

Annual Review 2022



Contents

- About GCIL **Page 3**
- Chair Report **Page 5**
- Chief Executive Report..... **Page 9**
- Retirements..... **Page 15**
- Supporting Our Staff **Page 16**
- Case Study - Charlottes Story **Page 18**
- Case Study - Sam’s Story **Page 20**
- Case Study - Jean’s Story (Open Door Programme) **Page 22**
- Support/Take Control during the Pandemic **Page 25**
- SDS Development Team **Page 27**
- How are we doing?..... **Page 32**
 - Payroll **Page 32**
 - Housing **Page 34**
 - Equality Academy **Page 36**
 - Employment - Open Door **Page 38**
- Finance at a glance..... **Page 40**
- Board Updates **Page 42**
- Roll Call..... **Page 43**

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, housing, training, employment and consultancy services enable disabled people to assert more control over their lives as equal citizens. Full membership is open to disabled people and Associate membership to those who wish to support our work. We provide:

Support:

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

Payroll:

A range of payroll options that take the strain out of employing personal assistants or paying agencies.

Housing:

One-to-one support, advice, information, and advocacy for people who need an adapted or accessible home in Greater Glasgow. We also offer adaptation information via our Adapt2Fit website: www.adapt2fit.org.uk.

Employment:

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

Training:

Primarily focused on supporting disabled people into employment.



Consultancy:

Organisational and policy development on disability equality, diversity issues and access audits. Disability equality and diversity training tailored to your organisation's needs.

Right to Speak:

In conjunction with NHS Greater Glasgow & Clyde we hold a range of Augmentative and Alternative Communication Equipment that is available to try or borrow on a trial basis.

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



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

If you would like to become a member, please contact us on 0141 550 4455.



GCIL Chair Report

←

This year we have broken from the traditional joint report from GCIL's Chair and Chief Executive. This is to allow the new Chief Executive to put his 'stamp' on things, and tell it from his point of view. It also allows me, as Chair, to welcome Kevin Drugan to this most challenging position. I am quite certain he is up for it, as he had quite a tough competition during the selection process. Kevin, a staunch Glaswegian, has spent a number of years in London, working within the social enterprise sector. He brings significant management skills, whilst having that inside knowledge of a disabled person.

But he has some really big boots to fill, as our very own Etienne d'Aboville has retired after over 25 years of dedicated service. I remember sitting in the one desk office of Glasgow Centre for Inclusive Living in the north of the city. Alongside Peter Brawley, our first Chair and Maureen McPeak, who later became our first Independent Living Adviser, we were running through the applications for our Chief Executive. We opened Etienne's application. I had known of his work in the King's Fund and the movement in England. I sat back with a smile on my face, knowing we had a winner here.

And we did indeed. From that tiny office, he grew a £2m organisation firmly based on the principles of inclusive living; giving hundreds of disabled people in West Central Scotland the freedom of choice and control in their own lives, both at home and within the housing and labour market. He led by example as well as his acute and incisive wisdom. We all, within GCIL, wish him well in his well-deserved retirement.

However, life must go on without the Great Master; and, it has indeed. I must say a great thank you to all my colleagues on the board, especially to Chris Baird, my depute, who has steered us quite magnificently during our countless Zoom meetings. I should also thank him, and two other Board members, Marianne Scobie and Richard Hamer, for their diligence and skills in helping to find the right person to fill Etienne's boots. Our board is small and dedicated to the vision and mission of GCIL. We do need more people to join us. Hopefully, at the end of today's meeting we shall have more, but there is still room for others to join us.

The impact of the global Covid-19 pandemic has, arguably, been felt most severely by disabled people. It exacerbated existing inequalities and closed off many vital support systems which disabled people rely upon. Within GCIL, we had to adapt and concentrate on maintaining core services such as Self-Directed Support as well as taking on new roles helping hundreds of people access advice, information, and equipment to remain informed, safe and, where possible, digitally connected. And I wish to thank every member of our staff who have worked so hard and diligently, often in complete isolation from one another. Having said that I must thank Angela Mullen, our Inclusive Living Service Manager, who will be leaving us for a well-earned retirement. Angela has carried a huge workload over the past couple of years. We've also lost a number of our well-known and well-loved staff to you, including our care-taker John Stoddard, who has already taken retirement and Lilian Smith, who will be retiring imminently. Both have been dedicated members of staff and we all wish them well in their now long and leisurely lifestyles. In addition to those staff members retiring, we are also bidding a fond farewell to John Speirs, our Equality Academy National Development Manager. Having spent over 20 years working within our employment services and National Equality Academy John is leaving us and taking up a new challenge: John has signed with Rangers FC as their new Disability Access Officer. We wish John well in his new role.

As we exit the pandemic and learn to live with Covid-19, it is clear that digital and remote/hybrid working are here to stay. Welcome to the new normal! But how will this new normal look like? Will it be more inclusive and empowering than the one we have hopefully left behind? Here in Scotland, the Scottish Government is planning to pass a Human Rights Bill, incorporating some of the Articles in the United Nations Convention on the Rights of People with Disabilities. Exactly how that Bill will make the lives of disabled people any better we will have to wait and see.

A human-rights approach to social care will be an integral part of the New Care Service. This service will take responsibility for social care away from local authorities to provide a common service throughout the country. The idea has come from the Independent Review of Adult Social Care. I had the honour to sit on the Advisory Panel of this Review. A national consultation followed the publication of the Review. This widened the range of services the National Care Service would cover. Not just adult care, but child care, mental health, addiction, prisons and courts. So, once again, the Service's authority of having the 'power' to help adults, will be trumped by its authority of having the 'duty' to provide child and prison services. So, the bun fight of resource allocation continues.



The new normal may also see our world of inclusive living coming under threat. The Scottish Government has set up a PA Programme Board to investigate how the career of PAs can be improved. The idea, following the result of the consultation, is to make the role of the PA part of the traditional care sector, by providing standard training (away from their employers), registering PAs (thereby reducing employer's choice) and regulating them (thereby, possibly infringing upon the employer's privacy and chosen lifestyle). The Independent Living Movement have long argued that the PA and Employer should be trained together, to acknowledge the individual requirements of the Employer. PAs cannot learn such detail on a general course where the Employer is not present.

GCIL has had a history of abortive efforts to find money to undertake programmes of training for both PAs and Employers. Our programmes were based on the social model of disability, inclusive living and 'moving and assisting'; not 'lifting and handling'. We are not bags of potatoes in a warehouse.

Although we are told this 'new normal' will be inclusive, and built on the 'lived experience' of service users, we may require to be vigilant in our participation within it. Perhaps this is one instance when we should look the gift horse in the mouth, and question its motives.



A handwritten signature in black ink, appearing to read 'J. Elder-Woodward'. The signature is stylized and cursive.

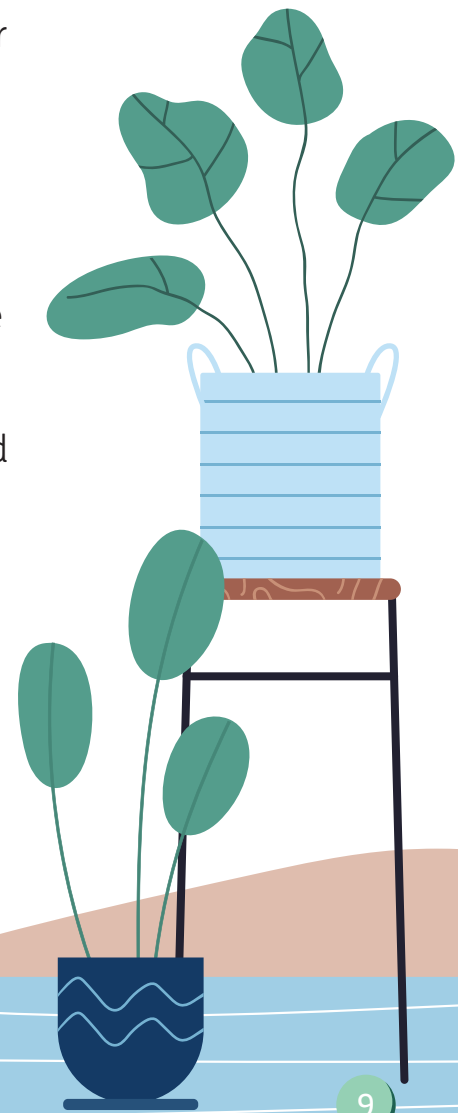
Dr Jim Elder-Woodward, OBE

Chief Executive Report

It feels slightly strange writing about the past two years of GCIL, having only joined the organisation in November 2021. Nevertheless, as the new Chief Executive, I want to take this opportunity to thank each and every staff member for all that they have done over the course of the pandemic. Throughout, staff have been working remotely to support so many clients with absolute dedication, resilience and commitment in the face of unprecedented technical, financial and personal challenges.

I also want to take this opportunity to acknowledge the immeasurable contribution of my predecessor, Etienne d'Aboville. Etienne grew GCIL from nothing to a £2m organisation which now delivers services across Glasgow, East Dunbartonshire and North and South Lanarkshire. Our National Equality Academy also provides a nation-wide employment and consultancy service across Scotland. His tireless commitment and dedication to disabled people and inclusive living is an example to us all, and one which I am delighted to take up. I can only hope to have half the impact of Etienne!

Throughout this report, you will find details of the help and support we have provided to individuals over the past two years as well as performance data for each service. In this section therefore, I want to concentrate on highlighting some key strategic points.



Self Directed Support

Our Self Directed Support teams, which are organised geographically, were extremely busy supporting people to manage Covid-related issues such as furloughing staff, managing emergency support arrangements, access to PPE, key worker verification letters, and specific employment law advice. We provided up-to-date information to service users as and when clearer national and local guidance became available and also offered support to people not already registered with us. Once PPE became available, we became the first point of contact across Glasgow, East Dunbartonshire and South Lanarkshire for PAs and PA employers requesting emergency supplies. We responded to over 600 one-off enquiries and worked closely with the Health & Social Care Partnerships to coordinate access to PPE, Lateral Flow Tests and even vaccinations for over 800 personal assistants.

Given the constraints on face to face meetings, group work and outreach activities, our SDS Development Team focussed on providing responsive services and developing new ways to raise awareness and understanding of Self Directed Support. They provided much practical and emotional support to many individuals not deemed in 'critical' need who were unable to obtain an assessment or review of their support needs, or who were trying to have services reinstated or find new providers. Now that formal referrals and assessments have resumed, teams are working closer than ever to help manage increasing demand of new enquiries and referrals they are providing initial information and support, especially to those with budgets approved who are keen to get support in place as quickly as possible.

Digital inclusion became even more vital during the pandemic. With funding from Connecting Scotland, we were able to provide internet-enabled tablets and support for 20 GCIL service users. This enabled some digitally excluded SDS users, for example, to access their prepaid card SDS account. In all, we provided 1:1 digital support and training to 53 people.

Housing & Employment

We continued to provide housing advice and information to help disabled people identify their housing options remotely. We usually work with a network of over 50 housing providers, however many of them were inevitably forced to stop letting/allocations, which significantly decreased the number of housing clients being rehoused. Nonetheless, we received 139 new housing related enquiries, 118 new registrations on our Home2Fit housing database (which now has 428 disabled/older people registered) and successfully rehoused 50 disabled people (including families with disabled children).

Our employability programmes were perhaps hardest hit by the pandemic with virtually all activity unavoidably paused. We therefore focussed on keeping in touch with existing trainees, facilitating them to work from home with suitable equipment, providing support with wellbeing via telephone and email and, where possible, helping them to progress along the employability pathway. More recently, we have been able to develop more comprehensive digital inclusion support which has enabled us successfully to deliver a new programme of online training and one to one capacity building. We have also been able to engage with a number of government programmes, departments and NHS bodies, helping them improve their policies and practice to increase accessibility and numbers of disabled employees.



Payroll:

Our payroll service has had a particularly busy and challenging period, not least because of the disruption to many disabled people's social care support packages and the various Covid-related emergency measures introduced. By the end of November 2021, we were processing payrolls or paying bills on behalf of almost 400 clients, with the Enhanced Payroll service continuing to prove especially popular. All payroll services have continued without interruption despite considerable logistical and technical challenges.

Policy:

Within the area of policy and practice development, we have continued to work closely with Glasgow Disability Alliance and other strategic partners to ensure our voices are heard at local, regional and national levels. Our particular focus has, of course, been related to housing, employment, and self-directed support. We have contributed to a variety of events and policy initiatives such as the Adult Social Care Reform Programme and the transfer of disability and carers' social security benefits to Scotland. We also contributed to post-Covid social renewal initiatives such as the Scottish Government's Social Renewal Advisory Board and, at local level, Glasgow's Social Recovery Task Force Disability Workstream.

Finances:

Traditionally, it is the Treasurer's responsibility to speak about the finance of the organisation, but as an incoming Chief Executive, I should like to say a few things about its strategic development.

Unlike many other third sector organisations across the UK, our finances have improved markedly over the past 2 years. Some of this is due to reduced overhead costs and additional income being secured, but it can also be attributed to funders rolling over funding programmes and agreements.

As such, it is a short-term boost since these funds are, by and large, restricted which means they will need to be spent on their original purpose over the coming period.

Moving forward, beyond our core work and funding, we anticipate we will continue to deliver the successful Equality Academy Professional Careers programme and have recently been successful in securing a further year of SiRD funding for our SDS Development project. We have also recently won a contract to deliver Self-Directed Support services in North Lanarkshire which we are currently mobilising for. Whilst the short-term future therefore looks bright, we will continue to manage funds prudently and ensure services are delivered as efficiently and effectively as possible.

Carefully managing funds and building adequate reserves will be more crucial than ever given the likely future economic environment and its impact on public spending. It does not take a crystal ball to foresee a significant tightening of the public purse and substantial cuts over the next 5 years amidst the winds of economic volatility. We must therefore also look to diversify our income to ensure future sustainability. We have a good basis of social enterprise to build upon but we will also look beyond this to other sources such as trusts and foundations to widen our funding base.

Thankfully, we may be pushing on a door that is ajar if not fully open. We are recognised as a key strategic partner by local and national government as well as third sector stakeholders and there are some indications that lessons are being learned about co-production and the need to invest in disabled people's human rights, and social justice more widely.

Although we cannot be complacent, we are confident GCIL remains financially stable and is well-positioned to play its part in supporting the recovery from the pandemic and building a fairer society, developing and delivering valued services to disabled people and those who support them.

Future Plans:

Change is very much in the air at GCIL. A number of senior and long-serving staff have or are in the process of leaving to take up other employment or retirement and we wish all of them the very best for the future.

At the same time, alongside some internal restructuring, we have just gone through probably the biggest ever recruitment round in the history of the organisation bringing in a total of 6 new staff whom we are sure will make a great contribution to GCIL and the lives of disabled people across the Greater Glasgow area. We welcome them all to the GCIL family.

Broadly speaking, we know that our strategic aims will be shaped by the challenges of a changing policy landscape in a post-pandemic world: diversifying and increasing income; ensuring the services we provide meet the current and emerging needs and priorities of disabled people; promoting GCIL and raising awareness of the value of what we do; working co-operatively with key stakeholders and partners to raise awareness of disability issues and facilitate change; and operating as an efficient, effective and sustainable organisation. As we develop this new strategy however, we will continue to engage and consult with members and stakeholders, using empirical, qualitative and quantitative data and our lived-experience as disabled people to forge a shared vision of the future. This will be a collaborative project, with our friends and colleagues in the movement. A collaborative effort within which I hope you will join.



A handwritten signature in black ink, appearing to read 'Kevin Drugan'. The signature is stylized and fluid, with a large initial 'K' and a long horizontal stroke extending to the right.

Kevin Drugan
Chief Executive

Retirements

GCIL has always had the luxury of low staff turnover, however this has been an unprecedented time for GCIL with 5 staff retiring in the period since our last Review.

As you can imagine each person has played an important role within GCIL and our history. However, we can't let this opportunity pass without mentioning the 50 years' service that Etienne and John clocked up. I think they will both agree that the one advantage (if we can call it that) of retiring on the same day and at a time when the majority of staff were working from home is Etienne and John were spared our usual GCIL tradition of staff gathering for speeches and gifts while bidding them an emotional fond farewell – we suspect they would have hatched an elaborate plan to avoid this!



With decades of service between them we want to wish them all a well-earned retirement!

Etienne d'Aboville, Chief Executive	25 years
John Stoddard, Caretaker	25 years
Jean McGurn, Adviser	10 years
Marjory Cuthbert, EA Coordinator	Retired and came back!
Lynn Williamson, Administrator	10 years
Angela Mullen, Support Services Manager	18 years
Lilian Smith, SDS Development Coordinator	10 years.



The Scottish Parliament
Pàrlamaid na h-Alba

Motion submitted by Pam Duncan-Glancy MSP

Glasgow Centre for Inclusive Living - retirement of Etienne D'Aboville

That the parliament recognises the extensive and long standing contribution of Etienne D'Aboville to the Independent Living Movement; commends his dedication to disabled people's equality and human rights and considerable track record in securing them for many disabled people across Glasgow and beyond; recognises further the importance of user led organisations like GCIL and leaders like Etienne who inspire other disabled people to lead too; congratulates him for his work; notes that he retires from his role of CEO of Glasgow Centre for Inclusive Living this week; thanks him for all he did and wishes him well in his retirement.

Supporting our staff

During this period our staff have been working remotely and only attending our offices to complete specific tasks that could not be done from home.

As with many organisations it was a very quick turnaround to equip staff to work from home. Like many it was a steep learning curve as we all learned how to navigate Zoom with cries of ‘you’re on mute’ and ‘can you hear me’ though one colleague managed to surpass this by appearing upside down! We have all become experts on Microsoft Teams where video catch ups become the norm. There’s definitely no room for being camera shy these days!

As an organisation, we are mindful of the toll this stressful period can and has taken on people’s health and wellbeing. With limited resources we looked at different ways we could support our teams.

In April 2020 (the early days of lockdown) we arranged GCIL wide training for staff on Effective Remote Working with further training on Leading Teams Remotely for our Management Team. Later in the year, as lockdown continued and we moved into winter we arranged Resilience training for our staff and Board members.

We looked at how we worked and how we could best support staff balancing life and work without our usual commutes to act as a natural divide between the two. For many commuting now means moving into another room. Some staff chose to go for a walk before starting work to give themselves space and time to switch their focus. We worked flexibility with staff as they navigated work, home, family commitments and home schooling etc. We introduced a number of additional flexible working options for staff. We can now use our annual leave more flexibly. Staff were able to book a day off and spread this time over a week allowing us to take advantage of good weather! As we moved into winter staff asked about being able to break from work mid-afternoon to make the most of the daylight before resuming work and finishing later.

In addition to the independent counselling service our staff can access we now have two members of staff trained as Mental Health First Aiders. Our Mental Health First Aiders, Alasdair and Michelle, are accessible to staff for more informal, supportive chats where they can help sign post staff to more formal/specialised support if required. In addition to this, Alasdair and Michelle are finding ways of replicating the casual interactions we miss while working from home and giving staff the opportunity to come together once a week to chat. It doesn't need to be about mental health, they are promoting the positivity of 'its good to talk'. All staff have open invites to the weekly lunchtime session and we are looking at ways of using this space for other wellbeing initiatives. Following a staff suggestion we have been able to arrange some chair yoga sessions led by Kate Henderson, a Glasgow based yoga instructor. The session was held over zoom and thankfully there are no photos!



Charlotte's Story

Charlotte was in the final year of her PhD in Medical Humanities (English Literature) when she applied to the Professional Careers Programme. An academic career path was looking unlikely, as Charlotte would have to leave her support network and a team of healthcare professionals that she knew and trusted. Working for the NHS had always been appealing, and the GCIL programme seemed like the perfect way in!

The Equality Academy helped Charlotte start working as a Content Designer at NHS Education for Scotland (NES). While there she was able to use her writing, research and public engagement skills to create accessible careers content. Charlotte also learned many new skills around content design, digital marketing and communications.

“I’ve been lucky to work with an amazing team and meet colleagues from across NHSScotland to develop accessible, inclusive and engaging careers information. The highlight for me has got to be creating and hosting the Careers in Healthcare podcast. I interviewed inspiring colleagues who worked as biomedical scientists, cardiac physiologists, anatomical pathology technologists and more. It was a great success, so I did a second season celebrating our LGBT+ colleagues and their contribution to the NHS for Pride month. Chatting to people about why they love the work they do was a pleasure!”

Charlotte’s placement was fully remote due to COVID-19,



but that didn't stop her colleagues at NES and GCIL making her feel like part of the team: "While I never went into the office, I had regular check-ins with my line manager and team. My NES directorate also had monthly quiz nights, which was a great way of getting to know people away from their work. There's a NES Staff Disability, Long Term Conditions, Neuro-Diversity and Mental Health Network, which is a fantastic place for peer support. Finally, I was in regular contact with all the wonderful GCIL trainees at our network events, where we strategised on how to make the NHS a better workplace for disabled people."

Eight months into her placement, Charlotte passed her PhD viva and secured a permanent role as a Content Designer for the Scottish Government. She attributes her success on the programme to the care and commitment of her NES line manager and GCIL placement co-ordinator: "Without them I wouldn't even have known about this career, never mind developing the skills and knowledge to secure a permanent role and focus on climbing the content design career ladder. The programme has opened so many doors and helped me build an invaluable network of fantastic people."



Sam's Story

Sam has been disabled since birth with Ehlers Danlos Syndrome. Frequent joint dislocations and pain has greatly impacted on his mobility and has resulted in chronic fatigue. Due to his impairment Sam left school at 15 and has spent most of his life on benefits. He has had some periods of supported / permitted work and the last time he worked was in 2000.

In 2016 Sam was referred to the Pain Management Programme and put in touch with Glasgow Disability Alliance who recommended he seek help regarding employability from GCIL.

We helped Sam overcome digital exclusion by providing him with the necessary equipment and training to enable him to communicate more easily in a world that was in lockdown. In February 2021, Sam attended the Achieve the Success You Deserve training organised through GCIL. This enabled Sam to gain the confidence and motivation he felt he needed to restart his life again. With new found confidence Sam is now looking at college courses that will enable him to develop skills to improve his life opportunities.

Sam said “Having attended the Achieve the Success You Deserve training course I can see that I have strengths and skills that I would otherwise have overlooked and I’ve identified possible new paths for the future. The course helped me to see the positives and find a way forward which is something I’ve really struggled with”.

“I would recommend this course to everyone. Before doing the course I felt quite lost and overwhelmed. I know that there’s more I want to do with my life but there is so much choice and so many decisions to make.



The course has helped me identify a way forward with an end goal in sight, armed with the knowledge I need to get me there. It has also led me onto new learning; I've just finished the SQA Skills for Customer Care course and I'm actively looking for new opportunities. I feel motivated to see what's out there”.

Another aspect of Sam's journey with GCIL followed on from his initial meeting with our Employment Team when it became apparent that we could help Sam in another area of his life. Due to changes in his personal circumstances Sam was living in temporary accommodation. With support from our Housing service Sam was able to find an accessible home with a housing association. With his housing provider allowing pets Sam can again live with his dog Pixel adding to his sense of belonging and providing Sam with companionship.

Sam said “Without GCIL I don't think I'd be in a flat which is accessible for me, this is somewhere I can call home and know that no matter what lies ahead with surgery and health, I will be able to stay here and build my life”.

“The staff at GCIL are incredibly helpful and have been a great support to me over the past few years”.



Jean's Story

Open Door Programme

In Jean's own words, the last few years have been challenging, to say the least. Jean had lost her mum after being her carer for a very long time, plus she had been diagnosed with a couple of debilitating autoimmune illnesses and had to retire from her previous job on the grounds of ill health. Apart from the physical implications of her illnesses Jean's mental health was also suffering.

Fast forward to a year after being retired Jean felt it was time to take back some control of her life and spent the next few months applying for jobs. The lack of responses, the few rejection letters and even fewer interview opportunities had a considerable effect on her confidence and her optimism for her future was quickly disappearing.

Knowing her life had to change she decided to make an appointment with a Disability Employment Officer at her local Job Centre to see if there was any further support available to help her secure employment.

During the appointment with the Disability Employment Officer, Jean was asked if she would be interested in meeting with someone from GCIL. Jean commented "To be honest, I hadn't heard of this organisation but I was open and willing to embrace every opportunity available to help me get back on my feet again". Jean met with her GCIL Adviser who explained the Open Door programme and the different goals she would achieve as she develops her new skills and experiences.

Jean commented "I must admit when I met my Adviser from Open Door, my confidence and self-belief were at zero. I felt useless and worthless. However, after listening to what the Open Door programme could offer me in the way of support, in particular and the training available to help me to rebuild my confidence, I was willing to join the programme. For the first time in so long, I could actually see that there was some light at the end of the tunnel".

GCIL Open Door works with disabled people to identify and overcome their barriers using a range of proven interventions to enable them to progress towards and into employment. The focus of the Open Door programme is on helping disabled people with multiple barriers, offering paid work experience in a range of sectors, offices and environments across Glasgow.

Each participant is given a range of interventions depending on their needs. These include an initial action plan highlighting the participant's strengths, weaknesses and training needs, paid work experience, life and core skills training, job search and assistance identifying specialist equipment or adaptations with support in applying to Access to Work. Participants also benefit from peer support and regular meetings with GCIL Advisers.

Jean's Action Plan identified her strengths, goals and agreed actions to progress along the employability pipeline. A number of employability related barriers were identified and information and advice was given on options to overcome them.



After completing all of her training Jean successfully gained an opportunity to further develop her skills and experiences by taking up a position as a Trainee Employment Advisor on the Open Door Programme.

“I often say that GCIL must have seen something in me which I hadn’t seen in myself. Needless to say, despite my initial nervousness, I didn’t hesitate to say yes. I’ve learned so much about what it means to run a successful employability programme helping and supporting other people with various impairments and disabilities. I’ve learned so many new skills. I continue to be supported and encouraged by everyone at GCIL to help me develop and this pushes me to come out of my comfort zone.

Regardless of what my future holds, I will be forever grateful to everyone at GCIL and the Open Door programme for giving me this wonderful opportunity as it has changed my life in so many ways and certainly for the better”.

“As a cancer survivor, I have learned that thanks to GCIL, I know now that I haven’t exhausted all possibilities for what my future holds. I feel much more empowered to embrace the life that is waiting for me”.

“Surround yourself with only people who are going to lift you higher.”
Oprah Winfrey.



TAKE CONTROL DURING THE PANDEMIC

←
All our Support Services in Glasgow, Take Control East Dunbartonshire and Take Control South Lanarkshire worked very differently throughout the pandemic. We worked from home but were Open for Business!!

We worked hard to ensure that we continued to offer as full a service as possible under the circumstances. The GCIL/Take Control Support Teams continued to support service users on a 1:1 basis on the phone, by e-mail or video conferencing and although we were working from home we still offered support with all aspects of our service including:

- Recruitment
- Temporary Cover
- Insurance
- Payroll
- Helping our clients understand their responsibilities as an employer.

In addition to this we had to adapt to rapidly changing priorities that arose in the first lockdown for Disabled People and in particular for PA Employers and their Personal Assistants. We worked very closely with our local Health & Social Care Partnership's in Glasgow, East Dunbartonshire and South Lanarkshire. During this very difficult period we were a significant partner in addressing, with urgency, the issues facing the people we support. We were also the main partner in these three areas in facilitating access to the PA workforce. This is some of the additional support we offered over this period.

Registering and getting priority access to Covid vaccinations for Personal Assistants.

We facilitated this process for over 800 PA's in these three geographical areas.

Specific Covid related employment law advice:

Provided support and guidance to over 500 people on issues including Job Retention process - Furlough, self-isolation for PA's, statutory sick pay and vaccination verification.

Verification letters:

Provided verification letters for over 400 PAs to enable them to travel safely across different local authorities. This ensured their recognition as an integral part of the Social Care Workforce enabling priority in a variety of areas including access to supermarkets.

Lateral Flow Test Kits:

Arranged access and delivery of thousands of LFT kits to PAs.

PPE:

Registered and arranged for thousands of PPE packs to be delivered to PA employers' homes (we continue to do this).

£500 Thank you payment:

Provided support and guidance to both PAs and their employers to access the portal for the £500 thank you payment to the Adult Social Care workforce. GCIL/Take Control have been involved in the short life working group at the Scottish Government to set up a mechanism for this payment to be distributed. This has resulted in a PA Programme Board being set up by the Scottish government and is co -chaired by Self Directed Support Scotland. GCIL and Take Control are represented on this board.

The Programme Board will be looking at the specific needs of this unique workforce for example: hourly rates, terms and conditions and hopefully the promotion of the role of a PA as an attractive career option. The pandemic highlighted an already brewing crisis in social care recruitment which has become a major challenge for PA employers and in turn, on our ability to support them in their staff recruitment.

SDS Development



From March 2020 our SDS Development Team also had to make significant adaptations to their working practices, particularly in relation to group work and outreach work. Their priorities were to:

- maintain and develop 1:1 information, advice and preparation work
- explore alternatives to the group work/outreach activities that would normally make up a large part of the team's work
- continue information workshops
- maintain digital support.

Networking with third sector colleagues was carried out via phone, letter, email, video conferencing and our team continued to send out information packs.

1:1 Short term intervention: April '20 - March '21 brought unprecedented challenges and as with other areas of the Organisation, the Development and Support Teams supported individuals through an ever-changing set of circumstances. Teams had to adapt the way they worked in order to meet the needs of people wanting to know more about SDS and direct payment. In order to do this, we supported people to access services online.

It was challenging to effectively communicate complex information over a telephone call and some people were reticent to use online meetings. This resulted in support to service users and carers taking much longer than our more traditional face to face meetings held in an office setting.

We did not make any home visits during this period but on occasions we met service users or carers in public venues e.g. cafés, (Covid regulation permitting) if face to face contact was beneficial to the service user or carer.

As many service and community resources closed the Development Workers assisted people to consider and identify alternative temporary provision and to liaise with social workers to seek approval for the changes to their support arrangements.

During this period the team worked very hard to provide responsive services while mitigating, as far as we could, the restrictions that Covid has thrust upon us.

Additional work with the Support Teams: As mentioned previously the Support Teams in each area undertook considerable additional Covid related work including co-ordinating PPE and Lateral Flow Test requests and assisting with access to vaccines for PAs. Take Control(ED) was also tasked with organising online vaccine appointments for PAs. Due to this additional work the Development Team assisted the Support Teams by triaging new referrals and clients awaiting allocation by offering an initial contact with the organisation, dealing with any pre-budget issues or liaising with social workers to track progress.

Outreach: We sought and received agreement from Inspiring Scotland to use some of our funding to produce two short videos outlining the basics of Self-directed Support and how to contact us for support. Media Co-op, a not-for-profit workers' co-operative, were commissioned to produce the videos. Our aim was to use the video material to reach out to people who, previous to lockdown restrictions, we would have met at events in schools and other outreach settings. The videos were an informative invitation to attend on-line SDS awareness workshops hosted on Zoom. The videos were completed at the end of September 2020 and have been widely distributed. The videos can be viewed via our website or by searching for Glasgow Centre for Inclusive Living on YouTube.

Information Workshops (Service Users and Carers): Since November 2020 we have been delivering a programme of online SDS Awareness workshops - one morning and one evening per month. These workshops are open to all service users and carers in the three local authority areas we cover and are booked through Eventbrite. In addition to the workshop content, we send out pre- and post-workshop information to all those who have signed up.

Here's some of our feedback:

"Friendly faces and the offer of help, very good if feeling vulnerable."

"I had zero knowledge of SDS before the workshop. It was great to be walked through it all."

"When your parents need care, it can be overwhelming and you have explained how SDS works really clearly."

Information Workshops (HSCP staff): We also took our SDS Awareness workshops for health and social care partnership staff online and have continued to be able to respond to requests for specific themed workshops e.g., complex cases.

Newsletters: We increased the frequency of both the service users' and HSCP staff newsletters offering more regular contact during the period of restrictions.



Digital Inclusion: In December 2020 we submitted a successful application to Connecting Scotland and in early February we received 20 funded iPads and mifi units. We were able to identify and support people who were isolated without a means to connect to online information and services. Each identified participant received their own iPad (to keep), a mifi unit which allowed them to connect to the internet and the offer of one hour per week online learning support for six months. This support was provided by our Information & Digital Assistant and a sessional worker. Some comments from the participants:

“D is over the moon with it all”

“Can’t wait for next lesson. You have the patience of a saint.”

This programme made a huge change to people who were digitally isolated. These two examples illustrate the difference this made:

A kinship carer (over 60) of a grandchild with Autism. Despite coping with distressing family issues and the stresses of being a kinship carer she now has skills in the functional day to day use of the iPad - internet, email, Zoom etc.

A carer (over 60) of his wife who has Dementia was sceptical about how he would use an iPad but once he started the online support, he realised the potential and now uses it regularly to surf the net, watch programmes, listen to music and as he cannot leave his wife alone, he can now face-time with family. Our staff were able to offer this carer, who has dyslexia, the support and tools to use the iPad and navigate the internet.





How are we doing?

SDS Development Team: April 2019 - March 2021

Short Term Case Work support:

Number of people supported - 606

General SDS information provision/materials etc:

Number of people supported - 1,417

April 2019 - March 2020 (pre-covid)

- Outreach events - 90
- SDS workshops (service users / carers or HSCP staff) - 24

April 2020 - March 2021

- SDS Workshops (online) - 9
- Outreach events (online) -10

Despite this being a particularly challenging time for our services we have definitely risen to the challenge! Our staff teams in all three areas have been outstanding in their efforts to continue to provide a high-quality service in particularly difficult times for them as a team and more crucially for the disabled people we support.

How are we doing?

Payroll

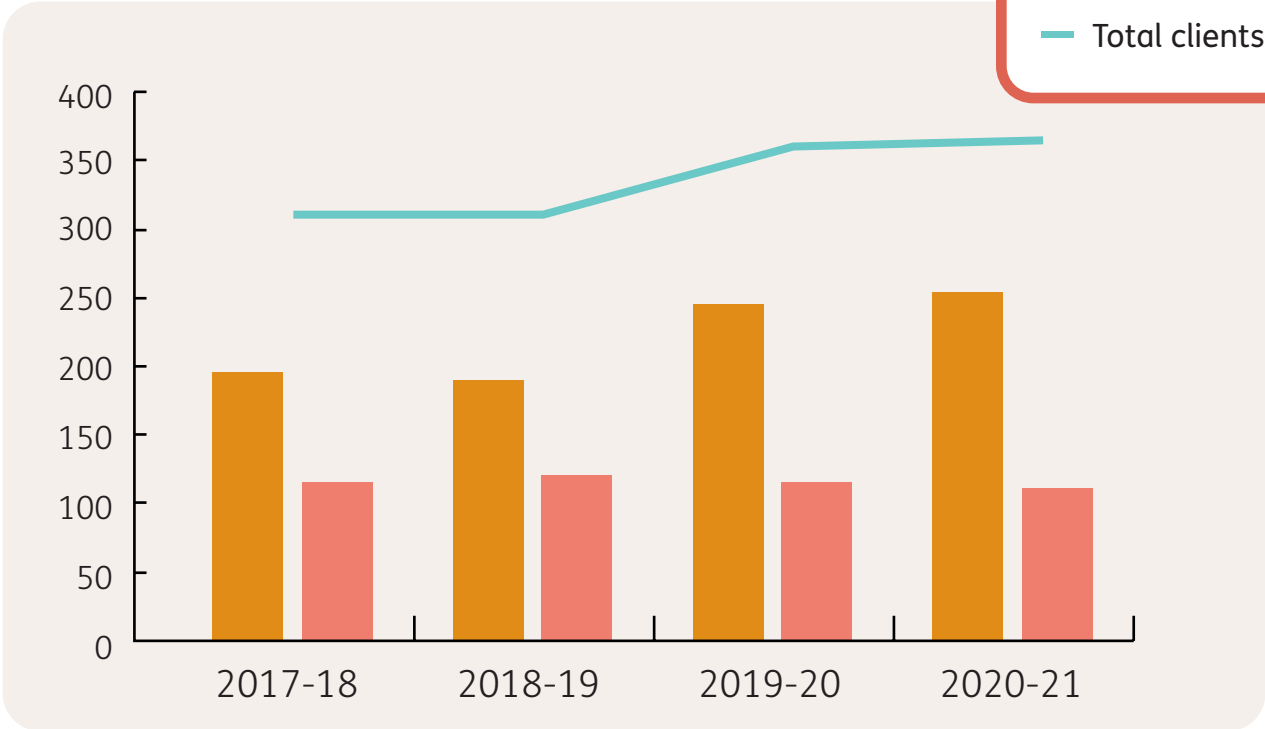
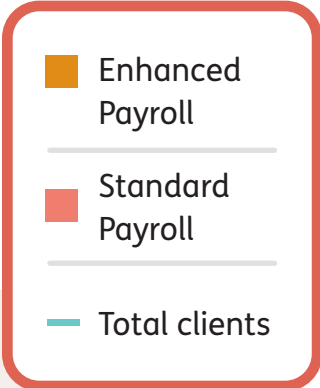
We recognise being a small employer can be a very daunting task. With an ever changing landscape we support our clients to ensure that they fulfil their employer obligations.

Our most popular service is our **Enhanced Payroll Service**. It takes the stress out of payroll by working out our clients' personal assistants' pay and providing clients with all the necessary paperwork; payslips, P60s, P45 etc. to give to their staff. We also help clients navigate HMRC, pension providers, student loans etc. With the Enhanced Service we also hold clients' support funding and make all the relevant payments from these funds.

For those clients who prefer to hold their own support funding we offer our **Standard Payroll Service**. It provides the same level of support as the enhanced service but we will notify you each month with the details of your staff's payroll and the amount you need to pay.

For those clients who prefer to use an agency to provide them with personal assistants we provide a bill paying service. Although there is less demand for this we have 41 people using this service.

As with many organisations during the lockdown period our team worked incredibly hard from home to ensure we were able to maintain the high quality and competitive service our clients expect and our Board demands.



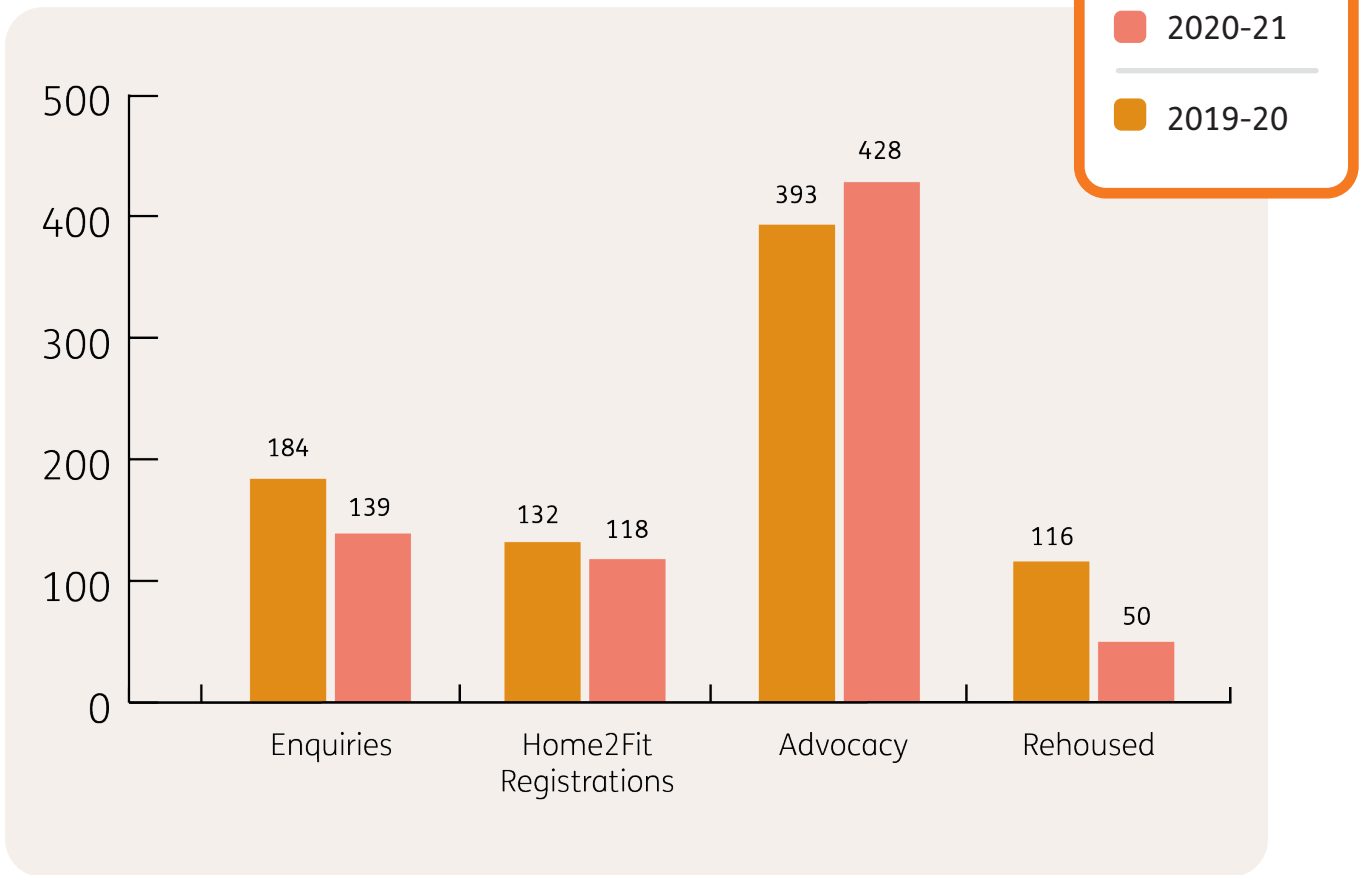
How are we doing?

Housing

In 2019/20 and 2020/21 our services have been adversely affected by the pandemic.

Normally GCIL helps disabled people in housing need with housing applications, gathering supporting evidence and liaising with housing providers to advocate on our clients behalf etc. However, assisting with applications was one area significantly impacted by Covid restrictions due to various difficulties processing forms from home and the restrictions on meetings and visits. Although we continued dealing with new referrals and nominations for vacant adapted properties, inevitably during the lockdown periods referrals and enquiries dropped. This was due in part to a stagnation in the housing sector during this period with fewer properties becoming available and the restrictions on meetings and logistics involved in multi partner meetings and housing related events. Our staff continued to support our clients with housing information, advice and advocacy using remote communications: telephone and video calls.

As restrictions eased and organisations found new ways to work more properties became available. **74%** of our housing outcomes for 2020-21 were achieved in the final quarter of this period. We anticipate this increase continuing as we move into the next financial year.



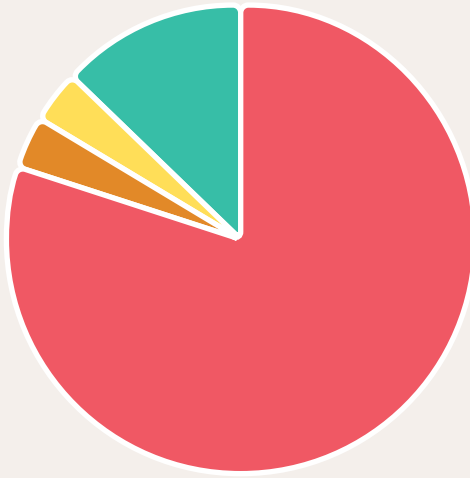
How are we doing?

Equality Academy

GCIL Equality Academy continues to work in partnership with NHSScotland and Scottish Government to increase the levels of employment of disabled people within their organisations. With each programme spanning 2 years we have reported our total figures to date. There are two particular areas of work that GCIL deliver to support these statutory agencies to improve the situation.

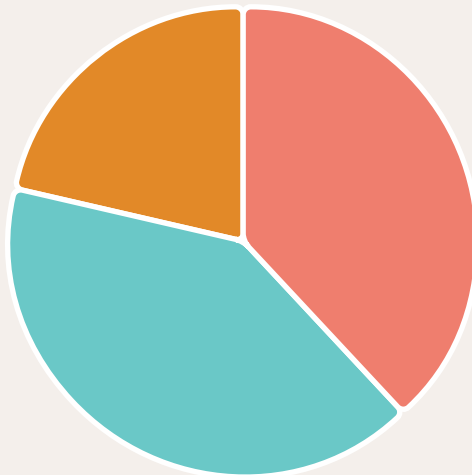
- 1. GCIL Professional Careers** is a positive action programme that provides professional level employment to disabled graduates to reduce the under-representation of disabled people in professional positions across all NHSScotland boards. To date the programme has provided **53 employment opportunities** to disabled graduates across Scotland. Of the **44** people who have completed the programme, **39** have secured graduate level employment and **2** have returned to higher education. This represents a **93%** positive outcome rate for the programme. Over **50%** of those gaining further employment beyond the programme did so within NHSScotland and Scottish Government. The programme did face challenges during the pandemic, such as switching to remote working and multiple health boards were unable to participate. However, despite these challenges we continue to support trainees during their time on the programme. We also extend this support to the few participants who finish the programme without securing further employment.
- 2.** GCIL Equality Academy also provides a consultancy service that supports NHSScotland Boards to assess how effectively they are mainstreaming their equality objectives into practice. An example of this is an audit of recruitment and selection policies and procedures carried out on behalf of Golden Jubilee National Hospital. Following an assessment of their policies and interviewing staff a detailed report with recommendations for improvement was produced and presented to their Board. We continue to work with the Board to implement these recommendations.

Equality Academy Outcomes



- Still on programme
- Completing Programme
- Education
- Other

Employment Breakdown



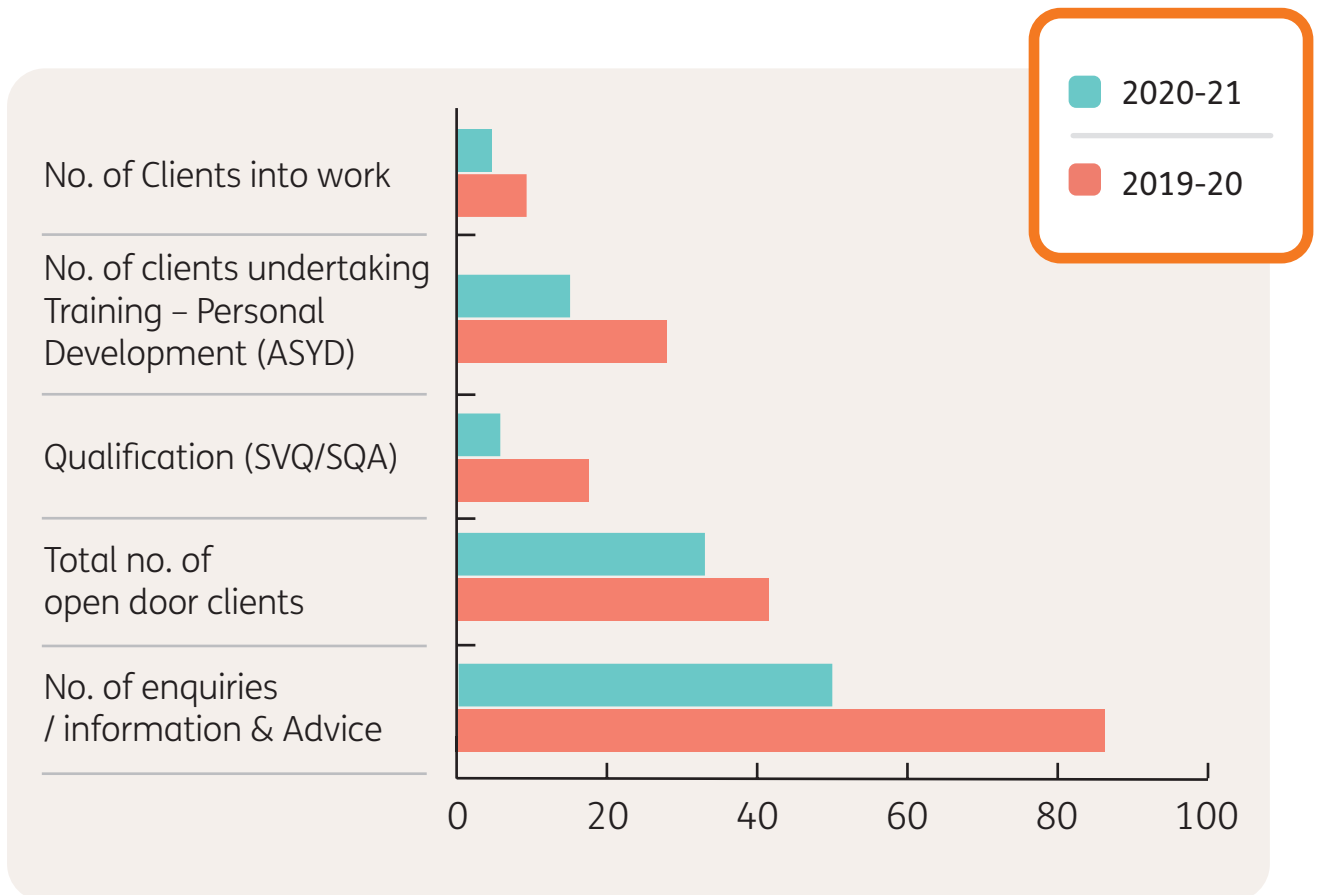
- NHS
- Scot Gov
- Other

The work carried out by GCIL Equality Academy continues to contribute to Scottish Government strategic policy objectives, for example, halving the Disability Employment Gap and the Scottish Government Recruitment and Retention Plan.

How are we doing?

Employment - Open Door

The last two years have been very challenging for the Open Door programme with the considerable disruption to training and placements caused by the Covid pandemic. With staff working remotely and restrictions in GCIL office we have had to develop alternative ways of providing support and personal development opportunities to disabled people.



As we worked with our clients we discovered that some Open Door participants did not have access to IT equipment, internet or the IT skills required to take part in the new virtual online world which became the norm in 2020/21. We therefore had to be as flexible as possible using different types of communication strategies / technology to reach and support as many people as possible.

We also found some participants experiencing increasing motivation issues, apathy and anxiety affecting their willingness and ability to engage following their long periods of shielding and enforced isolation.

In order to address these issues GCIL developed a new online personal development programme called “Achieve the Success You Deserve” (ASYD).

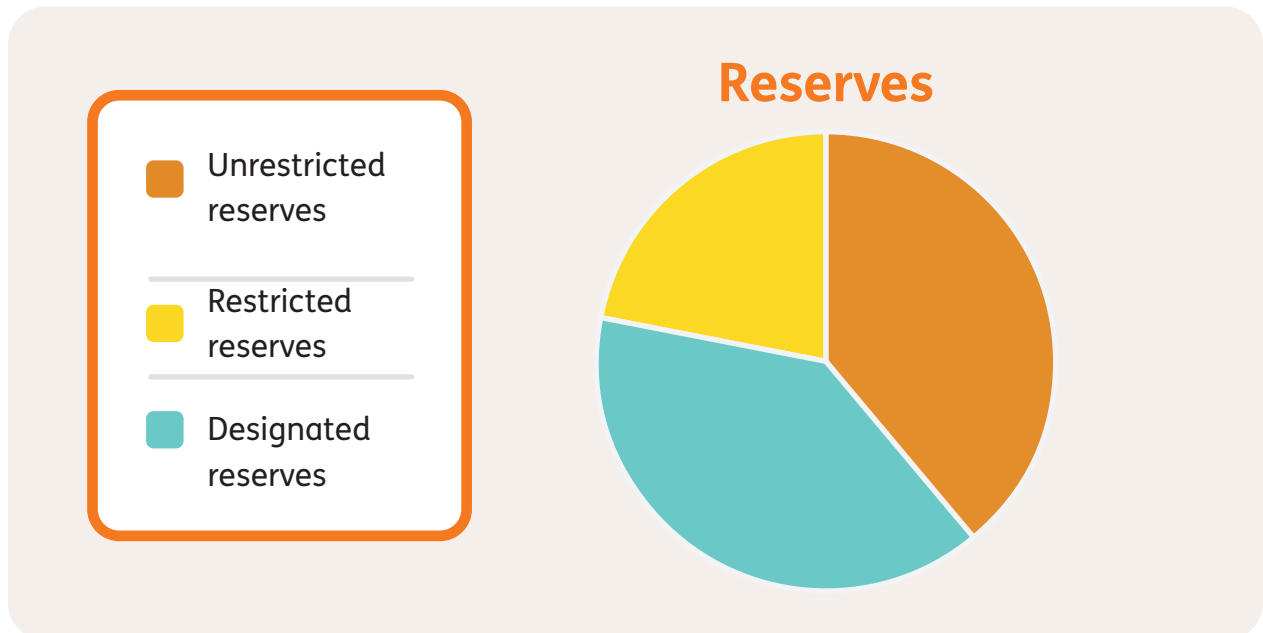
Each course covered:

- Confidence and Self-Esteem
- Assertiveness and Motivation
- Goal Setting
- Job Search and CV building
- Preparing for Interview/Mock Interviews
- Future options.

If you want to learn more about this programme please contact us by emailing gcil@gcil.org.uk, phoning 0141 550 4455 or via our Facebook page.



Finance at a Glance 2020/21



Our income and expenditure both reduced slightly in the financial year 2020/21 mainly as a result of reduced activity in the Equality Academy's NHS Graduate programme due to the transition between projects.

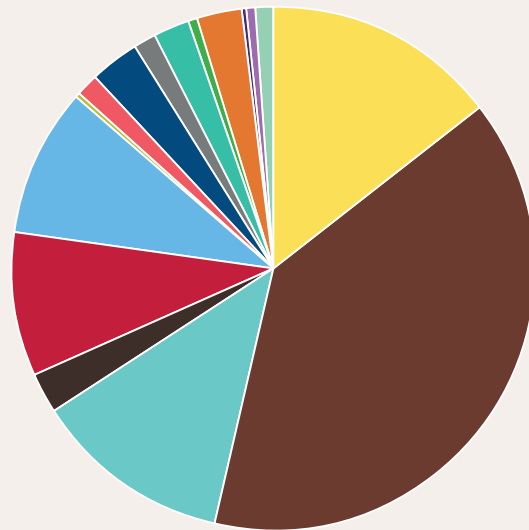
The pie charts show our income and expenditure broken down by type.

In 2020-21 GCIL reported a surplus of £227,382 on total income of £1,860,420. This resulted in total reserves at 31 March 2021 of £625,727 (2020: £398,345).

The Board consider this a satisfactory performance taking into account the continued challenges facing the Third Sector due to growing demand for services and diminishing public funding.

Income 2020 - 2021

- GCIL Generated
- Local Authority Contracts
- Scottish Government (Support Services)
- Scottish Government (Home2Fit)
- Scottish Government (Equality Academy)
- NHS Placement Contributions
- Non NHS Placement Contributions
- European Social Fund
- Glasgow City Council (Employment and Housing)
- Greater Glasgow and Clyde Health Board
- Workplace Equalities Fund
- DPO Covid-19 Emergency Fund

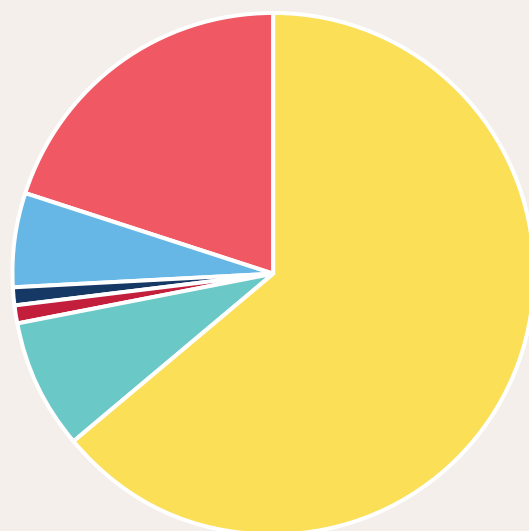


Total: £1,860,420

- The Julia and Hans Rausing Trust
- The Agnes Hunter Trust
- DWP
- Other Income

Expenditure 2020 - 2021

- Staff Costs
- Training and Employment
- Premises
- Communications
- Office Administration
- Other Administration
- Service User Costs
- Support Costs



Total: £1,633,038

Board Updates

We have had some changes to our Board since our last Review in 2019.

We said goodbye to some of our well-known faces. Our Treasurer, Kenneth Tomory stepped down from his role in 2021 and over the past couple of years three other Member Directors have also stepped down. We thank Kenneth, Linda Kaze, Susan Mosedale and Robbie Crow for their services to GCIL. We valued their input and insight and wish them well.

Over this same period we welcomed Richard Hamer and Cathy McClay to GCIL.

Here's why they wanted to join our Board.

Richard Hamer

I've worked in the Scottish charity sector since the early 1990s, with much of this spent working with disabled people on issues such as social care, housing and accessibility. During my career I've worked alongside GCIL and being impressed by its work, so it seemed like a logical step to join the board and provide any support I can.

Cathy McLay

I offered my service to GCIL after receiving some help from them. I had some free time and thought I would give some of that time back to the group and, being involved with GDA, I felt my experiences would be relevant to both groups. So far, I am enjoying my time as a Board member.

If you, or someone you know, is interested in finding out more about being a Board Member please get in touch and we will invite you to our next Board information session.



Roll Call



Chief Executive

Etienne d'Aboville

(retired September 2021)

Kevin Drugan

(from November 2021)

Admin

Clare Muir

HR & Office Manager

Margaret Sanders

HR & Office Administrator

Catherine Craig

Administrator

Lesley Naughton

Office Cleaner

John Stoddard

Caretaker (retired September 2021)

Stuart Mills

Caretaker (Sept 2021 – Jan 2022)

Brain McGhee

Caretaker (from January 2022)

Robyn Thom

Office Cleaner

David Whyte

Trainee Receptionist (left Nov 2020)

Employment and Housing Services

Grant Carson Director

Debbie McColl Administrator

Charlie Canning Adviser

Jean McCauley

Trainee Employment Adviser (until Mar 2021)

EA Administrator (from March 2021)

Karen Anne Doherty Adviser

Lisa Innes Adviser

Marjorie Cuthbert

EA Placement Coordinator

Adviser (from Mar 2021)

Sharron Farrell

Digital Champion (from Nov 2021)

John Speirs (Left March 2022)

Equality Academy National

Development Manager

Claire Kerr Administrator (left Mar 2021)

Stuart Carmichael

EA Placement Coordinator

Andrew Sloan

EA Placement Coordinator (from Mar 2021)

Roll Call

Finance

Gordon Myers Finance Director

Alan Bear Finance Officer

Iona McDonald Finance Assistant

Fiona McAllister Finance Assistant

Craig Garrow (from 1 Mar 2022)

Support Services

Angela Mullen Support Manager

Michelle Coyle Administrator

Donald Anderson Adviser

Theresa Houston Adviser

Heather McArthur Adviser

Jean McGurn Adviser

(retired Dec 2021)

Lewis MacLean Adviser

Michelle McNamara Adviser

Leigh Rennie Adviser

Lilian Smith

SDS Development Coordinator

David Sands

Information and Digital

Resource Assistant

Alasdair Sladen

SDS Development Worker

Take Control East Dunbartonshire

Joanne McGee Coordinator SDS

Lynn Williamson

Administrator / Receptionist

(retired November 2020)

Rachel McGee

Temporary Administrator

(November - April 2021)

Ross Campbell

Administrator (from Apr 2021)

Marie Claire Clearie Adviser

Patricia Papworth Adviser

(left Feb 2020)

Yvonne Boyle Adviser (from Jun 2021)

Karen Heath

SDS Development Worker

Take Control South Lanarkshire

Agnes Hadden Coordinator SDS

Louise Docherty

Administrator / Receptionist

Sharon Fullerton Adviser

Helen Cook (Left Feb 2021)

SDS Development Worker

Will Black (from Apr 2021)

SDS Development Worker

Board of Directors

Dr Jim Elder-Woodward OBE Chair

Chris Baird Vice Chair

Kenneth Tomory Treasurer

(stepped down May 2021)

Richard Hamer Treasurer

Robbie Crow Member Director

(stepped down January 2020)

Alan Dick Member Director

Linda Kaze Member Director

(stepped down October 2019)

Cathy McLay (from December 2019)

Susan Mosedale Member Director

(stepped down March 2022)

Marianne Scobie Member Director

If you, or someone you know, is interested in finding out more about being a Board Member, please get in touch and we will invite you to our next Board information session.



A big thank you

We would like to thank the many individuals and placement organisations who help make our employment programmes possible.

Deaf Connections

Drink Wise Age Well

East End Carers

Glasgow Access Panel

GHA

Loretto Care

Loretto Housing

New Shaws HA

Royston Homes

Summerston HA

Tower Homes

Unity Homes

Versus Arthritis

(formerly Arthritis Care)

Wheatley Group

Funding was supported for these placements by Community Jobs, European Union, Glasgow City Council, NHSScotland, Scottish Government, SUSE and Wheatley Group.

Registered Office

Auditors

Scott-Moncrieff
25 Bothwell
Street Glasgow
G2 6NL

Solicitors

Burness Paull
120 Bothwell
Street Glasgow
G2 7JT

Bankers

Bank of Scotland
6th floor 110
St Vincent Street
Glasgow G2 5ER

Union

UNISON Scotland
14 West Campbell
Street Glasgow
G2 6RZ

Glasgow Centre for Inclusive Living

117-127 Brook Street Glasgow G40 3AP

Tel: 0141 550 4455

Fax: 0141 550 4858

Textphone: 0141 554 6482

Email: gcil@gcil.org.uk

Website: www.gcil.org.uk

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

Core funded by Glasgow City Council.

Find us on:  