

Connecting You

Social and Leisure Programme

Last year saw us re-brand our Social and Leisure programme to 'Connecting You'. Following a full review of our existing programme, we began to explore and develop new activities and sought to expand our provision across new areas of the city. Whilst much of this work has been temporarily halted due to COVID-19 that hasn't stopped us developing new opportunities! Our Team Leaders Suzanne and Ryan have collaborated with our facilitators and piloted an online Connecting You @ Zoom programme, which is being delivered Monday to Friday by our Group Leaders.

The programme includes: Belly Dancing, Zumba, Cooking, Arts & Crafts, Drama and Music and the feedback from those attending has been overwhelmingly positive. Participants have had the opportunity to take part in fun activities from home relating to health and wellbeing, but also it has provided a much-needed space for everyone to stay connected as friends and support each other.

So many of the people we support, and their families have told us how valuable they have found the online programme throughout lockdown:

"The zoom classes and the equipment provided by you really helped my daughter Pauline during this pandemic. Normally Pauline was out all day every day doing all sorts of activities with support from Fair Deal which she enjoyed very much. When lockdown came she really didn't know how to fill her days and it was very challenging to keep her busy when she was not able to have support. When Fair Deal introduced the Zoom classes, Pauline really looked forward to taking part in these. She also appreciated the equipment which was provided to enable her to take part in the classes. She enjoyed seeing the other people on screen that she had not been able to see for months. These classes have been a great help to me as well as Pauline in breaking up her days. Although Pauline is now having support again, she often still joins the Zoom class before she goes out."

Rosanna Shades



Our Connecting You Group at Fernhill

"Stefanie, joins the Zoom sessions religiously and it has kept her focused, active and very much in touch with her peers. During lockdown and the continued restrictions, the online programme has become a valuable asset and without this, Stefanie would have lost focus and interaction, as they saying goes 'your health is your wealth'. I am in no doubt the programme has helped with her overall well-being and in particular her mental health and well-being.

The benefit for us as a family unit is difficult to express in words, I currently work from home and this has been the enabler to allow me to focus on my work and its kept her occupied and focused, without seeking help and support from us in our normal day to day roles. They have been invaluable to her well being and her Fair Deal activity pack has been worth it's weight in gold, as Stefanie commented 'the fair deal, staff are the best ever'.

Without this support, we would struggle as a family unit."

Eileen, Robert & Stefanie Auld

We also now have a full selection of outdoor activities that can be loaned out to people we support with their staff teams. This was particularly useful during lockdown when only outdoor socially distanced activities were allowed. Outdoor activity items include Basketball, Archery, Bowling, Football, Tennis, Giant Games and Table Tennis. Anyone we support can access these items and it's a great way to support both fun and fitness! We will continue to run our online programme and support outdoor activities until our venues begin to reopen and restrictions ease. Even once we return to indoor activities however, we intend to retain some of our online offering which we hope will complement our Connecting You programme in the future.

The programme also received funding from The National Lottery Community Fund, to help us further develop what we offer. We are about to undertake some development work with this funding so keep an eye on our website for more details to come!

Chief Executive's Report

Welcome to our 2019/20 Annual Report. This past year has been a very varied and interesting one and unique in many ways. We spent the latter part of 2019 concluding our 30th anniversary celebrations where we were able to reflect on all the wonderful achievements of Fair Deal over the years and look ahead, with plans to ensure the values that helped shape the organisation remained front and centre for the future. Last year's AGM was my very first Fair Deal event as Chief Executive and I spoke then about the challenges facing the social care sector. I don't think anyone could have predicted just how unique and unprecedented those challenges would be for the year ahead. It is impossible to reflect on the past year without immediately thinking of the COVID 19 pandemic and all that this has meant for everyone. It has been a difficult time for all, with lots of change being implemented quickly and we have had to live and work in ways like never before.

The people we support have had to undergo some necessary changes to their normal service provision and they have not only accepted this patiently and with understanding, but they have worked alongside us and their families and carers to come up with alternative solutions. I wish to thank each and every person and their families and carers for the support and flexibility you have shown and I am delighted to report that we continue to increase service provision as much as possible in line with the latest guidance.

As always in challenging times, everyone involved at Fair Deal has approached this situation with patience and flexibility. Our values of Empowering, Innovative and Encouraging have been evident in the work of the entire staff team who have shown resilience, strength and selflessness throughout. As you would expect, some of our organisational priorities have had to be reviewed to make way for work emerging as a result of the pandemic however everyone at Fair Deal has worked to ensure we find new ways of working, seek opportunities in times of challenge and keep striving for continuous improvement.

In addition to our response to COVID-19 our organisational priorities since our last AGM have been:

Reviewing and Developing our Connecting You @ Social and Leisure

Digital Inclusion

Continuing to develop our Help Yourself Grow programme and seek funding opportunities for the future.

We have worked on Reviewing our Recruitment and Selection Process, in collaboration with people we support to ensure a more values-based approach, and we are set to pilot this at our next round of recruitment.



Fiona Dunwoodie
Chief Executive

In the past year we have also incorporated the role of Enhanced Support Worker previously known as Lead Role permanently into our organisational structure.

We were fortunate to receive funding from the Wellbeing fund which enabled us to provide tablets for people we support to help stay connected, outdoor activity materials and cycling equipment for staff.

We have continued our work with the Connecting Neighbourhoods pilot, collaborating with other providers and Glasgow City Council to explore alternatives to night-time supports.

Overall the past year within Fair Deal has been one of both expected and unexpected change. What we have learned from this time however is that we can respond to changing needs efficiently whilst maintaining quality. As a direct result of our culture, values and structure we can mobilise quickly and be bold and innovative and this will help us navigate our way through the months and years ahead. I've no doubt the already challenging financial climate we operate in will be further impacted by COVID-19 however what is clear is that social care has never been more needed and I am confident that Fair Deal is equipped to meet the challenges of the future.

Finally I would like to express my heartfelt thanks to our staff team who have worked extremely hard in exceptional circumstances and ensured we continue to provide services to all who need them. I would also like to thank our Board members for their ongoing support and commitment. I look forward to continuing to work with you all in the coming year.

Fiona Dunwoodie
Chief Executive

VISION:

To be a dynamic and innovative organisation which challenges and champions people to reach their full potential in their community.

VALUES:

Empowering Fair Deal support positive change in the lives of the people who use our services.

Innovative Fair Deal have fresh, creative ideas that encourage possibility and opportunity.

Encouraging Fair Deal have a person-centred approach which is productive, flexible and compassionate.



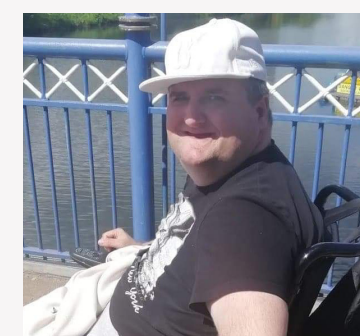
Gerald Higgins with his new tablet

Digital Inclusion

Digital Inclusion is something we are committed to at Fair Deal. This year we embarked on an exciting project to try and ensure nobody we support is digitally excluded and has access to technology they want and need. Given the current situation this is more important now than ever! We completed an evaluation which gave us information about who wanted or needed technology and/or internet access and who would need support to learn how to use it.

We successfully secured funding from the Wellbeing Fund which allowed us to purchase 30 tablets to be loaned out to people we support and we also secured a number of internet dongles for those who may not have WiFi at home. Many people we support have benefitted from this project and we are committed to expanding our work in this area and identify digital champions to offer support and training to anyone new to technology. Of course, there is no substitute for face to face connection, but we want to make sure nobody experiences unnecessary loneliness or isolation and that lack of technology is not a barrier for anyone!

This past year sadly we said goodbye to two very special people we supported from our Connecting You @ Fernhill Day Opportunity service who we will remember fondly:



Andrew Darby was supported by Fair Deal for many years, and quickly became a character that no one would forget. Andrew was always in great spirits, and kept everyone going, with his tongue in cheek humour! Andrew will be very much missed by the people who attend and work at the Connecting You @ Fernhill Day Opportunity and by all at Fair Deal. Andrew enjoyed being involved in all activities and was at his happiest when drama activities or shows where taking place.

Catherine Hunter (Rena) also attended our Connecting You @ Fernhill Day Opportunity, and sadly passed away in hospital. Rena was a lovely and pleasant person and always enjoyed spending time with her peers and staff team. Rena will be sadly missed by all.



William's Story

Introducing William who has an extremely active social life and is always busy! William wanted to share his story about how he has managed to remain active despite the difficulties of the past year and hopefully inspire others to enjoy new ways of keeping busy and staying connected.

Before lockdown William had a very busy social calendar which included visiting family, weekly dinner and dancing, bowling, music group, voluntary work, sports and cycling among many other things.

When the lock down was announced William and his staff team were worried about how they might fill the days and manage to keep in touch with people.

When the online Connecting You programme began, William wasn't sure what to expect or if this would be something he would enjoy, but as always, he was keen to try something new and see for himself. William quickly got used to logging into zoom daily to join the classes and takes part in a full programme including his favourites which are drama, cookery, singing, music and Zumba.

William has really appreciated having the chance to continue classes but also to see his friends and catch up with them which has cheered him up so much during a difficult time and his staff team say that his expression when taking part "brightens up the whole house".

William said:

"I've got my new timetable and I like doing Belly dancing with Diane and singing with Allison and Drama and Zumba with Lisa. I've got all the stuff for cooking as well! The best bit is meeting my pals for lunch, I like talking to them all."

William was also able to keep up his cycling during lockdown and looks forward to re-joining all of his previous activities when restrictions ease more.

Really thank you to all the staff working with my Sister, for keeping my sister safe through this time, the organisation has done amazing things! Family member

I really like the Fairdeal service, and staff members are always good at helping me with any problems. I also really like cooking new dishes with them. Laura Cunningham

help yourself grow

Continues to Blossom



Help Yourself Grow Macmillan coffee morning

Challenging times have called for innovation and we are delighted that thanks to Scott Green (co-trainer) and our dedicated cookery and gardening trainers we have been able to reduce isolation and loneliness for our 31 Help Yourself Grow trainees by offering weekly video sessions due the difficult lockdown period.

These sessions have had quizzes, course discussions and general chats, helping to keep people connected and able to maintain the friendships which have been formed since the year 4 trainees commenced HYG in July 2019. This new way to connect will be really useful when we recommence with socially distanced, covid safe on site cookery training at the Birgidale Training kitchen and gardening training at the Jeely Training garden. We are aware that bad weather, cold symptoms or a further lockdown could put our sessions on hold at any time, so we are confident that we have a "plan B" in place.

Although Covid is at the front of all our minds, it is important we remember and recognise the activities trainees were able to take part in from August 2019 through to March 2020.

This included wood working at the Castlemilk Carpenters workshop (making bat boxes for The Friends of Cathkin Braes), hosting the MacMillan Coffee Morning (raising over £300), developing homeopathic remedies with our Botanical expert

Anna Canning, trying a new therapeutic activity called Yog... Art which combines art and yoga and hosting stalls at the Castlemilk Christmas Fayre. These specialist activities supported the cooking and horticultural accredited courses which the trainees have been working towards.

We are delighted that many of the trainees will rejoin us to continue to work towards their accreditation or (for the gardening groups), will receive an accreditation based on the work completed to Mar 2020 and will now have the opportunity to take part in a new Caley award called Grow and Learn in Nature.

As our core funding is due to finish later this year, we are hoping for a positive result from the recent submission to The Big Lottery Communities Fund for our exciting phase 2 programme proposal.



Our trainers maintaining our HYG garden



Chairperson's Report



Kenny Stocks
Chairperson

On behalf of the Board I would like to say our first thoughts are with you and your families, and we hope you are all safe and well.

Our Annual Report for 2020 gives some updates on current projects and our plans for the future, all of which I hope you will enjoy reading about.

Of course the Report also highlights that it clearly hasn't been business as usual over the past 6 months and has instead been a time of great stress, anxiety and uncertainty for everyone in the Fair Deal 'family'.

It has also been a moment in time, indeed a moment in history, when the work we do is at its most critical and that Fair Deal proved time and again that we stand together and deliver an outstanding personal service when faced with complex challenges.

I have always known that Fair Deal is full of dedicated, talented people. I could not have been more impressed by their response to the COVID19 crisis, and how they adapted quickly and efficiently to new ways of working and went beyond the call of duty to help the people we support.

Who could possibly have forecast that our tremendous 30 Year Celebrations would finish in such a painful place, with the COVID19 pandemic meaning operations were reduced to essential services only?

On behalf of the Board, I would therefore like to thank not only our amazing staff, but the people we work with and their families, for how everyone adapted and adjusted to help implement measures in line with government lockdown restrictions and the situation on the ground.

I know some of the measures we had to take can't have been easy and I would therefore like to say a big thank you to everyone for complying with these arrangements.

For example, some projects such as Connecting You and Help Yourself Grow have clearly been hindered by the impact of the Coronavirus pandemic. Steps have been taken to address this issue by moving the programme online with grants obtained to provide technology for users. Work is also being done to revise the model of the projects to allow outdoor delivery in a COVID19 safe way.

The financial year has been extremely challenging as government austerity measures and COVID19 has impacted on both our financial and personnel resources, as has the increase in the Scottish Living Wage, which the Board is committed to paying. The emergence of COVID19 has also meant we have had to redistribute our resources and organise our workforce in an unprecedented manner.

These challenges have however also given us a further incentive to explore new ways of working and identify various opportunities and strategies to promote growth while staying true to our values.

The unparalleled impact of COVID19 also placed tremendous demands on our new CEO Fiona Dunwoodie and other members of the senior team and the Board would like to add our personal thanks for their remarkable leadership which has guided Fair Deal through unprecedented times.

As we reached the end of our 30th Anniversary celebrations the Board were very sad to hear about the loss of one of our founder members Josie Macliver. Josie was not only one of the original creators of Fair Deal; she stayed with us for the rest of her life. At every AGM Josie was there reminding us of the reason Fair Deal was created and of our core values. She kept our feet firmly rooted in what matters; and the Board will always be grateful to her for that. Our thoughts are with Josie's friends and family.

While it may not seem that way at the moment, this situation will pass. When it does, let us hope for a more grateful world that truly values and recognises the contribution organisations such as Fair Deal make in keeping our communities safe.

I would like to finish by thanking everyone connected to Fair Deal, be it the people we support, their families, funders, friends, stakeholders and community partners for the tremendous support and backing you have shown us at a time of truly unparalleled international crisis.

I would also extend my appreciation to my fellow Board members who, on a voluntary basis, have worked tirelessly through this crisis to ensure we are giving the best possible support to our staff and leadership team.

Most of all I would pay tribute to our fantastic colleagues, our key workers, who have reacted admirably to an unbelievably challenging set of circumstances. Every single one of them has really brought Fair Deal's core values – empowering, innovation, encouraging – to life through their dedication to do the right thing for the people we support and our local community.

I thank you all.

Kenny Stocks
Chairperson

Connecting Neighbourhoods



One of Fair Deal's key priorities was Connecting Neighbourhoods a collaborative approach to night time support. Over the past twelve months the Connecting Neighbourhoods initiative continues to drive forward change around the night time support agenda throughout Glasgow.

Our former Chief Executive Ann Marie Docherty has continued to lead this work on behalf of Fair Deal within the Connecting Neighbourhoods initiative alongside our Team Leaders Pauline and Margaret, and below is a summary of the past year.

In November 2019, Connecting Neighbourhoods delivered a presentation to international delegates at the renowned Digital Festival held at Strathclyde University.

The presentation included a link to the short film that was made for the digital festival and involved contributions from organisations involved in Connecting Neighbourhoods and people supported by Fair Deal using SOL Connect technology.

Connecting Neighbourhoods assessments could not be taken forward due to COVID-19 and that has led to a delay in achieving the objectives and outcomes set for 2019 / 2020.

During lockdown, Connecting Neighbourhoods continued to take forward other issues and address areas of concern that had the potential to hold back the initiative.

Two short term working groups were set up. One of these was to look at Care Inspection Registration for organisations providing support to someone receiving SOL Connect responder service.

Thankfully, the group found that there is no requirement for organisations involved in Connecting Neighbourhoods to make any changes to the current

Care Inspectorate Registration. The other issue was in relation to a change in government policy around integration of fire and smoke detection systems.

We now have direct links with local socially rented Landlords. These two issues were important to address and resolve.

There has been lots of activity around Connecting Neighbourhoods and the initiative is making strides within the Shettleston G32 and Castlemilk G45 areas with a night-time response team being funded and assessments being re-introduced from September 1st.

Currently, Connecting Neighbourhoods is undergoing an independent evaluation with Animate Consultancy to identify achievements and learning points.

There is also work underway with an organisation from New Zealand to host a virtual study tour – the biggest challenge will be time difference.

The current lockdown situation has introduced technology to us all and who would have thought that most of our communication and interface would be via ZOOM or MS Teams.

The experience has highlighted the importance of reliable technology in this new world.

Fair Deal is at the forefront of change and continues to see Connecting Neighbourhoods as a vehicle to bring about change and to make a difference to the lives of people who receive support in their community.

“Connecting Neighbourhoods is a great example of many different social care providers in the Glasgow area collaborating and working together to make positive change.”

Connecting Neighbourhoods partner organisation



Fair Deal is now signed up to the Disability Confident Employer

Fair Deal is now signed up to the Disability Confident Employer Scheme as part of our ongoing commitment to removing barriers to disabled people in employment.

We have currently achieved level one: Committed. This involves the following commitments:

- Inclusive and accessible recruitment
- Communicating vacancies
- Offering an interview to disabled people
- Providing reasonable adjustments
- Supporting existing employees

Activities we endeavour to undertake within the scheme are:

- Work experience
- Work trials
- Paid employment
- Apprenticeships
- Job shadowing
- Traineeships
- Internships
- Student placements
- Sector-based work academy placements

In the coming year we intend to work towards achieving level two and the overall aim is to achieve level three where Fair Deal will be a Disability Confident Leader acting as a champion within our local community.



Josie with her daughter Lynn (board member) and our Chair Kenny

This year we want to pay special tribute to one of our founding members Josie MacLiver who sadly passed away in July. Josie's involvement all started in 1986/87 when the media exposed the conditions at Lennox Castle Hospital for people with a learning disability.

Josie formed part of a wider campaigning group and from this group Fair Deal was born in Castlemilk.

The main area that Fair Deal concentrated on was in relation to people having somewhere to call home and have a house of their own.

The organisation was known as Fair Deal for 1 in 100 as statistics had shown that one in every hundred children born would have a disability and therefore, they wanted a fair deal. Josie formed part of a steering group set up, consisting of 7 women who were parents and carers of someone with a learning disability.

The group had to:

- Identify a housing support model - they settled on core and cluster approach
- Secure funding
- Work with a housing provider
- Increased their knowledge by undertaking a course through the Open University "Patterns for living"
- Explore becoming an employer
- Set up a company that could employ staff and hold funds
- Ensure that policies and procedures were in place

In 1989 the group secured funding to set up a housing service that was known as the Castlehall Housing project with an aim to support 12 people in the community. Today 30 years on the organisation continues to thrive; it employs around 130 staff and provides support to 206 people.

Josie was involved in every aspect of the work of Fair Deal - she interviewed for prospective staff, she was heavily involved in the finance group and the staffing group. She committed a huge amount of her time to ensuring the aims of the organisation were met and we all owe a huge debt of gratitude to Josie as she was key in creating the Fair Deal we know today.

Josie was loyal, thoughtful, compassionate and kind and wanted the best for people using Fair Deal services and the staff team.

Our latest Care Inspection

Our most recent Care Inspection report was published in October following an unannounced inspection. There were many positives to reflect on and we received no formal requirements. We scored a grade 6 - excellent for Quality of Care and Support and a grade 5 – Very Good for Quality of Staffing.

The report commended our staff and stated that they demonstrated an excellent knowledge of the preferences and wishes of individuals using our services and made particular reference to our staffs ability to respect and respond to the unique communication needs of each individual.

The report also highlighted our innovative partnership work and “positive risk taking” whilst ensuring people are safe. An area for development we are working on following our report is incorporating more structured observed practice into our Quality process.

As part of the inspection process inspectors spoke with 30 individuals, a mixture of people we support and family members and gathered a wealth of useful feedback.

Here are some of the comments from those interviewed:

"I'm happy that the individuals in my son's support team are all very positive, encouraging and have formed a solid relationship with my son."

"Fair Deal has always given good support and workers."

"Very happy with the service. Staff are all friendly and professional. I would like to see them expand the sports club to be available throughout the week."

"This is a great service and every support worker has been amazing and has time for our boys."

Our next inspection will be conducted using the Care Inspectorate's new Quality Framework for housing support services. The leadership team are working alongside our Quality Forum and the Dream Team to make sure we are well prepared for the new style of inspection and self-evaluation next year.

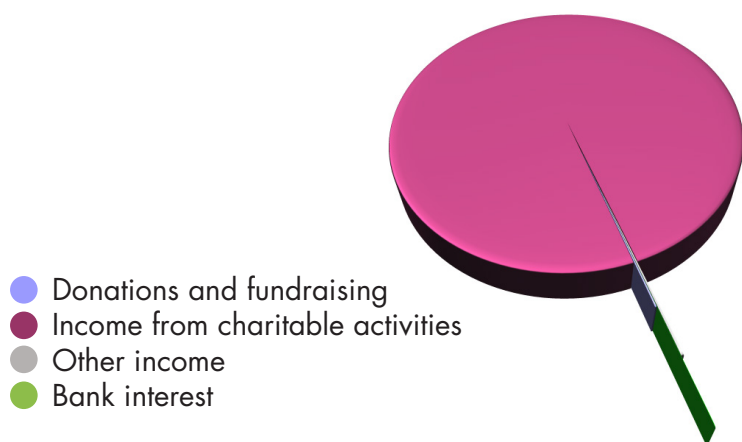


Fair Deal Financial Report

Income - Year Ended 31 March 2020

Donations and fundraising	£4,063
Income from charitable activities	£3,358,506
Other income	£6,650
Bank interest	£763

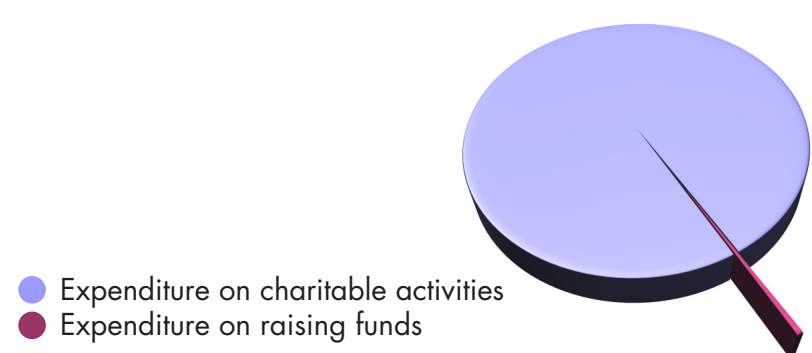
Total Income £3,369,982



Expenditure - Year Ended 31 March 2020

Expenditure on charitable activities	£3,338,499
Expenditure on raising funds	£16,642

Total Expenditure £3,355,141



This is an extract from our audited accounts for the year ending 31 March 2020. If you would like a copy of our full financial statements and auditors report, please contact the Fair Deal office.



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