic housing applications, updating their own details and changes of circumstances on our website. Our targets, which are agreed annually with our funders, are to re-house 100 people per year and deal with approximately 1,000 enquiries; we therefore continue to exceed our targets.

We have also piloted some unique housing solutions for disabled people using a form of funding known as Special Needs Capital Grant. Although this grant has been used in other areas of Scotland, this is the first time that Glasgow City Council (GCC) has ever used it to meet the housing needs of disabled people. Our role has been to apply for and manage the funding (over £191,000 in all) for three clients. Two purchased houses on the open market, whilst one client chose to design and build a bespoke house on a vacant plot of land.

These projects represent a significant achievement for GCIL working in partnership with GCC Development and Regeneration Services.

## Strategy and Policy

Our biggest success during 2007/08 was to have Glasgow City Council accept that 10% of all new properties being built across the city should be fully wheelchair accessible. This was added to the planning legislation through the Glasgow Cityplan 2 and will result in thousands of additional accessible properties being built across the city. Glasgow City Council has implemented new planning guidelines to regulate the proportion of wheelchair standard (or wheelchair-adaptable) houses in new housing projects. Put simply, the regulations require that:

- The proportion of wheelchair accessible, or wheelchair-adaptable, units must be substantially more than the number actually needed at any one time. This is to allow for the fact that many of these units will not, in fact, be occupied by a household which includes someone who uses a wheelchair.
- Because the existing housing stock contains very few wheelchair accessible units, and a high proportion is unsuitable for adaptation at reasonable cost, most needs must be met from the new supply. Over the next decade, new supply is likely to amount to around 10-15% of the existing stock. Therefore, increasing the accessible proportion in the new stock is the only way to ensure that there are enough suitable properties in the total housing stock.
- Equal opportunities for disabled people require that they should be able to find an appropriate house in any part of the city.

In view of the above, CityPlan 2 will ensure that:

1. In designing every new housing project, the needs of potential wheelchair users should be explicitly considered and a statement should be provided as to how this has been done.
2. 10% of houses to wheelchair standard, or readily adaptable to meet the standard, should be provided in new housing developments across all tenures.

For the housing service, the main challenge for the future remains to secure long-term funding agreements from Glasgow City Council, Greater Glasgow and Clyde Health Board and housing providers.

## Employment

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 **Employment Solutions** programme has provided training and work experience for 164 disabled people in total.

This project continues to be very successful. Within GCIL Employment Solutions there are three well-established services that provide a holistic approach to supporting disabled people who have experienced disadvantage in accessing employment.

The **GCIL Employment Project** provided employment, training and education opportunities to 24 disabled people this year with a variety of employers from the public, private and voluntary sectors.

No. of participants:	24
No. of leavers:	9
No. of continuers:	15

**Positive Outcomes** - 13 disabled participants moved into employment, with another two participants moving into further education. The overall positive rate continues to be excellent at 71%.

GCIL's **Employment Link Services** has had a busy year with the launch of our employer support service which charges an annual subscription for membership. The aim of this service is to enable more employers to be as inclusive as possible by employing disabled people and by retaining current staff who become disabled. Currently, Strathclyde Police Force, University of West of Scotland, Glasgow Metropolitan College and Outlook IT have all signed up for the service.

We also co-ordinated the Ability Fest in May 2008 at the Radisson Hotel in Glasgow. This is an annual event that was set up in 1999 by a group of practitioners working in support agencies with the aim of giving disabled adults and professional staff a chance to find out about educational, volunteering, leisure and employment opportu



nities in the West of Scotland. Over 70 employers and 700 disabled people attended the event.

Ability Fest 09 has officially confirmed GCIL's Employment Link Co-ordinator, Heather O'Brien, as the co-ordinator for the 2009 event which will be held at the Scottish Exhibition and Conference Centre in Glasgow. This event will be even bigger and better than in 2008 – we are aiming for over 120 exhibitors and around 2,000 visitors on the day. The event is already well on track, with a number of sponsors and offers of in-kind services already committed to the event.

**GCIL Professional Careers** - This programme specifically addresses the under-representation of disabled people in management or professional positions. There are currently four trainees at different stages in their placements (two at Margaret Blackwood Housing Association and two at Glasgow Housing Association). All are progressing well. Below is a brief case study that shows how the project works and the kind of work that is needed to make it successful.

**Allan Barr, 33, Professional Careers Trainee** - Degree in History, 1999, University of Glasgow. Had never been in paid employment. Allan has cerebral palsy and is a wheelchair-user.

### **Allan's journey**

**From:** long-term unemployment; spending most of his time in his bedroom in his parents house; lacking in self-confidence and esteem.

**To:** his current position as Trainee Housing Officer; a flat of his own; a vibrant social life; increased confidence and self-esteem; the prospect of achieving a Masters Degree in Housing; and ultimately a career as a Housing Officer, earning around £25,000 a year or more.

Allan applied unsuccessfully for a considerable number of jobs on leaving university.

in April 2007, Allan joined the Professional Careers programme which supported him in sorting out his access issues eg transport to and from work.

Allan has now been at Parkview Housing Association for over a year. "I'm enjoying the job" he says. "I feel I'm making use of my degree and I'm an ordinary part of the team."

The results from Allan's first year of the Post Graduate Diploma in Housing have been so positive that he has progressed to the Masters Degree.

Allan also wanted to become more independent and move out of the family home. With support from GCIL, he was able to achieve this in July 2008, when he signed a lease for his own flat in Paisley. GCIL also helped him sort out his support needs in his new home.

Allan's experience shows that, given access to the right opportunities, disabled people who have been previously excluded from employment and educational opportunities are more than capable of achieving excellent results.

Allan said "Over the past eighteen months, GCIL has been invaluable in helping me achieve long held dreams and ambitions. The advice and practical support that the entire organisation has given has not only enabled me to gain meaningful employment with real prospects, but has also led to me living independently for the first time in my life.

Without the growing sense of confidence I now feel, it would have been impossible for me to contemplate living on my own, but with GCIL's help I have been able to arrange my own care package and easily manage my new home. Life now has a sense of direction; I am no longer sat in my bedroom watching the world pass me by. I have a job, a house and a future."

## **Strategic Aims 2006/09**

During the period covered by our last three-year plan, GCIL continued to focus on 5 main strategic aims which were based on priorities identified during consultations held with members, directors, and staff and updated in the light of service reviews. These were:

- 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

In the coming months, we will be reviewing these aims and working with members, service users, directors and staff to develop a new Plan which will help GCIL grow and develop in the years ahead.



## Financial Summary 2007/08

The overall financial position of GCIL remained satisfactory during 2007/08. The restricted reserves at 31 March 2008 were £23,680 and the unrestricted reserves were £143,090. 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 2008/09 represent around 6 weeks' operating costs for the organisation.

During the year, GCIL incurred a deficit of £11,872 on a turnover of £1,176,870. Unrestricted reserves decreased from £157,487 to £143,090 and our restricted reserves increased from £21,155 to £23,680. 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. 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 2008**

	<b>Unrestricted £</b>	<b>Restricted £</b>	<b>Total £</b>
<b>Income</b>			
Incoming resources Charitable Activities	607,200	566,678	1,173,878
Investment Income	2,185	807	2,992
<b>Total Income</b>	<b>609,385</b>	<b>567,485</b>	<b>1,176,870</b>
<b>Expenditure</b>			
Staff Costs	256,885	442,691	699,576
Training and Employment	6,978	14,213	21,191
Premises	82,536	54,757	137,293
Communications	5,580	4,630	10,210
Office Administration	13,097	9,959	23,056
Other Administration	17,735	39,375	57,110
Service User Costs	5,772	441	6,213
EBUS	2,933	-	2,933
Support Costs	188,042	43,118	231,160
<b>Total Expenditure</b>	<b>579,558</b>	<b>609,184</b>	<b>1,188,742</b>
<b>Surplus/(Deficit) for year</b>	<b>29,827</b>	<b>(41,699)</b>	<b>(11,872)</b>
<b>Transfers</b>	<b>(44,224)</b>	<b>44,224</b>	<b>-</b>
<b>Surplus/(Deficit) brought forward</b>	<b>157,487</b>	<b>21,155</b>	<b>178,642</b>
<b>Total Funds at 31 March 2008</b>	<b>143,090</b>	<b>23,680</b>	<b>166,770</b>

**Balance Sheet**  
**As at 31 March 2008**

	£	£
<b>Assets</b>		
Debtors (Note 2)	189,823	
Cash at Bank and in Hand	<u>75,904</u>	
<b>Total Assets</b>		<b>265,727</b>
<b>Liabilities</b>		
Creditors (Note 3)	<u>(98,957)</u>	
<b>Total Liabilities</b>		<b>(98,957)</b>
<b>Total Assets less Liabilities</b>		<b><u>166,770</u></b>
<b>Funds</b>		
Unrestricted Funds		143,090
Restricted Funds (Note 4)		23,680
<b>Total Funds</b>		<b><u>166,770</u></b>

## NOTES TO THE ACCOUNTS

		<b>Total</b>
<b>Note 1</b>	<b>Incoming Resources Charitable Activities</b>	<b>2007-08</b>
	GCC Contract	489,574
	East Dunbartonshire Project	102,970
	Greater Glasgow and Clyde Health Board	42,000
	The BIG Lottery Fund: Housing Service	15,266
	The BIG Lottery Fund: Employment Service	36,792
	Scottish Executive	41,844
	European Social Fund Objective 3	182,563
	GCC Economic Development	20,000
	GCC Homelessness Partnership	21,850
	Placements	51,035
	Margaret Blackwood Housing Association	30,308
	Professional Career's Employment Service	28,000
	Miscellaneous	16,197
	Training Services	24,310
	Conference Suite	15,333
	Payroll Fee Income	43,723
	Access Audits	4,949
	Management Fees	7,164
	<b>Total</b>	<b>1,173,878</b>
<b>Note 2</b>	<b>Debtors</b>	
	Grant Income Due	34,227
	Prepayments	22,352
	Other Debtors	133,244
	<b>Total</b>	<b>189,823</b>
<b>Note 3</b>	<b>Creditors</b>	
	Accrued Charges	9,578
	Creditors	26,589
	Social security and pensions	24,663
	VAT	34,127
	Grants in Advance	4,000
	<b>Total</b>	<b>98,957</b>
<b>Note 4</b>	<b>Restricted Funds</b>	
	East Dunbartonshire Project	19,619
	West Dunbartonshire Project	4,061
	<b>Total</b>	<b>23,680</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>	Stuart Ramsden
<b>Member Directors</b>	Peter Brawley (until Feb 2007) Christine McLeod (until Feb 2007) Alan Dick (from Feb 2008) Lesley Paterson Chrissie Carmouche (from June 2008) Andrew Leven (from June 2008)
<b>Appointed Directors</b>	Bill Perry Irene McCauley (from June 2008)
<b>Company Secretary</b>	Etienne d'Aboville

### Staff List

#### Inclusive Living Services

<b>Manager Inclusive Living Services</b>	Maureen McPeak
<b>Co-ordinator Information Services</b>	Donald Anderson
<b>Inclusive Living Advisers</b>	Pamela Duncan Morag Mackay Lewis McLean Jamie McDermott Donald Anderson
<b>Administrators (ILS)</b>	Theresa Houston (from April 2008) Yvonne Hughes (until Aug 2008)

## **Housing and Employment Services**

<b>Manager Housing &amp; Employment Services</b>	Grant Carson
<b>Employment Services Co-ordinator</b>	John Speirs
<b>Assistant Employment Services Co-ordinator</b>	Catherine Anselm
<b>Employment Link Co-ordinator</b>	Heather O'Brien
<b>Housing Advisers</b>	Karen Ann Doherty Doreen Hollywood
<b>Administrator</b>	Jacqueline Carr (until Feb 2008)
<b>Administrator/ Employment Project Worker</b>	Imtiaz Latif (from Aug 2008)

## **Training Solutions**

<b>Co-ordinator Training Services</b>	John Dever
<b>Training Support Worker</b>	Gayle Smith

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

<b>Independent Living Development Worker</b>	Angela Mullen
<b>Inclusive Living Adviser</b>	Janis Jansen (from Oct 2007)
<b>Clerical Worker</b>	Sandie Truten (from Feb 2008)

## **Finance & Administration**

<b>Chief Executive</b>	Etienne d'Aboville
<b>Finance Manager</b>	Steven Duffy (until Oct 2008) Gordon Myers (from Jan 2009)
<b>Human Resources &amp; Office Manager</b>	Carol Bain (until Apr 2008) Laurence Weir (from Jan 2009)
<b>Senior Administrator</b>	Margaret Sanders
<b>Finance Officer</b>	Alan Bear (from Dec 2007)
<b>Finance Assistants</b>	Rama Bbosa (from May 2008)
<b>Receptionist</b>	Theresa Houston (until Oct 2008) Kenneth Delman (from April 2008) Rosa Donaldson (from Oct 2008)
<b>Caretaker/Personal Assistant</b>	John Stoddard
<b>Office Cleaners</b>	Rena Daley John Corletto (until Nov 2007) Irene Gallagher (until June 2008) Lesley Naughton (from June 2008)



## rganisational Information

### **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)  
[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.