



KEY Annual Review 2016



About the artwork
featured on this year's
Annual Review:

The front cover is
an untitled piece by
Ronnie McCulloch and
on the back is 'New
York Harbour' by Ralph
Douglas.

Welcome..

..to KEY's Annual Review for 2016.

This year's report demonstrates the diversity of support that KEY now provides.

The thread running through every story is how maintaining our focus on the individual, through good person-centred support, is at the heart of enabling people to lead the lives that they want.

We are grateful to the people who shared their lives and experiences with us.

Our thanks also to the artists of our cover artwork.



Director's Report

When reflecting upon the past year, both on what has happened within KEY and for the people we support, it is important to also acknowledge what our sector as a whole is facing. Funding remains the major challenge facing social care today. The continued growth of needs and expectations combined with new pressures from a range of workforce related costs are placing demands on a social care budget which has effectively been reduced year on year through local authority funding cuts; creating a widening gap between needs and expectations, and the ability to deliver upon them.

However, there are encouraging signs that both the UK and Scottish governments are beginning to recognise the funding crisis facing social care. In Scotland this has been evidenced through the additional funds made available by the Government to ease pressures around achieving the Scottish Living Wage. This greater awareness is to be welcomed, but if we are to meaningfully address the growing gap, social care funding needs to increase further.

It was also important to reflect upon the policy context underpinning social care. For local authorities and the NHS the primary focus is the development of the Health and Social Care Integration infrastructure. Meanwhile, there appears to be a lessening in the promotion of Self-directed Support (SDS) as a transformative force in social care, albeit there are some very encouraging examples of how SDS has helped to transform individual lives.

Within KEY, against this backdrop, we have managed to sustain incremental growth across much of Scotland. Between 2010 and 2015 we developed new support arrangements for almost

800 people. This has been guided by our Strategic Plan to 2016 which had focused on developing our capability to provide personalised supports within the SDS framework. This year we have begun to review our Strategic Plan, setting our sights on 2020 and ensuring we have clear objectives and strategies for continuing to grow in a careful, measured way, while further developing our workforce and strengthening our community links.

Partnership with TAG (The Advisory Group) is the bedrock of our community engagement work. Together, over the past year, we have progressed a number of initiatives in Highland, Inverclyde and Dunbartonshire. And in Glasgow and North Lanarkshire, KEY and Community Lifestyles' Community Development Workers collaborate closely with TAG on connecting with local communities.

In the past year we secured our position on a number of procurement frameworks, broadening the range of people whose lives we are involved with, including older people, people with dementia, younger people and those in transition, and people with mental health issues. In tandem with this we continue to deliver and develop high quality supports for people with autism and people with disabilities, with whom we have a long history of working.

This year's review reflects the range of our support activity, and we look to the future with purpose and confidence as we continue to play an ever-increasing role in Scotland's social care provision.

Chairperson's Report

This year's Director's Report articulates the many challenges currently facing social care and as Chair I am very much aware of their impact on our work.

However, there is a growing recognition within the statutory sector that some of these challenges can be met through stronger partnerships. And in Scotland, social care is increasingly being delivered through statutory and voluntary sector partnerships. Some of these have developed around procurement and contracting processes, which of themselves can pose serious challenges for the sector. Nevertheless, there are signs that the statutory sector is open to developing new ways of relating to the voluntary sector which promote greater choice and stability in social care.

Despite the challenges, the voluntary sector remains strong and continues to play the vital role in Scotland's social services that it has done for decades. At the heart of the sector is the commitment, skill and experience of voluntary sector organisations' Boards. They provide the vision, passion and stability to transcend the changing political and economic landscape, whilst remaining resilient during difficult times.

In KEY we have benefited greatly from this over the years, and our Board reflects a varied range of experience and expertise. As Chairperson, I have been privileged to see the effect this has on the organisation, and how important it is to have an inclusive, outward looking and experienced Board. The partnerships we have developed are a testimony to this and we will continue to nurture our approach and build upon our strengths for the benefit of the people we support now and in the future.

This year's report demonstrates that we are building a strong foundation for our future, and underpinning this is our commitment to enabling the people we support to lead the lives they want, with dignity and respect. I would like to express my thanks and gratitude to my fellow Board members in KEY, and also to our staff across Scotland for their work day to day in making this commitment into a reality for so many people.



TAG Chairperson's Report



Another busy year has passed and the joint work between TAG and KEY goes from strength to strength. One of the big things we have been working on is a remake of KEY's Complaints DVD. National TAG has come up with ideas to update the video. We wrote the new script, got involved in the filming and we are

now at the final stage of editing. It will be circulated around KEY's services later this year.

TAG's work with KEY in Easter Ross continues to have great results. The Primrose Café has branched into event catering and is getting rave reviews. They are getting great support from the local community and from Highland Council. They have even taken on a plot at the Allotment in Alness and are getting ready to add home made jam to their repertoire. The work in North Lanarkshire with Albion Rovers has seen people getting involved in music and drama and we were delighted

to hear just before Christmas that TAG had won a Community Award for its work with KEY, Turning Point Scotland and Quarriers in Inverclyde.

We had a lot going on with politics this year. We hosted a number of workshops in the run up to the general election in partnership with the LDAS (Learning Disability Alliance Scotland). We also sent out easy read information about the EU Referendum and we took part in the Scottish Government consultation, 'A Fairer Scotland'.

We had a great day in Inverness earlier this year at the Highland TAG conference. People came from across the region to discuss issues as far reaching as transport to health and wellbeing. Ayrshire TAG will also be hosting an event during the summer and we are working closely with Inverclyde Council to look at ways of developing their Learning Disability services.

We continue to work with KEY to make sure the voices of the people they support are heard, from the planning of their own support, through to membership of the Management Committee. We look forward to this work continuing into the future.



The Advisory Group (TAG) was set up by KEY in 1996 to enable people with disabilities to have a stronger voice in the services they use and in their local communities.



In 2012 TAG became a Scottish Charitable Incorporated Organisation (SCIO) run by its members. TAG promotes social inclusion and the creation of a Scotland where the gifts and talents of everyone is recognised and every citizen is seen to have equal value in society.

Gareth's life is on the right track



Gareth is supported 5 hours per week by our Inverclyde West team. He enjoys a busy life volunteering, spending time with his partner, Louise, and plenty of exercise. Months of hard work at the gym and with a local running club, recently paid off when he completed the Father's Day Men's 10k in Glasgow.

A great achievement and one of which he and his Support Worker, James, are rightly proud. It also had special meaning for Gareth because it was inspired by his 3 year old son, Liam, and his determination to be a good dad.

Things had been very different. A difficult set of life circumstances had led Gareth to make some damaging lifestyle choices. He was also missing out on doing things with his son; something he desperately wanted to change.

This became Gareth's motivation for turning his life around. Together with his Community Learning Disability Nurse, and then Support Worker, Neil, Gareth began swapping his old unhealthy lifestyle for new opportunities to improve his health, wellbeing and fitness.

He joined a Healthy Living Group, enabling him to tackle his weight and other issues, with Neil helping him implement the necessary changes at home.

Through the group he also met Louise, who together with his new Support Worker, James, encourages and supports Gareth in everything he does. They have helped him recognise that keeping busy and having wider social supports are crucial to maintaining his health and wellbeing.

James and Gareth have used shared interests to build Gareth's community connections so that he is now involved locally with The Advisory Group (TAG);

volunteering at the weekly Boccia and bowling clubs, with plans to explore new avenues through gardening and becoming a Walk Leader.

Gareth is immensely proud of what he has achieved over the past year. And his greatest achievement has been becoming increasingly involved in his son's life.



Creative short breaks



It has been an exciting year in our Stranraer

short breaks service. We continue to offer person-centred short breaks in the community and at our short stay accommodation, and have recently successfully secured Shared Care Scotland 'Better Breaks' funding to develop a range of short break opportunities for young people with complex needs.

Working with Dumfries and Galloway Council's Learning Disability Team, the Parents' Involvement Network and the local Carers Centre, who facilitated the involvement of families and young people with complex needs, the team have co-designed a project to deliver a range

of term time and school holiday activities.

Seven families are now regularly involved with The FunKey Group. Still in its early stages, the initiative has focused on getting to know the families and young people and developing the relationships so crucial to ensuring a positive experience for everyone.

This relationship building has enabled the families and young people to identify what they need to participate in the activities and explore what they want to get from their experience.

One young man, who lives in Stranarar's rural surroundings and uses public transport to access the group, is being supported to develop his confidence and independent travel skills.

Another young woman, who has caring responsibilities, comes along to the group as a means of having a bit of a break and meeting up with people of her own age.

The group have also been creative in meeting the wide range of needs of the young people who attend. They successfully applied to the local Holywood Trust for £2500 towards the cost of essential adaptations to the group's facilities.

As a result of receiving this award a young man with specific physical needs is fully participating in all activities.

FunKey meet every Saturday and most weeks some of the group play football at the local leisure centre - a core objective of the project was to build links with community resources.

And the group, undeterred by the unreliable Scottish Summer weather, have planned several day trips.



Short
breaks fund



Supporting family life

Dylan (21), Leah (18) and Robbie (16), are siblings who, just like other people their age, have their own interests and enjoy spending time away from the family doing their own things.

However, with the particular needs they each have - Dylan has a learning disability and Leah and Robbie are on the autism spectrum - this has not always been easy for the family to achieve. Therefore, when we started supporting the family, mum and dad were much in need of a break to enjoy some quality time together to visit the cinema or go out for a meal.



Their team began by providing overnight support to enable mum and dad to have a break on their own. As the relationships have evolved so has what the family want to achieve with the support they receive. And now that Dylan, Leah and Robbie each have their own individualised support time, they have begun to explore their individual priorities.

Dylan and Robbie are both at transitional life stages, thus the focus of their support is around guiding both young men through the choices they currently face. For Dylan, who is leaving college, this has meant a volunteer placement and considering pursuing his interest in working alongside children as a career. While Robbie and his team are looking at post-school choices and building upon his independent living skills as he moves towards adulthood.

Leah has been matched with young female support workers and enjoys the one-to-one time her support affords her. This has enabled her to focus on developing her identity as a young woman and engage in a range of community based activities and interests.

Alongside this, the team continues to work closely with the family as a whole to ensure each young person's support is carefully balanced with the needs and demands of everyday family life and mum and dad's central roles within this.

Staying connected



Seventy year old Alex was diagnosed with Asperger's syndrome in later life. When he came into contact with KEY we began supporting him for 5 hours per week. The focus of his support has been helping Alex to get out and about, alongside maintaining his independence.

As a young man he travelled extensively, working with the RAF, and had nurtured varied interests across his life such as transport, aircraft and real life criminal cases to name a few.

During the time we have been supporting Alex, he has been assessed as being in the early stages of developing dementia and now also experiences some difficulties with his walking. It was important to ensure Alex's workers were carefully chosen to have the personalities and creativity to motivate and encourage him to remain engaged with his community and lifelong interests.

Two male workers - Colin and Miles - form his small, dementia trained, support team. Alex and his family remain close and so his team work collaboratively with them. Together they use Alex's interests to explore activities which would encourage Alex to get out a bit more. This has included regular visits to his local library where he can research his interests, and trips to Glasgow Science Centre, the Riverside Museum, the Police Museum and the National Museum of Flight in East Lothian.

Alex's changing needs have led to further adjustments to his support, including supporting him to begin using a wheelchair when outdoors, which has enabled Alex to enjoy a wider range of community activities.



Housing that adapts to meet changing needs



Our long standing remodelling programme has, over the years, seen investment in our housing across Scotland to provide more individualised housing tailored to the needs of our tenants. Last year in Golspie we undertook a major extension of one of our houses to meet the particular needs of a tenant who required accessible ground floor accommodation. We successfully applied for a grant to remodel the house to create a larger ground floor area with improved access to the garden. As a result the tenant is able to stay, with support, in the place he has lived for 25 years.

Planning work took place for the remodelling of the last of the shared houses at An Aird, Fort William. This work will convert one large flat, currently occupied by one person, into 2 smaller

accessible flats, one of which will be for short breaks.

The recently established 'My Home' group met on a regular basis. The group was set up to have a specific housing focus, as TAG has developed a wider remit involving people supported by KEY and Lifestyles, not just people who are KEY tenants.

Amongst other things the group discussed the new car parking policy, the results of our tenant's satisfaction survey and our gardening service.



In Brief

A vision brought to life



The Bearsden and Milngavie ENABLE Branch has been a long term friend of KEY since our earliest days in the area. The Branch came to KEY to discuss the use of a financial legacy to provide some form of accommodation, and from this conversation came the idea of a fully accessible holiday home for people with disabilities.

The most important element in the design of the lodge was the care taken to ensure it was fully adapted with a range of specialist equipment to accommodate a very diverse range of needs, with flexible space to enable people to take friends, family or supporters with them. The lodge was formally opened in October 2015.

Celebrating life through art



Art has long played an important part in the lives of many people supported by KEY and our sister organisation Community Lifestyles. This year we celebrated this enduring relationship between art and living a good life by hosting a unique exhibition of works by John Coccozza. In collaboration with Project Ability, we transformed the atrium space at our main Glasgow office into a pop-up gallery.

On a sadder note, Robert McCamley, whose work featured on the cover of last year's KEY Annual Review, passed away last year. Robert had been involved with Project Ability since its inception, and in his memory they hosted a memorial exhibition of his work, entitled "The sun, the moon and the stars". The exhibition also featured selected works by Ralph Douglas and Martin Sloss, again both supported by KEY.

A focus on autism priorities



Working in partnership with Autism Network Scotland and our Autism Practice Development Group, we hosted our first ever KEY and Community Lifestyles Autism Conference around the time of World Autism Awareness Day.

Using the Scottish Government's five strategic outcomes as the framework for the event, we brought together a wide range of people connected with our services for discussion, networking and interactive workshops.



Young people supported by KEY in Dunoon shared their personal stories, while Autism Network Scotland delivered a workshop on transitions planning, from managing post-school progressions to the everyday and life long transitions that can be equally challenging. In addition, Yogability and Project Ability ran yoga and art sessions.

Management Committee

Joanna Pearson (Chairperson)

A human resources specialist with a background in the private and education sectors.

Bill Mooney (Vice Chair)

A retired Chartered Engineer and a founding member. Board member of Community Lifestyles.

Angus Turner

Retired minister of the Church of Scotland. Board member and Secretary of Community Lifestyles.

Laura Finnan Cowan

Self-Directed Support Manager with Alzheimer's Scotland.

Anne Finnegan

Formerly Special Needs Manager with Glasgow City Housing.

Gillian Anderson

A clinical psychologist with NHS Lanarkshire.

Duncan Sim

Retired academic from the University of the West of Scotland.

David Meechan

An auditor with Audit Scotland. Chairperson of Community Lifestyles.

Dave Le Sage

Former Director of Access Apna Ghar Housing Association.

John Paterson

Former Head of Adult Services in Renfrewshire.

Sheenagh Simpson

Research consultant with a special interest in housing support services.

Agnes Kelly

Current chairperson of The Advisory Group (National).

Michael McKernon

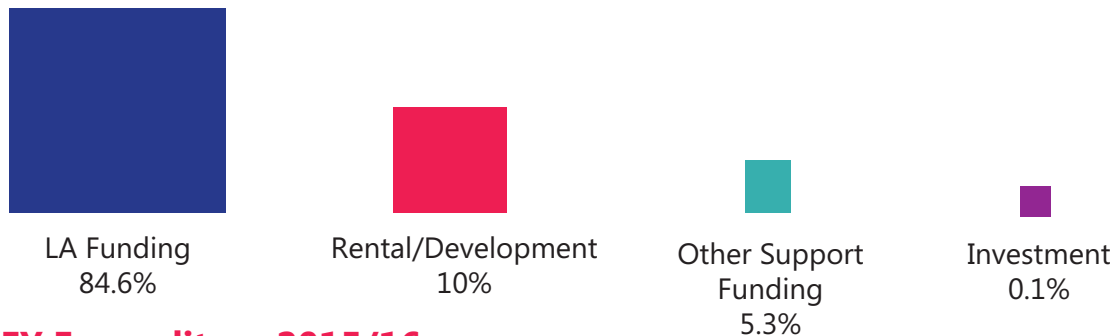
Past chairperson of The Advisory Group (National).

During the year, Sandra Blair stood down from the Management Committee after 11 years' service.

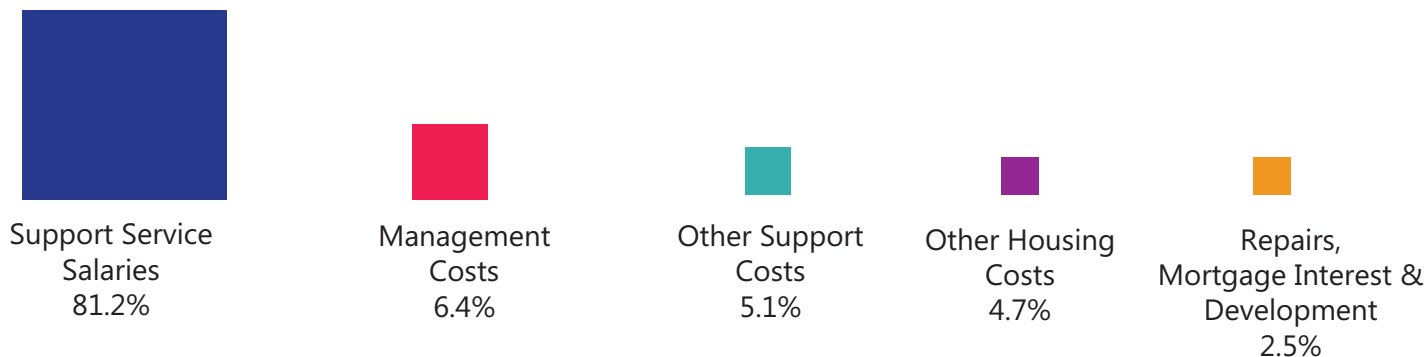
Financial Information 2015-2016

A full copy of KEY's annual accounts for the year ending 31 March 2016 is available on request from The Secretary, KEY, The Square, 70 Renton Street, Glasgow, G4 0HT.

KEY Income 2015/16



KEY Expenditure 2015/16



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VI Pensions Law, 2 West Regent Street, Glasgow.

Insurer:
Zurich Municipal, 215 Bothwell Street, Glasgow.



Community Lifestyles is a subsidiary of KEY.



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