



2024 Annual Review



Hate Crime

Did you know that Hate Crime is any criminal offence committed against an individual or property that is motivated by a person's hatred of someone because of his or her actual or perceived race, religion, transgender identity, sexual orientation or disability?

Did you know that GCIL is a third party reporting centre and, if you are a victim or witness of hate crime, you can speak to one of our advisers and we can either help you report it to the police, or report it anonymously on your behalf?

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

Useful telephone numbers:

GCIL: 0141 550 4455 | **CAB Scotland:** 0800 028 1456

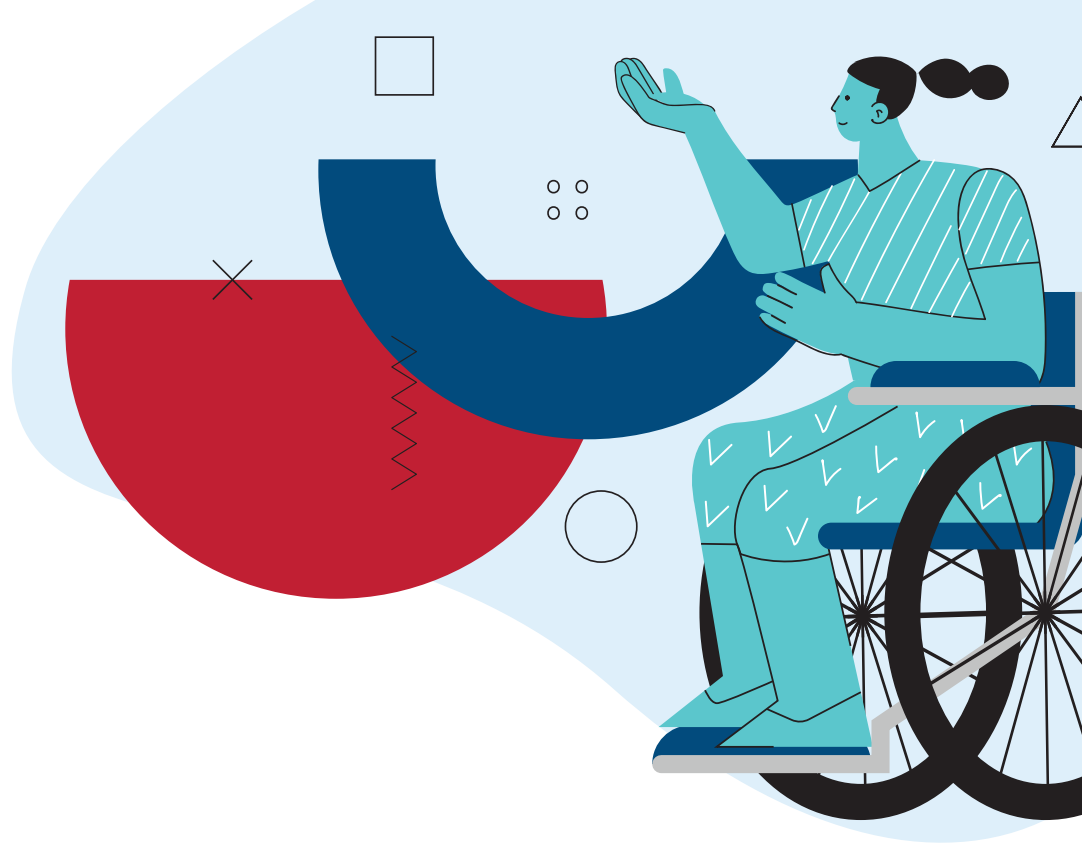
Victim Support Scotland: 0800 160 1985

Funders

A big thank you to our funders and supporters including:

- ▶ East Dunbartonshire Council
- ▶ Glasgow City Council
- ▶ Health and Social Care Partnerships
- ▶ NHS Scotland
- ▶ North Lanarkshire Council
- ▶ The Scottish Government
- ▶ South Lanarkshire Council

A full list of all our funders can be found in our Audited Accounts (copies available on request).



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About GCIL

Glasgow Centre for Inclusive Living is run **by** disabled people **for** disabled people. We believe that barriers disable people, not impairments. Our support, payroll, training, 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

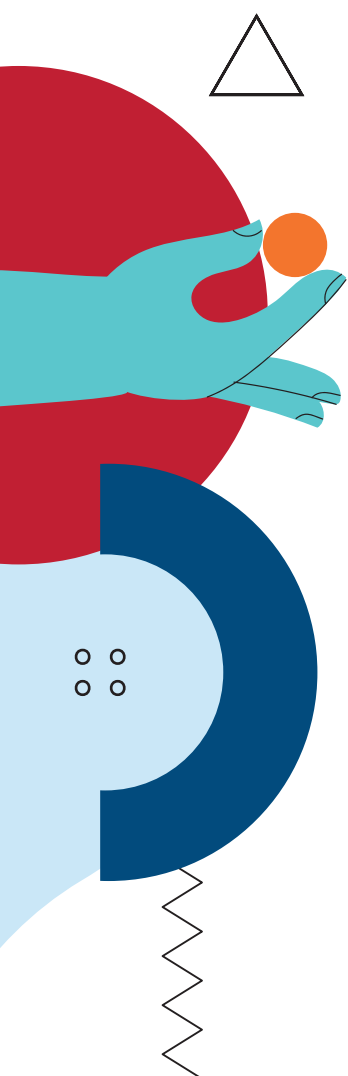
One-to-one support, advice, information, and advocacy for people who need an adapted or accessible home in Greater Glasgow.

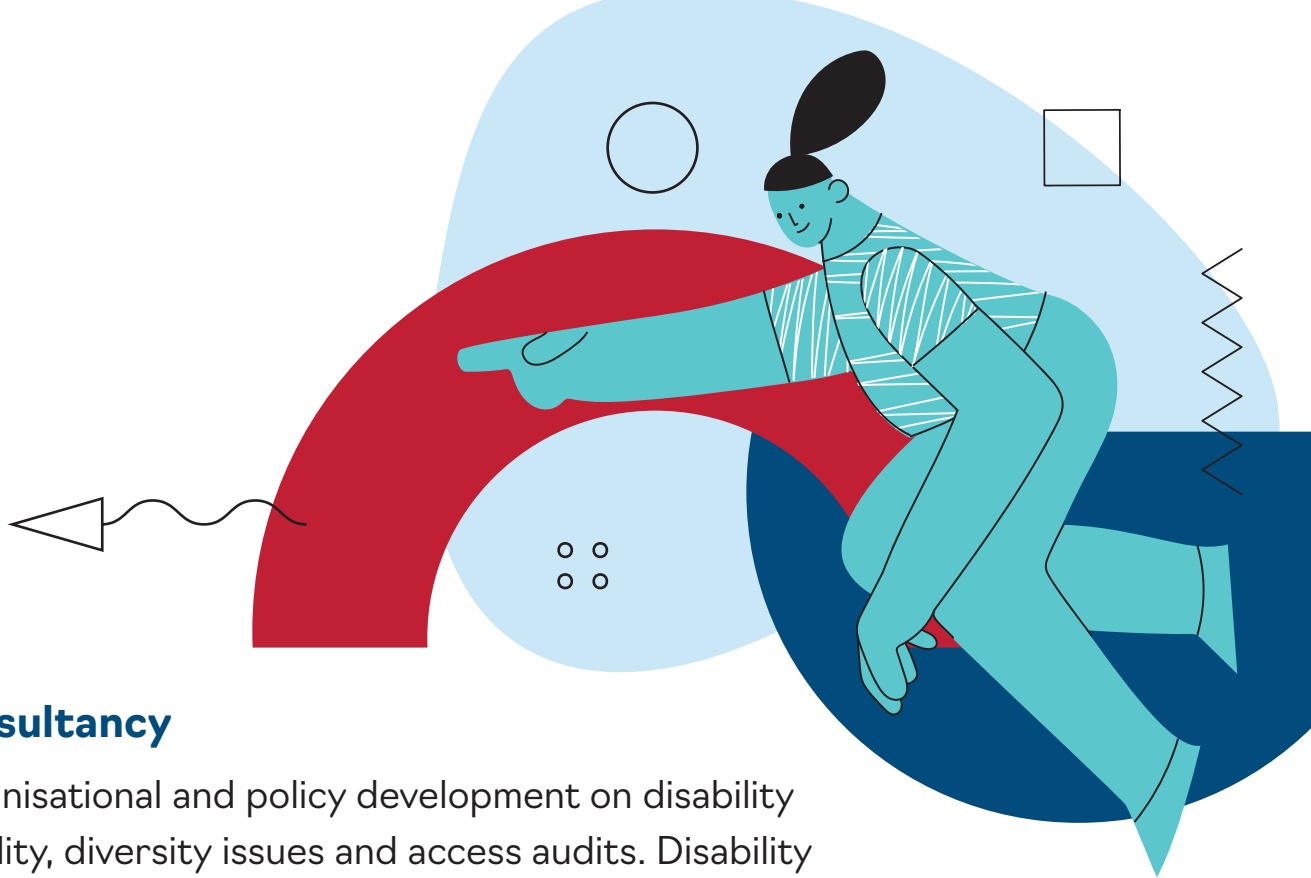
Employment

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 Greater Glasgow and Clyde Health Board 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.

A message from the Chairman and the Interim Director of Operations

We are looking to the future. It is the only rational choice when the recent past has been so challenging.

We warmly welcome Pauline Boyce, our new Chief Executive, who starts with us just as 2023/24 comes to an end. Pauline brings a wealth of experience in the third and public sectors and joins us from Cosgrove Care where she was Depute CEO. Our successful future feels assured with Pauline leading the staff. The Board is confident that she will find great satisfaction working with the staff and Board at GCIL.



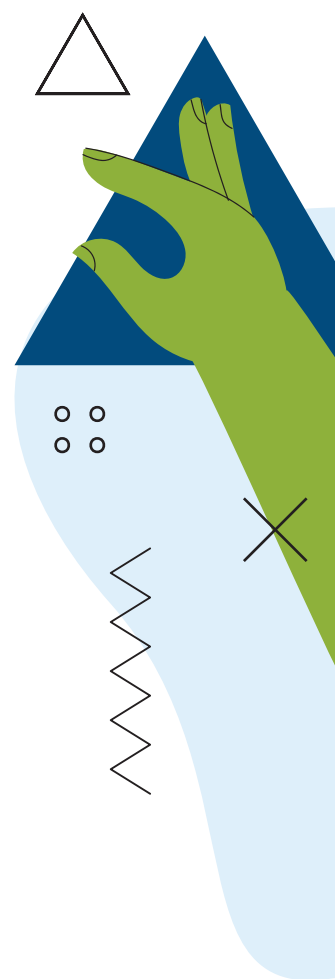
Another welcome is offered to Duncan McInnes, who is joining us as our new Director of Finance. He has been with us since the start of 2024, as an Interim working with Gordon Myers who has moved on to a new role elsewhere in the third sector. Gordon made magnificent contribution to GCIL in overseeing our finances for many years, providing stable financial foundations, upon which, Duncan can now build. The Board, alongside our new Chief Executive and Director of Finance are looking forward to revamping our income streams. Some of our funding sources have not increased since 2010. There will be opportunities to grow our income earning, but we have to turnaround the understanding of some important stakeholders who appear to think we can operate in an environment of spiralling costs with no additional funding.

In common with so many employers in the third sector, it has been a difficult few years, with so many people leaving. After many years of low staff turnover, we continue to see an increase in the proportion of staff

moving on. In some cases, this is the natural cycle due to long-serving employees reaching retirement, in others it is because static funding has suppressed pay scales.

Our Housing and Employment Services have continued to support numerous disabled people into accessible homes and employment opportunities. The Housing Team are still working with 300+ households each year, and helping around 50 of them find permanent housing that meets their needs. Over 80% of the clients on our Equality Academy programme have been successful in moving on to graduate level jobs in NHS Scotland and the Scottish Government. For those disabled people who have experienced long-term exclusion from the labour force our Open Door programme has supported them in to work placements and on in to jobs. Whilst the future of these programmes is uncertain, we remain confident that other opportunities can be developed.

Our Take Control and Support Services have continued to support our clients in an ever changing and demanding environment. The increase in new clients opting for Self-directed Support - option 1 continues to grow. This option, which allows people more control over their lives also increases the demand for Personal Assistants. As with other areas of the sector this role, which is much in need, is another which struggles to recruit and retain staff. With different local authorities agreeing different hourly rates, PA employers struggle to compete with the likes of supermarkets etc who can afford to pay much higher hourly rates. We continue to support the call to recognise the professionalism and importance of Personal Assistants and the value they bring.

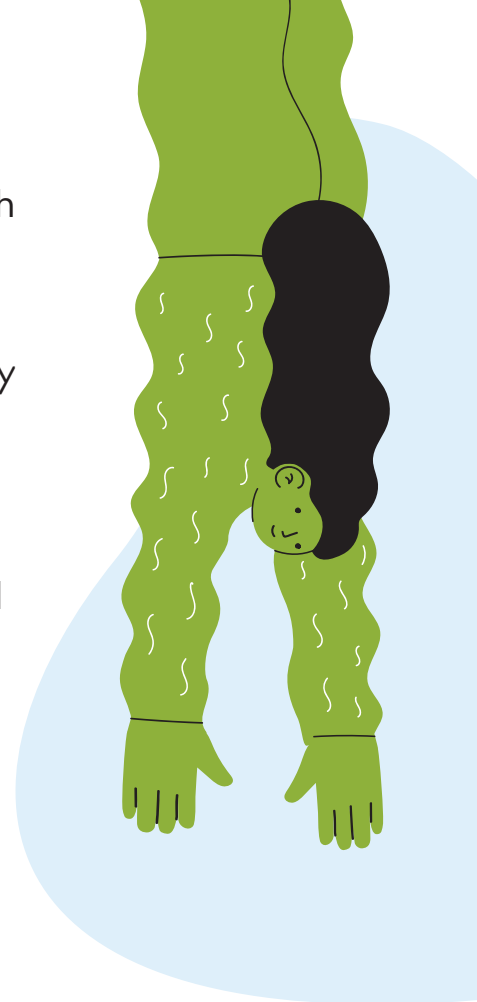




Outside GCIL, there has not been a lot of good news for disabled people. The Department of Work and Pensions reforms to the recent changes to Work Capability Assessment have raised quite a negative reaction amongst people who have campaigned against the UK Government's clamp-down on benefits. The welfare safety net is now in tatters, letting people fall through it into the abyss of not just poverty, but starvation, hypothermia and even suicide. The Department of Work and Pensions have denied they have 'a duty of care' towards their benefit recipients. After a National Audit Office report into deaths associated with the DWP, it set up a panel to investigate 'serious issues' associated with the deaths of their benefit recipients. However, a recent investigation has found that the DWP has secretly weakened the rules to only investigate when it has been accused of being associated with a suicide.

Closer to home, and our area of interest – independent living – disabled people, along with others with lived experience of social care support, have been told that we would be central to the co-design of the National Care Service. We have been much involved in meeting after meeting on different aspects of the new system, which has been the province of local authorities. These bodies have refused to listen to us for years as we have told them they were overseeing a defunct, disjointed and heartless system of social care support. So we were keen to take part in this co-design of a new National Care Service, promising the same quality of outputs nationwide. Outputs which would be planned and delivered according to those with lived experience of social care.

However, in June 2023 we discovered that the Scottish Government had done a back room deal with local authorities. This Verity House Agreement says that the Scottish Government will have a joint responsibility with local authorities for the delivery of the National Care Service. Any such service, such as self-directed support will be determined locally; but any cross-authority policy, such as the retention of self-directed support when you move from one area to another will be achieved by local authorities agreeing amongst themselves, as well as with the Government. The question is: can this be a National Service?

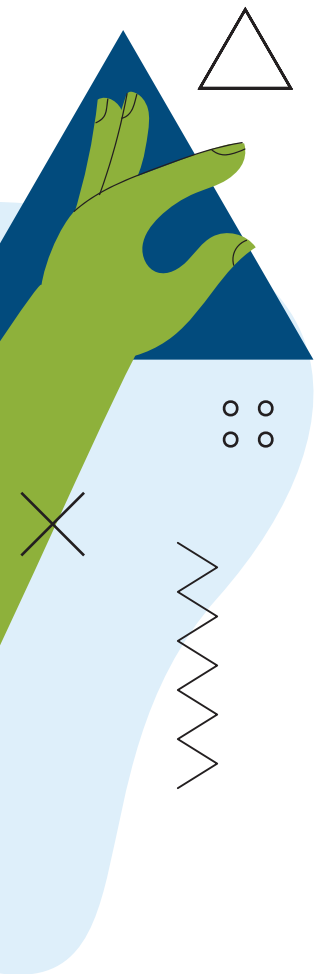


Dr Jim Elder Woodward, OBE
GCIL Chairperson

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o o



Calum Macaulay
Interim Director of Operations



A personal note from Jim

It only leaves me to add my personal thanks to my Board and Co-chair, Chris Baird, who have supported me to the hilt over the past few years, and to all our GCIL colleagues, particularly Clare Muir, our Human Resources and Office Manager. Without the input of Clare and Gordon Myers, Finance Director, over the last few years we wouldn't be here today.

I also want to thank Agnes Hadden and Joanne McGee, who together helped plug parts of the gap left unfilled following the retirement of our Support Services Manager. My final and warmest thanks and appreciation must go to our Interim Director of Operations, Calum Macaulay, and Beverley Francis and Angela Mullen, business consultants. Without their support to GCIL's Board and Management Team, and Calum's additional support to our Housing and Employment teams the successes of this past year would not have been possible.



A note from the Chief Executive

As I transition into the role of CEO at GCIL I am excited to lead the organisation into its next chapter. I look forward to meeting with you, our key stakeholders, to understand your priorities and to help us develop and implement our strategy.

The organisation has undoubtedly gone through a significant period of change in recent years, and my appointment brings further change. However, change gives us the opportunity for innovation, creativity and improvement.

GCIL has a strong rights focus and a rich history of providing a variety of services that directly support disabled people, equipping them with information, skills and support to challenge the barriers they face, making a real difference in peoples' lives. My commitment to you, as we move forward, is to lead the organisation, delivering the quality and growth needed to ensure it is fit for the future, keeping our values, Rights, Choice, Control at the heart of what we do.



A handwritten signature in black ink that reads "Pauline Boyce".

Pauline Boyce
Chief Executive



Support case study

A couple in South Lanarkshire, who both required support were given four weeks' notice their care company was pulling out from providing their service.

Their Social Worker initially tried to source alternative agency support, then turned to Take Control to explore all the options available for Self-directed Support.

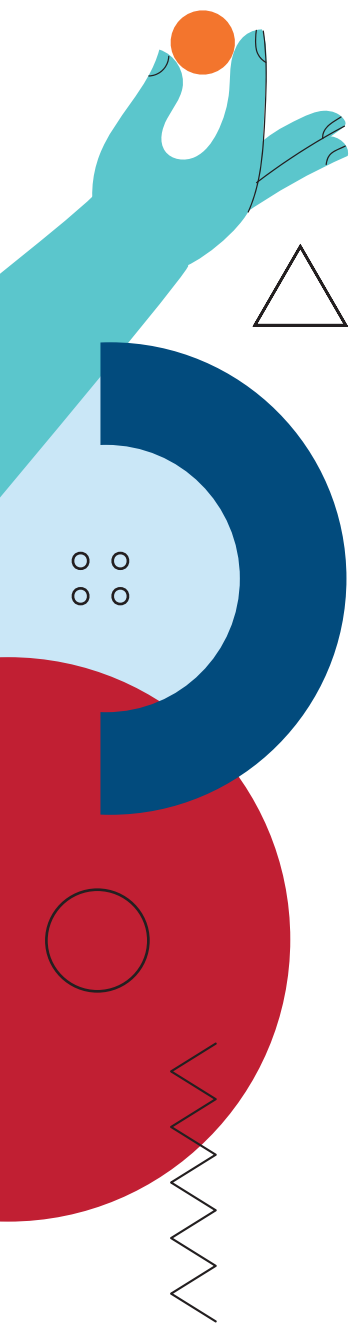
Take Control were already involved with this couple having supported them with Independent Living Fund (ILF) reviews over the years.

Their complete package required an entire make over. While both had a Direct Payment budget only one of them had the ILF.

Their ILF assessor was invited to a full review with the Social Worker to discuss a mixture of support options.

Having exhausted the search for another care company they felt they had little choice but to employ their own Personal Assistants.

One of the clients had done this before with their ILF monies so was quite keen on the idea knowing we would be there to support them set everything up again. The advert went out for a team of Personal Assistants and interviews were initially arranged at the office. This first round of interviews was a disaster, none of the candidates turned up for their interview! Our team had been in contact with the candidates throughout the recruitment





process and even reminded them! So, despite a high and exciting initial response for this the turnout for interviews was very poor.

With time ticking on and the couple up against a deadline, further interviews were arranged. Following initial telephone interviews, and to avoid further wasted days waiting for people to show up, the couple decided to hold the interviews in their own home – the ‘workplace’. A member of the Take Control team attended to provide administrative assistance for these new employers and their team, providing additional support ensuring the new employers understood their new roles and responsibilities.

The couple now have a team of 3-4 PAs and although things were difficult to begin with, they are both happy with the way things are working out so far. Comments given since were “This is Absolutely Brilliant!”.

SDS Development Project

Our Self Directed Support (SDS) Development Project continues to be funded by the Scottish Government's Support in the Right Direction funding programme. The project is now firmly embedded into our support services in Glasgow, East Dunbartonshire and South Lanarkshire with a member of the team in each area.



Our Development workers offer a front line, specialised approach to local issues and all things SDS. During this reporting phase the team have implemented a rolling cycle of training programmes all centred around Self Directed Support. We continue to offer our introductory SDS What's it all about? As well as introducing a PA (Personal Assistant) Employer Training Workshop specifically designed to assist those who wish to employ their own PAs. This was piloted at the beginning of 2021 and are now included in our cycle of training delivery. We received really positive feedback from those attending. As quotes from the event demonstrate "This has been wonderful" "It was fun and engaging" "It was great to learn from GCIL and other attendees" These have been well received and we plan to run many more in the future!

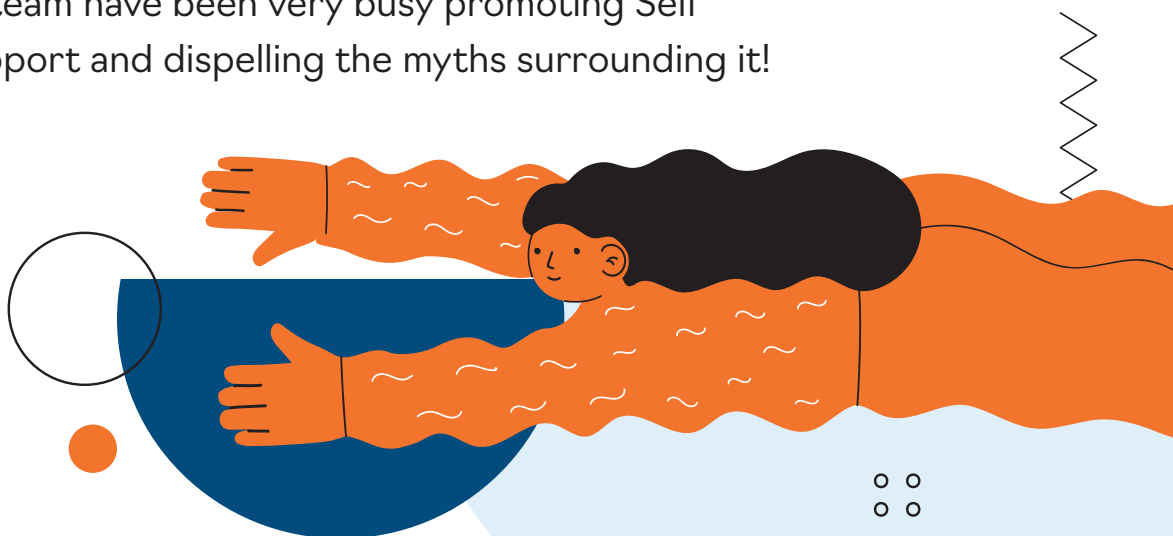
We continue to run information sessions for our partners in local HSCPS, these enable us to work alongside social work to provide the best possible pathway to those we assist. Our team continues to have a presence in the community and with our partners in the third sector and HSCP. Despite the clutch of lockdown and impact of COVID still being felt we attended over 176 outreach events in 2021/2022 across the three projects.

We attended over 214 outreach events in 2022/2023. This continues to be our “bread and butter” being in the community and offering guidance and assistance at its core.

Now onto the stats!

- ▶ In 2021/2022 we ran 24 SDS: What's it all about? Eventbrite sessions reaching 120 individuals.
- ▶ In 2021/2022 we dealt with 394 general one off enquiries from supported people, carers, HSCP staff and third sector colleagues.
- ▶ In 2021/2022 we provided on going support to 104 individuals and families with 201 new cases.
- ▶ In 2022/2023 we ran 13 SDS: What's it all about? Eventbrite sessions reaching 67 individuals.
- ▶ In 2022/2023 we dealt with 208 general one off enquiries from supported people, carers, HSCP staff and third sector colleagues.
- ▶ In 2022/2023 we provided on going support to 201 individuals and families with 159 new cases

In short our team have been very busy promoting Self Directed Support and dispelling the myths surrounding it!



Housing case study

At any given time, our Housing Services team are working with an active list of 300+ households. Each year GCIL typically supports around 50 of these households successfully get housing more suitable for their needs. We work alongside housing providers on a priority needs basis. We focus on households with a higher priority for rehousing, rather than focussing on how long they have been registered with the service.



Our Housing Services are accessed by different routes. Some applications are made by individuals directly, such as following an online search for this kind of service and locating our website Home2Fit. Some are through direct referrals, such as hospital Occupational Therapists directing people with newly acquired conditions to us to find more appropriate housing. Other cases include people with acquired head injuries being cared for and living in institutional settings who are seeking to be discharged to live more independent lives.

Those who are successfully rehoused include existing homeowners whose circumstances change but they don't have the personal means to find a suitable new home. Others are tenants in social and private rented accommodation whose situation changes making the accommodation no longer suitable. For example, a person newly needing to use a wheelchair, but still living in a home above ground floor level or with a layout that restricts wheelchair use. A common occurrence is when the disabled person needs access to regular support from family and friends so need to live closer to their support circle.

Easterhouse

Muscular Dystrophy UK referred a single parent family to GCIL. They needed a five-person, four bedroom house with wheelchair accessibility. Their existing home was a private let in Renfrewshire while the family's support network was all based in Glasgow's East End.

On the surface the house appeared large enough but not wheelchair accessible. The property was however in serious disrepair. One bedroom was unusable due to dampness, condemned two years previously by the local council's environmental health services. The loss of a room meant one child had to share the mum's bedroom, another slept on the settee, and the disabled child's bed was tucked in an alcove.

In addition to the damp, the central heating didn't work, a new boiler was needed, the over bath shower didn't work and no other internal adaptations had been made. The landlord then decided to end the tenancy.

The 12-year-old son with a progressive condition was restricted to only using his electrically powered wheelchair when at school.

Within 2 weeks of their registration with our service, we received a request from a small housing association in Easterhouse, looking for nominations for a 4 bedroom, wheelchair adapted house. The family were keen to be put forward, and when offered the tenancy the mum signed-up.

Not all of our clients have their housing needs met within such a short time scale, many remain in unsuitable homes due to the lack of ongoing investment in accessible social housing.



Equality Academy

We have just started a new cycle of cohorts for the Equality Academy Graduate Programme.

With the trainees working across various hospital boards in Scotland we are looking forward to working with them, and their managers, on this next step in their professional careers. With a 93% success rate we hope they enjoy their time with us and find it a worthwhile investment in their future.

Over the next year we hope to invite previous trainees to our current peer group meetings to encourage networking and update their case studies which can be found on our website.

During the period of this review we also worked closely with the Scottish Government and Media Co-op producing a series of podcasts around the Social Model of Inclusion and the barriers disabled people face, with input from past and present trainees. These podcasts and accompanying literature will form part of the Scottish Government's training platform for their staff.

Employment case study

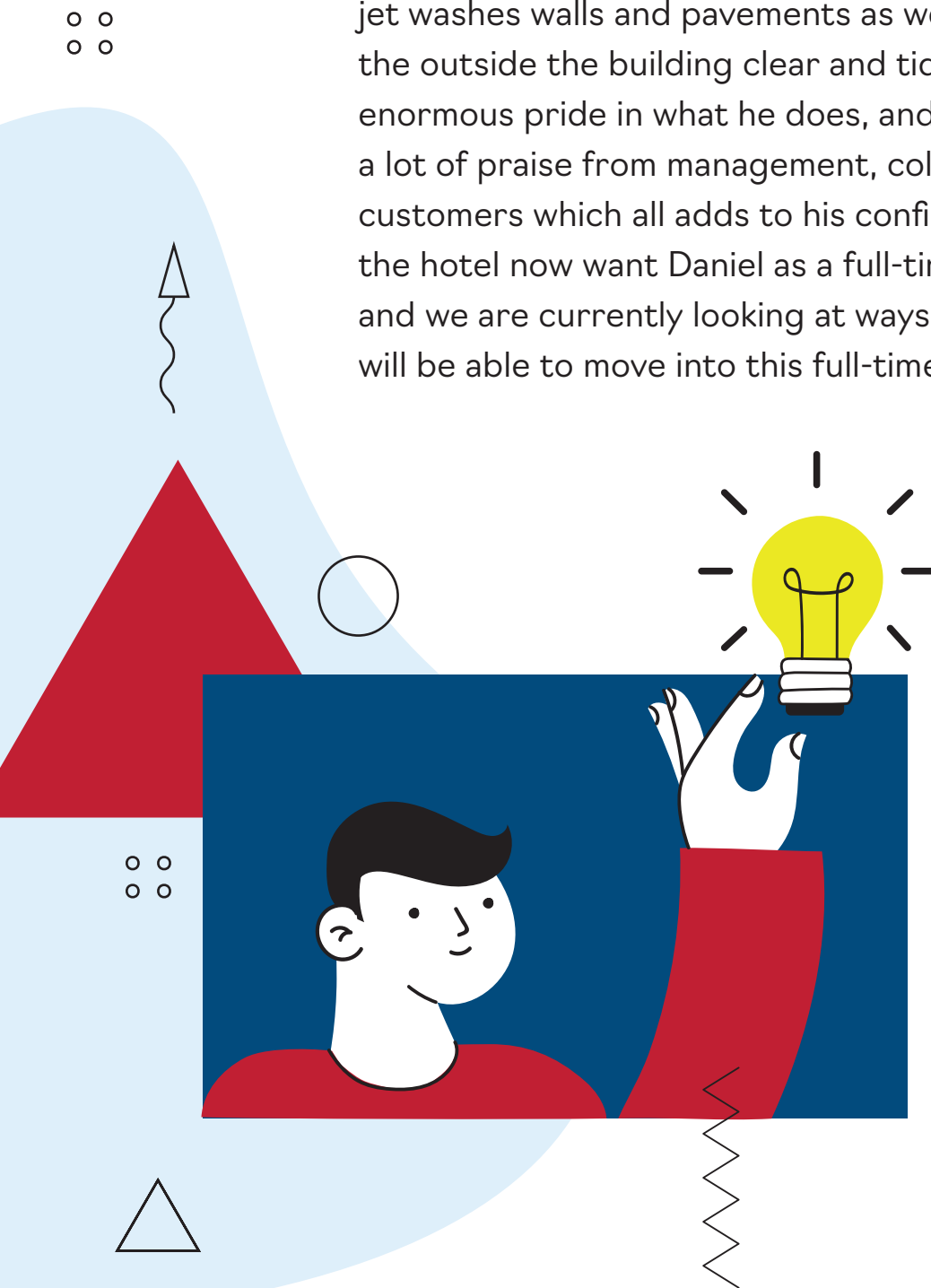
Before Daniel started on the Open Door he was in receipt of benefits and hadn't been in any kind of employment for 17 years. Issues, including homelessness and health, resulted in a difficult and unstable life. Daniel is currently receiving Personal Independence Payment (PIP) and Employment Support Allowance (ESA – support). He was referred to GCIL for training and support that would enable him to gain new skills and help develop his confidence in new situations.

Daniel started on our Personal Development course and felt so pleased with his own progress that he wanted to continue his own development and moved straight onto the Skills for Customer Care course where he gained an SQA (SCQF level 4). This gave Daniel the desire for change. Stabilising relationships and hopefully getting the opportunity to prove to an employer that he can be a huge asset to their organisation.

The next step in his development happened when, working with his adviser, he attended an interview and succeeded in getting a placement with a major hotel group in Glasgow City Centre. This placement enabled Daniel to develop new skills in the workplace while receiving support from GCIL. As Daniel had not worked for several years it was felt the placement would be the ideal opportunity for him to prove to himself that he can now be more independent and less reliant on benefits.



Daniel's role at the hotel was to ensure the outside area of the hotel is clean, tidy and clear of any obstructions. Daniel really enjoyed his new working routine and, after being given a uniform, he felt he was now part of the team. Daniel developed the job further and now jet washes walls and pavements as well as keeping the outside the building clear and tidy. Daniel takes enormous pride in what he does, and he has received a lot of praise from management, colleagues and customers which all adds to his confidence. The team at the hotel now want Daniel as a full-time member of staff and we are currently looking at ways of ensuring Daniel will be able to move into this full-time role.



Payroll update

We acknowledge the huge contribution Gordon Myers our previous Finance Director made to the organisation over the last 15 years and we wish him well in his new position. We welcome Gordon's replacement, Duncan McInnes who joined us at the start of the year and our Payroll Coordinator, Elaina Connell who started in 2022.

The demand for the service continues to grow steadily with more people opting for the enhanced service which takes the stress out of payroll, tax, pension and various statutory payments including sick pay, maternity leave etc. For those clients using a blend of agency and personal assistants we can also offer a bill paying service for agency fees etc.

Our team are regularly in contact with clients providing support and assisting them with HMRC and Pension documentation. Our service helps our clients streamline their self-directed support option with less stress and pressure. GCIL offers a one stop shop for all agencies related to payroll.

If you would like more information on the various options our Payroll Service delivers, please contact us or alternatively visit the payroll section on our website.



Finance at a glance 2022/23

Our income reduced slightly in the financial year 2022/23 whilst there was a small increase in expenditure.

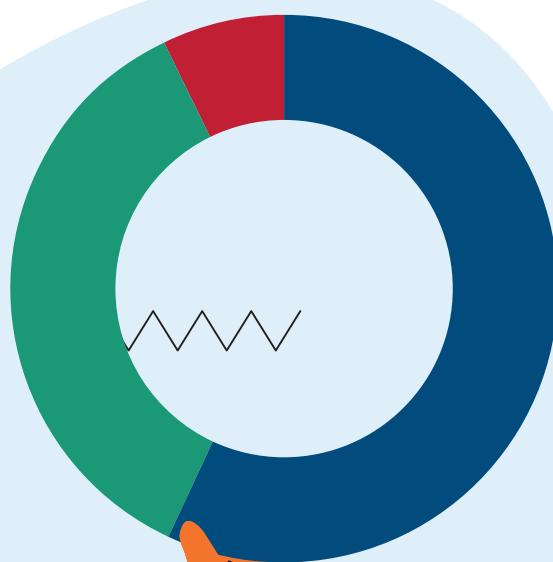
The pie charts show our income and expenditure broken down by type.

In 2022-23 GCIL reported a surplus of £25,971 on total income of £1,854,967. This resulted in total reserves at 31 March 2023 of £681,225 (2022: £655,254).

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.

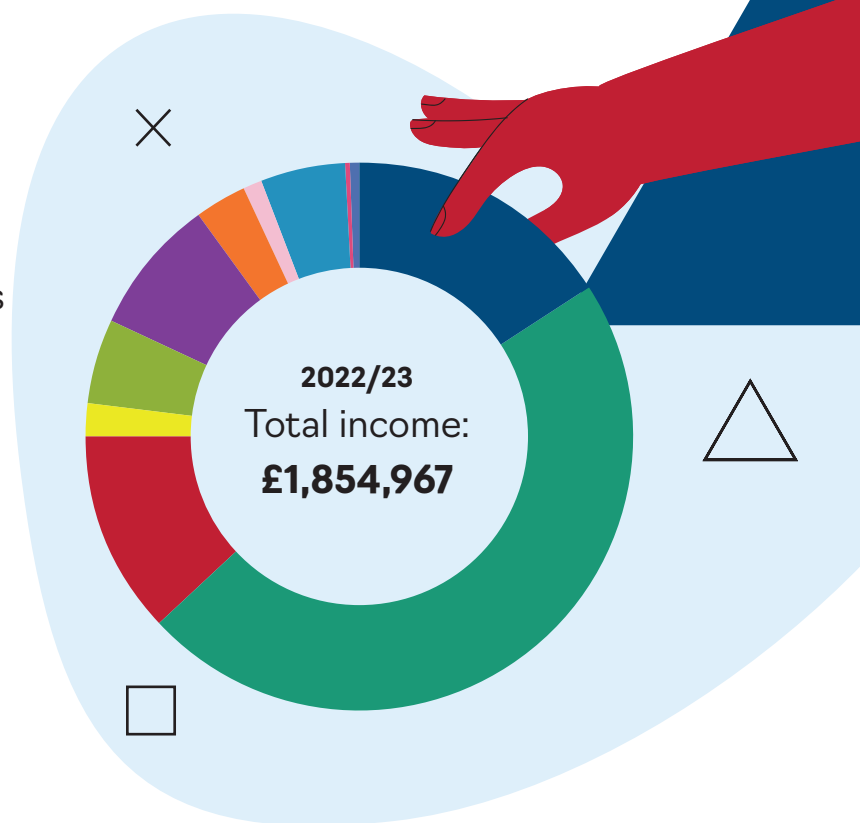
Reserves March 2023

- Unrestricted Reserves
- Designated Reserves
- Restricted Reserves



Income 2023

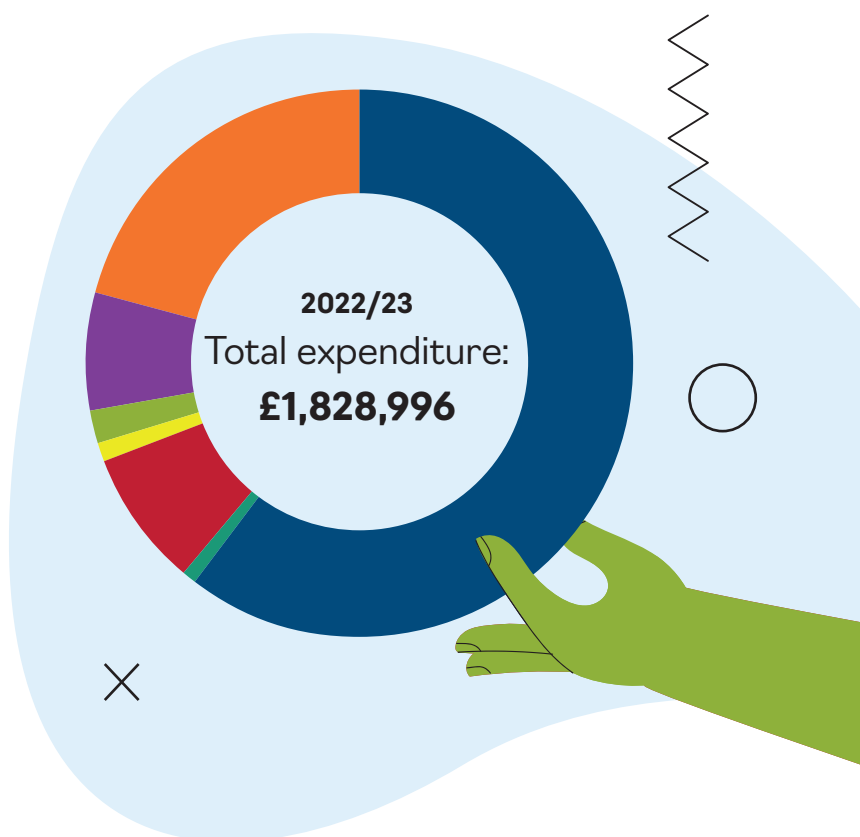
- GCIL Generated
- Local Authority Contracts
- Scottish Government (Support Services)
- Scottish Government (Home2Fit)
- Scottish Government (Equality Academy)
- NHS Placement Contributions
- Glasgow City Council (Employment and Housing)
- Greater Glasgow and Clyde Health Board



- DPO Covid-19 Emergency Fund
- DWP
- Other Income

Expenditure 2023

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





Roll call

Chief Executive

Kevin Drugan

(November 2021 - July 2023)

Pauline Boyce (from March 2024)

Interim Director of Operations

Calum Macaulay

(from February 2023)

Admin

Clare Muir, *HR & Office Manager*

Margaret Sanders,
HR & Office Administrator

Catherine Craig, *Administrator*
(left August 2023)

Brian McGhee,
Caretaker
Administrator (from August 2023)

Lesley Naughton, *Office Cleaner*

David Ballantyne,
Trainee Receptionist
(from October 2023)

Alasdair Menzies, *Secondment.*

Employment & Housing

Grant Carson, *Director*
(left December 2022)

Debbie McColl, *Administrator*

Charlie Canning, *Adviser*

Jean McCauley, *EA Administrator*

Karen Anne Doherty, *Adviser*

Lisa Innes, *Adviser*

Marjorie Cuthbert, *Adviser*
(from March 2021-April 2022)

Sharron Farrell, *Digital Champion*
(left March 2022)

Stuart Carmichael,
EA Placement Coordinator

Andrew Sloan, *EA Placement*
Coordinator (left April 2022)

Finance

Gordon Myers, *Finance Director*
(left February 2024)

Duncan McInnes, *Finance Director*
(from March 2024)

Alan Bear, *Finance Officer*

Elaina Connell,
Client Payroll Service Coordinator
(from November 2022)

Iona Macdonald, *Finance Assistant*

Fiona McAllister, *Finance Assistant*

Craig Garrow, *Finance Assistant*

Support

Angela Mullen, *Support Manager*
(retired- April 2022)

Maryann McGee, *Administrator*
(from May 2023)

Michelle Coyle, *Administrator*
Inclusive Living Adviser
(from May 2023)

Donald Anderson, *Adviser*
(retired – February 2023)

Theresa Houston, *Adviser*

Heather McArthur, *Adviser*

Lewis MacLean, *Adviser*

Michelle McNamara, *Adviser*
SDS Coordinator (from May 2023)

Leigh Rennie, *Adviser*

Stephanie Howitt,
SDS Coordinator
(March 2022 - April 2023)

Louise McAllan, *Adviser*
(April 2022 – December 2022)

Andy Higgins, *Adviser*
(September 2022 – September 2023)

Ellis Malley, *Adviser*
(from November 2023)

Sharron Farrell,
SDS Development Worker
(November 2021-October 2023)
Digital Champion
(March 2021 – October 2023)

Lilian Smith, *SDS Development*
Coordinator (retired April 2022)

David Sands, *Information and*
Digital Resource Assistant

Alasdair Sladen,
SDS Development Worker
SDS Development Coordinator
(April 2022) Left September 2023

Sharron Farrell, *SDS Development*
Worker (from November 2021)
Digital Champion
(from March 2021) Left October 2023

Take Control (East Dunbartonshire)

Joanne McGee, *Coordinator SDS*

Ross Campbell, *Administrator*

Marie-Claire Clearie, *Adviser*
(left November 2023)

Yvonne Boyle, *Adviser*

Karen Heath,
SDS Development Worker

Sarah Wilson,
Adviser (from March 2024)



Take Control

(South Lanarkshire)

Agnes Hadden, *Coordinator SDS*

Sandra Cameron, *Administrator*
(from April 2023)

Louise Docherty, *Administrator,*
Adviser (Dec 2020 – Nov 2023),
Coordinator SDS
(from December 2023)

Sharon Fullerton, *Adviser*

Will Black,
SDS Development Worker
SDS Development Coordinator
(from October 2023)

Colette McFarlane,
SDS Development Worker
(from March 2024)

Take Control

(North Lanarkshire)

James Watt, *Coordinator SDS*
(March 2022 – March 2023)

Agnes Hadden, *Coordinator SDS*
(from December 2023)

Caroline Cappie, *Adviser*
(March 2022 – November 2023)

Emma Dawson, *Administrator*
(from April 2023)

Cindy Eadon, *Adviser*
(from March 2024)

Board of Directors

Dr Jim Elder-Woodward OBE,
Chair

Chris Baird, *Vice Chair*

George Jose, *Treasurer*
(from September 2022)

Alan Dick, *Member Director*

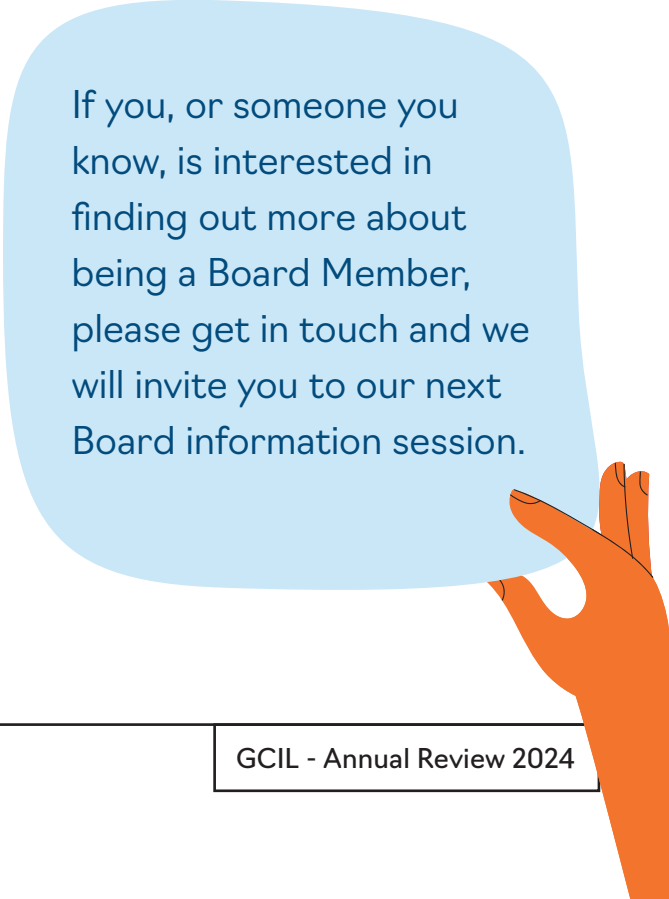
Susan Mosedale,
Member Director
(stepped down March 2022)

Marianne Scobie,
Member Director

Richard Hamer, *Director*
(stepped down September 2023)

Catherine McLay, *Member Director*

Des McCaffery, *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.

With over 50 years' service between them, we wish Grant and Donald all the very best and thank them for their commitment to GCIL over the years. We also thank Susan and Richard, our Board members who stepped down during this period.



A big thank you

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

Black Cat Deliveries

**Bridgeton Citizens Advice
Bureau**

GCVS

Glasgow Access Panel

JTM textiles

The Marriott Hotel

NHS Scotland

Rangers Football Club

Silk Road Deli

T.A.S.C after school care

West Of Scotland

**Regional Equality Council
(WSREC)**

Funding was supported for these placements by The European Union, Glasgow City Council, NHS Scotland, DPO Covid-19 Emergency Fund and the Scottish Government.



Picture shows
two people entering
our Glasgow Office.

Registered Office:

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



Auditors

Henderson Loggie LLP
Chartered Accountants
11-15 Thistle Street
Edinburgh EH2 1DF

Bankers

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

Solicitors

Burness Paull
120 Bothwell Street
Glasgow G2 7JT

Union

UNISON Scotland
14 West Campbell Street
Glasgow G2 6RZ