



Welcome to the December newsletter. As you know we are working towards three newsletters per year and we have the Annual Report in September which means we are in regular contact throughout the year.

Fair Deal Annual General Meeting [AGM]

The AGM was held on 8th September with around 80 people attending. It was a great afternoon at the David Cargill centre - which feels like a home from home for us all. It was a fun packed agenda with lots to celebrate. For your diary next years AGM will be held on Friday September 7th. At the AGM we elect the Board members who govern Fair Deal. This year we introduced two new members to the Board: Tracy Black & Donna Thompson. Tracy and Donna will join the existing board members: Jan Beattie, Moira Nicholson, Kenny Stocks, Elspeth Mann, Eamonn Connolly, Ross Blyth, Maureen Dolan, bringing the total number of people on the Board to 9. The Board meets quarterly with two sub groups; Finance & Income Generation and Quality Assurance and will be setting up short term working groups to take forward actions arising from their recent development session held on 8th November.

Marketing - getting our name out there



You may have noticed the new sign on the building - we thought it important to have something that would stand out and let people know where to find us. We hope you like it.



At the beginning of October our new website went live - please check it out and let us know what you think of it.

Blogs

The Chief Executive has been providing a regular update (blog) to all staff about things that are going on within the organisation. You can find these on our website.

Community Connection Changes

As many of you will be aware, Ryan McCrory recently joined the management team working alongside James Thomson within Community Connections. Ryan will now be responsible for Nethercraigs Day Opportunity and various 1-1 services. James will continue to manage all other Day Opportunities and 1-1 services. However, James & Ryan will both work closely and will be available to speak to and assist any staff member, family member or person we support.

CALM Quality Assurance Award

Margaret Fenton took the initiative to complete and submit an application to CALM to be considered for the above award. We are delighted to let you know that we were successful and we have been accredited by CALM. So what does this mean? Well it means that CALM have recognised Fair Deal as an organisation who meet their standard. This is an annual award that recognises good practice in relation to CALM.

We would like to thank Margaret for seizing this opportunity to promote the good work of the organisation and for the recognition it brings.

Social Media



You may have noticed that we are on Twitter - we have been promoting all the good things that we are offering to people across Glasgow. If you use social media please have a look and re-tweet. We also have a presence on Facebook with lots of information going out about the organisation and what we have been up to. Again if you are on Facebook and you like what you see please share. If you have anything that you think we should be promoting through social media please let us know.



Outcomes

Pauline Martin attended a meeting at City Chambers for all Glasgow Social Care Providers. One of the main topics for discussion was about outcomes and what criteria would be used to measure an individual's outcomes by Glasgow City Council. This was discussed at one of our monthly Leadership Team Meetings and the team felt that our current method of reviewing people's outcomes, through 12 week personal goals meetings, was no longer as relevant as it used to be as people we support now have an Outcome Based Support Plan (OBSP) which clearly indicates the outcomes we should be supporting people to achieve. A sub group has been looking at redeveloping the way we record outcomes in order to capture all the information required and how to then use the evidence to progress any actions that are generated from this. People we support will still have an opportunity to discuss with staff what they feel is going well and what they would like to consider for the future. This piece of work is still in development, but once it is rolled out, team leaders will go through the procedure with staff teams at cluster meetings to ensure a full understanding of the new process.

Transport Initiative

For some time, we have been providing an escort service to and from our day opportunities. We have been looking at the cost for people we support and the organisation to deliver this service through various taxi companies in and around Glasgow. There has been a small group working on how best to tackle this and to look at a more creative, dynamic and cost effective way to provide the transport and support. We have applied for funding to help with this initiative and to help us lease vehicles and deliver this internally within the organisation – at present this is on-going and hopefully by the next newsletter we will have good news that this is up and running.



HYG Update

Year 2 of the Help Yourself Grow Training programme commenced in July 2017, with a number of new trainees joining some of last years trainees who are looking to further develop their skills. In September, the year 2 cookery groups hosted the World's Biggest Coffee Morning at the Birgidale Complex, raising almost £300 for the MacMillan Cancer Charity. The groups helped serve tables as well as having baked some cakes and biscuits for this well attended event. The gardening groups have been working towards their Grow & Learn Awards and have the benefit of working in much warmer temperatures now that we have installed heating into our geodesic dome.

We are delighted to have John Hancox - known as the Apple Man – scheduled to deliver 3 specialist workshops in November for our gardening groups.



John is a great enthusiast for fruit growing. His Fruitful Skills Workshop is a chance for our trainees to learn about apples and various types of apple trees to plant, as well as how to plant, feed, prune and look after the trees. The trainees will also make delicious fresh apple juice and use the apple twiddler which is apparently great fun!

The cookery groups also have some specialist workshops in November. We have invited back our young award winning chefs to deliver a chocolate masterclass to the groups. The chefs (who have their own chocolatier business) will carry out a chocolate making demonstration and then work alongside the group to make some delicious chocolate brownies.

We are delighted to welcome on board 4 peer supporters (all former Help Yourself Grow trainees from last year) who are volunteering with our cookery and gardening sessions. They are providing valuable support to this year's trainees, whilst developing their own skills. On a Thursday morning, we have a small group of volunteers working with our gardener Ian Borthwick to maintain the training garden. The volunteers meet at around 10am and usually stay until around 1pm. If anyone is interested in joining Ian and the volunteers to work in a community setting whilst learning new skills and meeting new people, then please get in touch with Gail Cochrane to have a chat (gailcochrane@fair-deal.org or 0141 634 4996).

Recruitment



In order to develop and maintain a robust workforce, Fair Deal has been considering an alternative to the current recruitment process.

Fair Deal recognises that not all potential employees will have experience in the social care field, and understands that this should not go against people who are applying for a post as a support worker as people develop different skills from many different experiences. A small sub group has been working on the recruitment process to ensure that the recruitment priorities meet the needs of the organisation.

Recruitment—continued

Fair Deal has been advertising posts on the Indeed website. This website allows potential candidates to express an interest in the post through submitting their CV's. These people may then be invited to a collective open evening where they will learn more about the post and see if it is still something that they feel they would like to pursue. The recruitment team have been working on developing a more 'Competency Based' approach.

Competency based interviews are becoming increasingly prevalent as a way to help a recruitment panel evaluate a candidate's potential performance in a role. The panel asks a series of behavioural questions which ask people to describe situations which demonstrate the abilities that are required for the role of support worker. This means that people with little or no experience would still be able to demonstrate the skills and qualities that would be required for the post using experiences and ideas from their professional or personal lives. If you know anyone who may be interested in applying for a post, please refer to the job vacancies section of the website or get them to call the business support team on 0141 634 4996 for more information.

SOL Connect Trial latest update



Previously we highlighted the trial of the SOL Connect Technology. The purpose of this was to explore the option of using this technology to review the night-time support for 4 of the people we support who are supported through the night with a staff member providing sleepover support. A robust process took

place involving all relevant parties and thorough and detailed risk assessments were carried out to highlight and overcome any hazards identified before the trial went live. The trial started on 17th July for an initial two week trial period is still on-going. This has enabled us to be confident that the technology was and is right for each person. During the trial there were no support issues that required a response. The main issues that arose were around the technology and ensuring this functioned effectively and appropriately for each person. There have been reviews and some tweaking of people's packages to meet their needs and on the whole feedback has been positive from everyone concerned. We are currently holding final meetings with each person and their family, and advocate where appropriate to ensure that SOL Connect meets their needs before a final decision is made and their budget revised.

"Tis the season to be jolly"



On behalf of the Board of Directors and the senior management team we would like to wish you and your family and friends a very happy festive season and a prosperous new year. All the very best for 2018.