



Annual Report

2022 - 2023

www.fair-deal.org

Learning Disability Support

Fairdeal
my support my choice

Multiplying Opportunities!



The first multiplier group receiving their certificates of achievement.

Through conversations with people who use our services and our local community, we identified that there was a need for support with numeracy, to help people manage their money independently and complete daily living tasks associated with money and budgeting. We wanted to change attitudes towards numeracy for those in the harder to reach communities, using a variety of learning activities and engage, build confidence, and improve life skills.

We were delighted to have been successful in our application for funding and received £40,678 from the Shared Prosperity Fund to help us achieve our vision! We have used this funding to deliver numeracy themed training programmes. These programmes consist of the "My Money" and "Cooking with numeracy" skills courses. They are suitable for anyone with a learning disability, additional support needs or mental health issues.

The My Money programme is focussed on increasing the knowledge, skills and confidence of the learners to understand basic financial transactions as well as improving basic numeracy skills. The course has been delivered by a highly knowledgeable facilitator who has

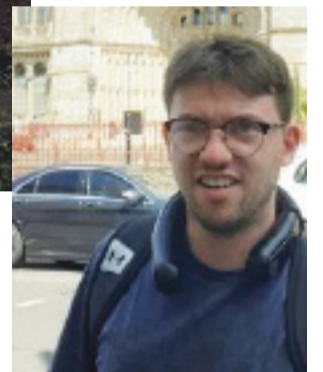
designed a programme which is interactive and practical, with scenarios, games, quizzes and exercises to ensure active learning sessions which are appropriate to the needs of each group. The Cooking course has been delivered in partnership with The Catering School, who have extensive catering/hospitality experience delivering to a wide range of abilities. The programme encourages the development of numeracy skills through a practical, cookery - based workshop, using active learning techniques. Whilst the main aim is to improve numeracy, the sessions are fun and interactive and develop additional skills such as communication, problem solving, team-work, literacy and confidence.

So far, we have received excellent feedback from the participants and their families/support. The programmes will run on a rolling basis until the end of March 2024. The Advocacy Project will be involved in a formal evaluation process which will provide evidence of outcomes being met to the funding monitoring officer.

If anyone is interested in joining these courses, please contact Gail Cochrane by emailing gailcochrane@fair-deal.org or calling the Fair Deal Office on 0141 634 4996.



Budhill Project.



Connor in London.

A Year of Adventures!

It's been a busy and exciting year for Fair Deal and the people we support. With the ability to travel and get out more now that things have returned to normal, we have really made the most of it!

Fair Deal has supported 15 people to go on holiday in the last year to a variety of exciting destinations, making memories, and expanding their horizons. Hearing everyone's holiday stories has really given us the travel bug and we have several more holidays planned with people for the coming months with a range of destinations from London to Euro Disney Paris! Look out for holiday snaps on our social media pages.

Our social and leisure programme has continued to run with our programme at Fernhill running 5 days per week, offering a variety of social, educational, and fun activities.

We have delivered a programme two days per week at Netherholm Community Centre which also includes an outdoor gardening project.

FROM PEOPLE WE SUPPORT

Thanks to the team at Fair Deal, my brother has an excellent quality of life. They know him so well and go above and beyond to meet his every need. His carers are also his best friends. *Elaine Tinney*

For me, I feel honoured to have such a great bunch of guys that always pull together and help each other out and makes sure no one is left out. *Jim Cloughley, Support Worker*

I enjoy Budhill because I get to see my friends and get to do lots of different things in the garden *Neil McAdam, Person we support.*

Chief Executive's Report



Welcome to our 2022/23 Annual Report. The past year has been a very busy, challenging, and exciting year for Fair Deal. Our service delivery returned to normal following the pandemic and we have worked hard together and in collaboration with others to ensure that the people we support, and our local communities get the best from us.

The year has not been without its difficulties, and the social care sector like so many others, has faced unprecedented challenges. The nationwide recruitment crisis has impacted our sector, along with the cost-of-living crisis and all that is associated with running a Charity in times of economic stress. At Fair Deal we are continually working to ensure we can adapt to the changing landscape. What we have proven, particularly in the past few years is that we can and will adapt to changing circumstances and we can thrive and remain innovative in challenging times. We have maintained our fantastic staff team, keeping staff retention above the national average, and our staff, the people we support, and their families have worked closely to ensure service delivery is maximised and we adapt to meet individual needs, wishes and aspirations.

As you will see in this report, the things we have achieved this year are truly something to celebrate. There are too many to list in full in the annual report however notably our Care Inspectorate report highlights the excellent work our team have undertaken. Our core values underpin everything we do, and it is so heartening to read in our latest CI report, that this is evident in the supports being delivered in the community and the relationships between our staff and the people we support.

Our commitment to training and development is also clear in the number of people we have supported to achieve a vocational qualification and congratulations to all those who have completed their award! We held the first round of our in-person staff development sessions for our entire staff team earlier this year. Facilitating these sessions was a highlight for me personally as I was able to hear our brilliant people share best practice, bring forward suggestions for improvement and share stories of how they support people to achieve truly person-centred outcomes. We will continue to host these sessions throughout 2023/24.

Another highlight this year has been the work of the Dream Team. The Dream Team are focussed on the continual improvement and development of Fair Deal and ensuring the voices of people we support are listened to at all levels of the organisation. I have enjoyed working alongside the Dream Team and Fair Deal is committed to the ongoing support of this important work.

Our Help Yourself Grow programme has continued to deliver phase 2 and as always, the project is inspiring. Being able to host an in-person graduation event earlier this year was a particular highlight and the feedback from people who attend the project, and their families is genuinely humbling.

As always, our support staff have gone above and beyond, to ensure we maintain quality service delivery, while we recruit new staff and they have supported new people into the organisation with professionalism, keen to share their learning.

This year in particular has been a very busy and challenging one for our leadership team and business support team. We have embarked on numerous internal projects to ensure the organisation is ready for growth and our systems best enable our staff and people we support to get the most out of their services.

Our organisational priorities since our last AGM have been:

Enabling people we support to fulfil their wishes and aspirations post-pandemic.

Implementing a recruitment strategy to further increase our reach.

Reviewing our internal systems to ensure efficiency savings and future proof the organisation.

Engaging with staff and People we Support at more in-person events.

Creating workstreams to focus on various areas of organisational development.

The past year has been inspiring in so many ways, and I hope you will enjoy reading about our successes and celebrations.

I would like to express my heartfelt thanks to our entire frontline staff team who are talented, dedicated and who help people achieve great things every day. I would also like to share my gratitude to our leadership and business support teams for showing a genuine dedication to always striving for improvement and showing great leadership throughout a year of continual change.

Thanks also to the people we support and their families for their continued support in unprecedented times and for their input in helping shape the future of Fair Deal. I would also like to thank our Board of Trustees for their ongoing support and commitment, without which we would not be able to drive change and to all our external stakeholders and partners for their continued support.

VISION:

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

MISSION:

To empower people to live full and happy lives by supporting them as they:

Develop abilities:

1. We will support people to learn new skills
2. We will support people to access training and development opportunities to be all they can be
3. We will invest in our people to achieve their objectives

Sustain relationships:

1. We will commit to working with people to develop and sustain friendships and relationships
2. We will encourage and support people to develop relationships within their community
3. We will challenge discrimination and promote the contribution people make

Make a positive contribution:

1. We will advance the contribution that people make within their community
2. We will encourage and support volunteering opportunities
3. We will encourage and support employment and self employment opportunities

Chairperson's Report



It is my pleasure, as Chair and on behalf of the Board of Trustees to introduce Fair Deal's Annual Report for 2023. The report will provide an update on current projects, our successes this year and plans for next year. We will reflect on the challenges we have faced, but more importantly the focus on this report will be on the successes we have achieved and should celebrate.

As the legislative, policy and delivery landscape changes in Scotland the Board and I will continue to work alongside Fiona and the team to provide governance, leadership, and direction to ensure the organisation builds on the success of this year and the coming years. There is no doubt that we will continue to face challenges, however the board are confident the organisation is in a strong position to adapt and flex to any changes we face.

To help us outline our strategic intention, over the next year we will start to initiate engagement across the organisation to help us develop a Fair Deal Strategy.

I would like to thank our key partners and the organisations that work with us to support the people, families, and communities in which we work. The board and I would like to pass on our thanks to Fiona and the team who work tirelessly to drive forward the developments needed to ensure the organisation has the agility and flexibility in the ever-changing landscape in Scotland.

I would like to thank all board members for your continued support and commitment to the organisation, the skills and experience you bring to the board, and I look forward to working alongside you in 2024.

Finally, and most importantly, on behalf of the Fair Deal Board of Trustees I would like to pass on our sincere thanks to each and every one of our staff for the work you do on a day-to-day basis.

The work you do is truly amazing and your dedication, hard work, and tenacity, in what has been another challenging year is a testament of your commitment to this organisation and the people we work alongside. Fair Deal is a success and will continue to be a success because of you and the work you do every day to support people, families, and communities.

Your day-to-day work to support the people who need us, through the values of care and compassion truly underpins who we are as an organisation.

Tracey McFall
Chairperson

NURTURING TALENT

At Fair Deal we have a very skilled team of staff, and we are focussed on ensuring we nurture that talent and attract new talent into the organisation for the future.

This year we renewed our partnership with Career Ready, to offer placements and ongoing mentorship to local school pupils who may be thinking of a career in social care. This year our student was Fiza Qadeer, who spent her placement learning more about person centred support, the care sector, leading group activities, and even facilitated drama sessions for our Fernhill Group!

Fiza said of her placement:

"Working at Fair Deal was a memorable experience. I enjoyed working with loads of different people and doing things which I thought I wasn't able to do."

In the past year we have also seen three leadership posts filled by internal staff and several development opportunities for enhanced roles taken up by our staff. It is encouraging to know that we are supporting the development of our team and creating opportunities and it is our intention to continue creating more opportunities for development in the coming year.



Fiza Qadeer, Career Ready placement pupil.

Fiza supporting our group activities



CARE INSPECTORATE REPORT

Our recent Care Inspection took place within the last year, and we were delighted to receive grades of 5 (Very Good) or 6 (Excellent) across all assessed quality themes. This is testament to the great work of our staff and our excellent relationships with people we support and their families and we are very proud to have received these grades in challenging times.

TRAINING & DEVELOPMENT

We are delighted to report that 7 of our staff who began their SVQ level 3 in Social Care in October 2022 are scheduled to complete November 2023.

GOOD to GROW!



MP Stewart McDonald presenting Josh with his award



Our New Polytunnel



HYG trainees with their awards



Our Help Yourself Grow programme is in its second phase and continues to go from strength to strength. Autumn 2022 saw the installation of our new polytunnel at the Jeely Garden, and work continued through the winter with the internal fit. First of all we had electricity installed to provide lighting, heating and electrical sockets meaning we can do so much more with the garden. Carpenter Bill Breckenridge encouraged us to design the space how we envisioned it. We built 6 large raised-beds, a potting on shelving area, storage shelving and 2 work benches. Then the space was adapted to ensure accessibility for those with mobility needs.

We did experience some initial issues with vandalism damaging our cold frames and vegetables that were growing. As a result, the tunnel had to remain locked creating issues with airflow and we lost a considerable amount of produce. As always, the project sought solutions and to address this, and we now have various measures in place including additional barriers and anti-climb paint.

Despite the challenges, the polytunnel has been a fantastic addition to the garden, and has given us indoor space for growing and activities which has enhanced the gardening experience for our trainees!

Our cooking group are now in their 2nd year at the Kinning Park Complex and are thoroughly enjoying the well-equipped kitchen, which is very light, bright and welcoming. The flexible space is ideal for the Help Yourself Grow Cooking programme, and there is a quiet space within the building should it be required. The central location has proved popular due to the excellent transport links, and we had a huge demand for this year's programme. Our partnership with the Kinning Park Complex has continued to develop this year and we are pleased to continue our residence there.

This year we held our first in person graduation since 2019 and it was a fantastic celebration of the achievements of our trainees! Local MP's and MSP's were in attendance and MP Stewart McDonald presented the trainees with their awards.

Limited gardening spaces may be available, so if you are interested in finding out more, please contact Gail Cochrane by emailing gailcochrane@fair-deal.org or calling the Fair Deal Office on 0141 634 4996.



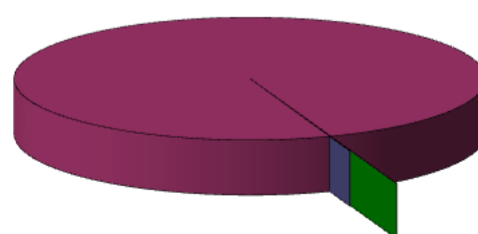
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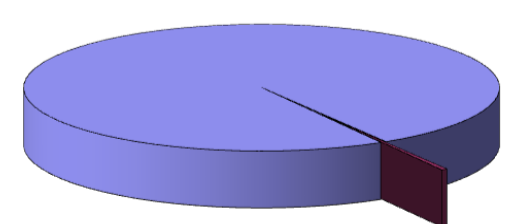
Fair Deal Summary of Financial Information for the year ended 31 March 2023

Income - year ended 31 March 2023	
Donations and fundraising	£2,763
Income from charitable activities	£3,526,669
Bank Interest	£10
Total Income	£3,529,442

Expenditure - year ended 31 March 2023	
Expenditure on charitable activities	£3,595,476
Expenditure on raising funds	£14,430
Total Expenditure	£3,609,906



- Donations and fundraising
- Income from charitable activities
- Bank Interest



- Expenditure on charitable activities
- Expenditure on raising funds