



Key Annual Review 2020

## Welcome to our 2020 Annual Review

**And what a year it has turned out to be! As 2020 began, we could have had no idea as to what would lie ahead of us. None of us could have predicted just how much our world would change in a few short months.**

Spring brought coronavirus with it, meaning unprecedented global challenges and changes to our everyday lives which were beyond recognition.

Against this backdrop however we have been overwhelmed by the responses of the people we support, their families and our staff to these challenges. The theme, therefore, which runs through this year's annual review is appreciation. Appreciation of the resilience, warmth, compassion, kindness, commitment, flexibility and creativity that has been so evident right across the organisation.

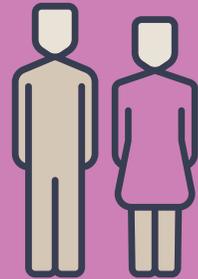
Appreciation also of the other opportunities and partnerships over the past year and through this review we invite you to share in some of the stories which have made up our, very eventful, year.



## At a glance – Key and Community Lifestyles



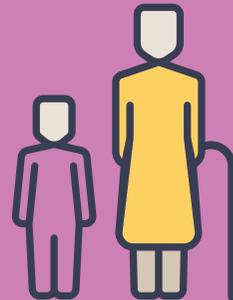
**2,309**  
staff members



We support  
56% male  
44% female



**1,012**  
people we support have  
an individual budget



**96**  
The oldest person  
we support is 96, the  
youngest is still in school



**Ayr**  
Our newest service  
came on board in  
December 2019



**68,335**  
Number of support hours  
provided per week



**723**  
tenants

## Foreword by the CEO

In a year dominated by the COVID-19 pandemic, reflecting upon the value and purpose of social care has never been more important.

Prior to coronavirus the Scottish Government's Adult Social Care Reform Programme was well underway and an inquiry into the future of social care had been launched. We were delighted to see widespread support for an approach that is rights-based, person-led and focused on promoting outcomes and citizenship.

These principles have always guided Key and Community Lifestyles. And as we ease out of the current situation, they will help us all to focus on the things that support people to live the life they choose, against a backdrop of constrained public sector finances.

Disabled people and their families, among others, have already been disproportionately impacted by the pandemic but in our search for solutions, we should not seek a 'one size fits all' approach. We need to listen to people and take their lead in shaping and designing supports, making best use of the resources already present in communities and encouraging mutual support and innovative practice.

As I reflect upon this exceptional year I am inspired and humbled by our people's generosity of time and spirit and by their selfless commitment to our work. We owe a great debt of gratitude to everyone involved with Key and Community Lifestyles for all of their contributions and the extraordinary things they have achieved again this year.

Andrea Wood



## Chair's report

It has been a year unlike any other and whilst there is lots to celebrate, this is of course set against the current challenges.



I would therefore like to start my report by thanking every single member of staff for everything they have done to support individuals, families and the organisation through the recent difficult times. Their professionalism, energy and compassion has ensured that our response to the pandemic has maintained essential services and that the people we support remained safe, well, active and connected to the important people in their lives.

Throughout the year we have maintained our focus on continuing to deliver high quality supports as well as responding to opportunities for some growth and development too. Working in partnership with individuals, and their families, we have developed 173 new support arrangements across 16 local authorities. Added to which we were delighted to begin supporting 22 people in South Ayrshire, a new local authority for us.

Notable amongst our recent partnerships has been our involvement with the 'Life through a lens' research project which looked at supporting people with learning disabilities and dementia to live well. You can read more about this ground-breaking project, and about some of the other things we are doing to support people with dementia later in the review.

This year the Board worked closely with National TAG to develop our new strategic plan which will guide our work over the next three to five years. From this joint planning our strategic themes of citizenship, inclusion, innovation and collaboration emerged, along with a focus on workforce wellbeing and development.

Our core mission remains the same; to support people to live the life they choose, close to their family and friends, and connected to their communities as equal citizens. Our plan describes how we will work together, with the

people we support, their families, our workforce and other stakeholders to achieve this. We will also continue to nurture our partnership with TAG to develop our shared role in advocating for people's rights to active citizenship.

Fundamental to the delivery of our plan is our workforce and we are fortunate to have such immensely skilled, dedicated and engaged people involved in Key and Community Lifestyles. Throughout this year's review you can see examples of how their respectful, thoughtful approach empowers people to be at the centre of their support with genuine choice and control in all aspects of their life.

I also want to pay tribute to Community Lifestyles, our subsidiary set up in 1995 to provide support to people living in Glasgow. A special publication to mark this 25th anniversary accompanies the annual review with stories of recent achievements among people supported by Community Lifestyles and their support teams.

Finally, I wish to thank my fellow Board members, our staff and the members of TAG for their ongoing support commitment and hard work again this year.

*John Paterson*

## The Advisory Group's Chairperson's report

I think it is fair to say that this past year has been one of the more unusual to report on. Before I get to the Covid-19 lockdown, I want to share some of the brilliant things that happened when life was a bit easier.

Thanks to a Scottish Government 'Support in the Right Direction' grant, TAG expanded our SDS work into Renfrewshire, Stirling and Clackmannanshire. Since starting, our two new Community Development Workers have delivered our 'Outcomes for Living' training, supported hundreds of people to design their outcome-focused support plans and developed a host of community initiatives with a wide range of local organisations.

Last year TAG got ever more active. Through our initiatives people tried an array of sports from tennis to trampolining, football, rugby and rock climbing. A real highlight was our sponsored walk of Glasgow's 'Oor Wullie' statues. Fifty people joined us, and we raised £650 for the Glasgow Children's Hospital Trust!



We were delighted that our 'Game Changers' bid to the National Lottery was successful. This three-year funding will help us get more disabled people involved with sport, support Glasgow-based venues and sporting clubs become more accessible and create new sporting opportunities. We also hope it will enable more people with learning disabilities to achieve coaching qualifications and take on coaching roles.

TAG is all about supporting people to get involved in their local communities. Across Scotland our regional groups work hard to find creative ways of getting people together. So, when lockdown began a lot of this had to stop which was really hard. To help with this we came up with 'TAG Tips, While Yer Stuck in the Hoose!' and used our Facebook pages to run competitions, dance sessions, music shows and sporting challenges. You name it, we tried it! We were blown away with the response to this with our posts reaching 10,000 hits per week and were inundated with fantastic videos, photos and stories of what people have been up to.

Hopefully we can get back to our regular meetings and programme of events soon. In the meantime, keep an eye on our Facebook pages to see all the great things people are doing.

*Rebecca O'Donnell*

## Your Life, Your Support

Over the past two years, TAG has been facilitating a national consultation with people supported by Key and Community Lifestyles called 'Your Life, Your Support'. Over 800 people from Thurso to Stranraer took part in the workshops which focused on choice and control.

Discussions were based on the National Health and Social Care Standards and used pictures, art and video to support people to think about the decisions they make in life. These ranged from those large life-changing choices like where to live, jobs and relationships, through to the smaller, but no less important, everyday decisions.

The consultation was an opportunity for people to feedback their experiences of their support. We were keen to find out if people were exercising maximum control over their own lives and if their support was a catalyst for their empowerment.

The feedback was incredibly positive. People reported that their teams provided the information, time and explanations necessary

to live the lives they wanted. They were also clear on how to complain and who to talk to if they were unhappy, or wanted to talk through changes to their support.

People felt fully involved in planning their support, both at reviews and more informally with their worker teams. And as part of the workshops, people designed an outcomes poster which could be used in their support plans for the coming year.

Suggestions and improvement ideas gained from the workshops have also informed the development of local action plans across Key and Community Lifestyles.



## Life in lockdown

Here we honour how people across Key and Community Lifestyles have responded to a situation which challenged us all in so many ways, and is likely to do so for some time to come.

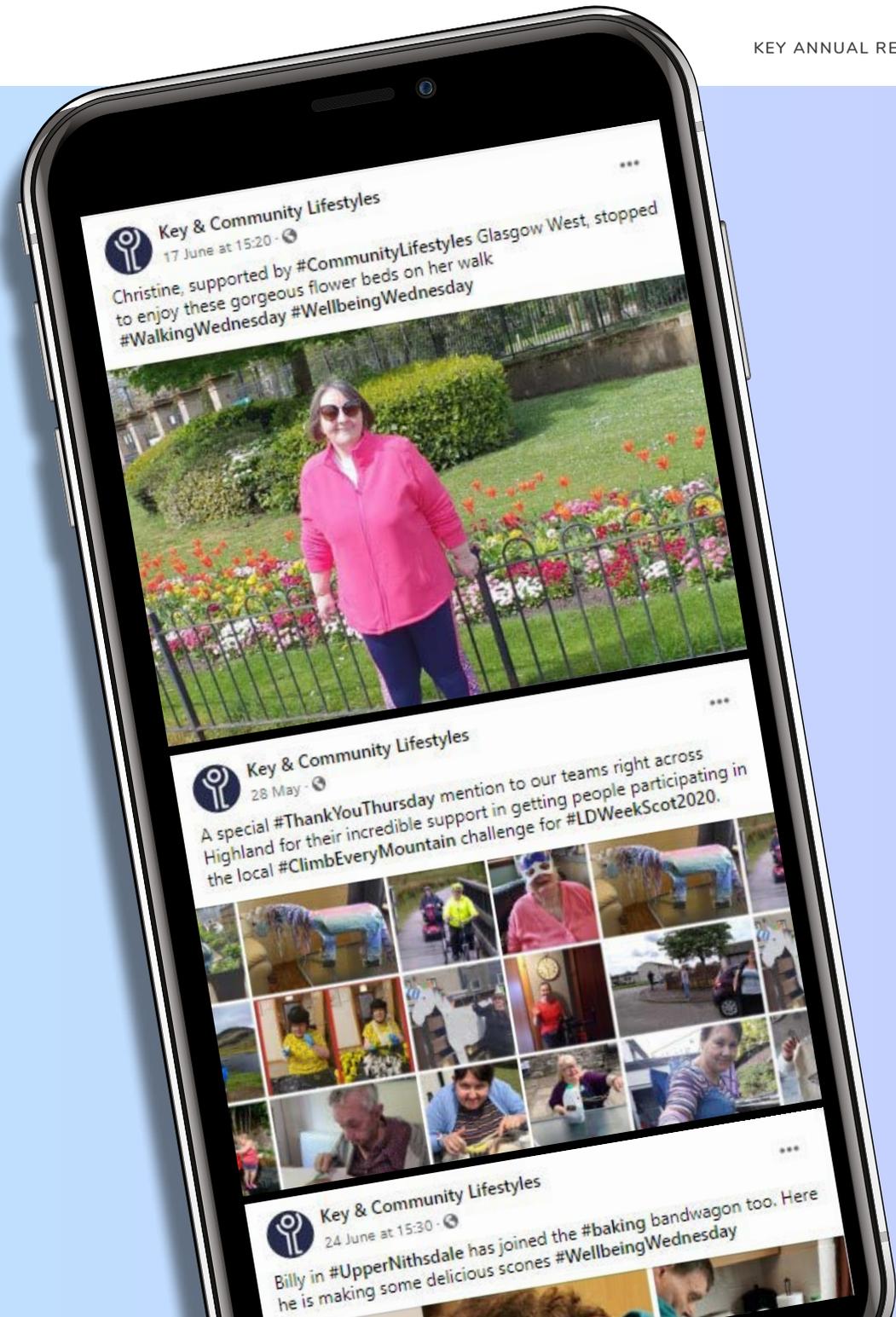
While we haven't been able to do everything we're used to, amidst it all people were generous with their skills, talents and endeavours.

So much so that our Facebook page became a wonderfully uplifting hub of photos, stories and celebrations of people making the most of lockdown life.

There was sadness too. People lost loved ones or were coping with illness and other personal difficulties at a time when those little gestures of comfort like a hug or a cuppa with that special someone were often not available. Our hearts are heavy for anyone who is facing life after lockdown without people they hold dear.

As the photos and stories that follow show, people responded to the restrictions with a great deal of spirit and resilience.

They have certainly helped us find smiles in among some difficult days.





Barbara tried out a new hobby



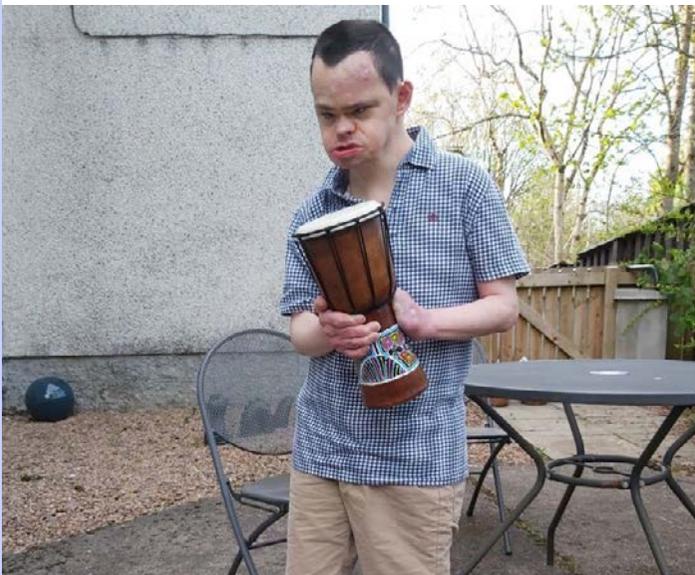
Catherine got busy knitting



Posie tried out some homemade musical instruments



Ian clapped for carers



Donna shared an important message



Billy enjoyed regular walks



## Laura – My Island Home

This 'Lockdown voices' blog was written by Laura who lives on Skye and is Chair of Highland TAG.

I thought it would be nice to share some of the things I have been up to and let you see some pictures of my beautiful home, Skye.

I have been feeding the chickens for my mum, however sadly some of them were very old and we have lost a few of them over the last few months. We only have one poor soul left.

There are many places to go walking around my home which I enjoy very much. These can take anywhere from half an hour to two hours to do.

We were out in the glorious sunshine on Monday, but the weather isn't always so nice.

There are some magnificent landscapes in and around Skye. And it's not often you see dolphins around but I saw some on my birthday which was a welcome sight.

I was telling Gordon about some of the fishermen of Harlosh that had lost their lives while out fishing in bad weather. My Dad knew one of the men as a boy. These memorials are tucked away under the cliff with a view across Loch Bracadale.

Well that's all for now, I hope you have enjoyed this wee tour of my lovely island home on Skye.



## Lockdown friendship

Colin and Stephen share their decision to live together during the Covid-19 lockdown.

We are great friends; we both get support each morning but as soon as our workers leave, we get together at Colin's house.

When we began to realise that we'd be going into lockdown our workers spoke to us about what this meant; we knew we wouldn't be able to visit each other every day anymore.

We knew we'd find it too hard not to see each other. We wanted to be able to spend time together, so we came up with an idea. Stephen's house has two bedrooms, so we suggested that we both stay at Stephen's house during lockdown.

Our team in Ardrossan worked really hard with us, and our care manager, to make this happen!

This is going really well for us. We have both been able to keep our support and this gives us so much valuable help with making it easier for us to house share.

Colin loves cooking, and he makes our dinner every night. The staff have been helping with this and we've been enjoying some great home-cooked meals.

They've shown me how to use the timer on my phone while cooking. I've been learning new recipes too – mince pie and rice pudding. I've always wanted to be able to be able to cook these and now I can!



## Managers' conference

November 2019 saw us host another hugely successful conference for our managers. This time we split the events into two days to maximise managers' ability to attend and create a relaxed, less busy space for colleagues to connect with one another.

Rebecca O'Donnell, National TAG Chairperson, welcomed people to the event, and Key's Chair, John Paterson, addressed the audience, providing an update on plans for the new organisational strategy and providing a valuable link between our governance structures and operational staff.

Our CEO, Andrea Wood, focused her presentation upon the important role managers play in leading local teams to deliver support which empowers people to live the life they choose. Her presentation reflected too on some of the challenges facing our sector and introduced an interactive section using 'Mentimeter' (an online voting tool) to seek views on how we can celebrate staff achievements.

The undeniable highlight of the main presentations was our guest speaker, Ailsa Smart, whose lively, inspirational presentation entertained the audience with her journey to becoming a young entrepreneur who runs her own arts and crafts business and demonstrated that with creativity, vision and support, anything is possible.

Finally, there was an uplifting end to the day as managers had the opportunity to view the video 'Review of the Year' which illustrated the achievements and contributions of the people we support.

Across the event, managers had the opportunity to explore some issues in greater depth in workshops. The focus of these had been determined through pre-event consultation with delegates.



Rebecca welcomes everyone to the conference

## Managers' conference workshops

In 'Quality – it's everyone's responsibility' managers discussed how they and their teams could evidence the impact of what they do and the support people receive so that this was matched to the Care Inspectorate's new Quality Frameworks and its approach to inspection, self-evaluation and continual improvement.

TAG's Community Development Team led a session on how our close partnership with them has generated many successful initiatives which support individuals to become more involved in their communities. The discussion encouraged managers to identify opportunities and barriers in their areas and a space to explore possible actions and solutions to these.

A visual person-centred planning tool was utilised in the 'Our workforce matters' workshop to capture ideas on how we can be an employer which both attracts new recruits and nurtures its workforce so that they stay. Managers were enthusiastic about how we can build on current approaches, adapt existing processes as well as having ideas on new initiatives which could recognise and acknowledge staff's contributions.

Several themes emerged from the workshops, including the need to build on current approaches, a desire to capture and celebrate the achievements of individuals and their teams,



Jean Ramsay, Head of Support, wraps up the day



'Quality – it's everyone's responsibility' workshop

ideas on reinvigorating staff communication and engagement, the importance of supporting staff development and wellbeing, the need to harness communities' potential and identify opportunities to streamline internal processes. Underpinning all of these was a strong desire to use technology to improve individuals' lives and help staff and managers in their roles.

In post event feedback managers told us they appreciated how well organised the day was and the opportunity to engage in honest, constructive conversations about topics relevant to their everyday experiences. Organisationally we greatly appreciated their positive engagement in the day, and their contributions and experiences which have been so valuable in shaping our new organisational strategy.

A short video capturing highlights from the day is available on our YouTube channel [www.youtube.be/li4Ym-psZ1l](http://www.youtube.be/li4Ym-psZ1l)

## Life through a lens

An innovative research project to find out about improving the lives of people with learning disabilities who are living with dementia.

For the past three years we have been supporting research being led by Dr Karen Watchman at the University of Stirling to find out what activities can support people with learning disabilities and dementia to live good lives.



Advisory panel meeting



Cake to celebrate the end of the project

Little research exists on whether things like meaningful music play lists, reminiscing about the past, technology and design changes can have on the lives of people with learning disabilities and dementia. So, it was exciting to be involved with such a ground-breaking project involving a diverse range of research partners including Playlist for Life, East Ayrshire Council, Hansel and the University of the West of Scotland.

Ground-breaking too because people with learning disabilities were involved in all aspects of the project from participants to advisory panel members and co-researchers. Andrew Doyle and Louise Boustead (from Key in Annan) and Michael McKernon (from Kirkintilloch) represented us on the research team and advisory panel where they helped collect and analyse data, produced easy read materials and crucially became passionate spokespeople for the research and issues affecting people with learning disabilities living with dementia. More about this later.

Staff from, and people supported, by Key and Community Lifestyles in Glasgow, Fort William and Annan supported the research too. People we support got to try out a range of personalised activities and staff were involved in recording the impact of these.

Read more about Life through a lens:  
<https://bit.ly/3g4nP5P>

## Andrew, Louise, Michael – dementia research champions

Throughout the 'Life through a lens' project the contributions of co-researchers, Andrew Doyle, Louise Boustead and Michael McKernon were crucial.

Michael was involved from the start and was named on the funding application. Alongside project lead, Dr Karen Watchman and University of Stirling colleagues, Michael was part of the recruitment panel which appointed the project researcher, Dr Kate Mattheys. As an advisory panel member, he has supported the development of easy read materials and met regularly with the researcher during the data collection phase.

Andrew and Louise worked alongside Kate to collect evidence on how the activities were working for people. Over a ten-month period, they attended workshops and participated in training to learn 'Photovoice', a quick, accessible way of documenting evidence of what's happening in people's lives and communities. Alongside Kate, Andrew and Louise visited study participants taking photographs (not of people) that represented their thoughts on dementia and the support provided during the research. They then took part in group and one-to-one

discussions before the data was analysed by the researcher Kate.

All three were involved in the International Association for the Scientific Study of Intellectual Disability (IASSID) World Congress in Glasgow in 2019. At this they co-presented alongside Karen and Kate, and delivered a poster presentation



Andrew and Louise

on their photovoice research. They have all also contributed to creating easy read resources about the research too.

Michael, Andrew and Louise have been named as co-authors on two research papers submitted to academic journals. This is hugely important as people with learning disabilities are often

under-represented in research activities both as participants and, as in this case, researchers. With their work in the 'Life through a lens' project they are demonstrating the positive contribution people with learning disabilities make to undertaking and publishing research which is relevant and accessible to a wide range of audiences.

Their passionate advocacy of people with learning disabilities and dementia alongside their important work as co-researchers has led them to be 'Highly Commended' in the 'Community Champion' category of the 2020 Learning Disability Awards, organised by the Scottish Commission for Learning Disability (SCLD). Congratulations Andrew, Louise and Michael, this recognition of your achievements is very well deserved!

They're not resting on their laurels though and have now turned their attention to a new project championing the needs of people with learning disabilities and dementia. They will be working on some new research alongside Dr Karen Watchman at the University of Stirling again. Based on an idea from Andrew, the focus will be what couples with a learning disability need and want when one partner has dementia. This will hopefully start in early 2021 and we are delighted to be involved in yet more pioneering work which could improve the lives of people with learning disabilities who are living with dementia.



Andrew, co-researcher



Louise, co-researcher



Karen, project lead

### 'Living well with dementia'

A national event for people with a learning disability.

'Living well with dementia' marked the end of the 'Life through a lens' project and provided the chance to tell people with learning disabilities about dementia, the research and its findings.

Around 70 people with learning disabilities, their supporters, as well as some professionals who work alongside people with learning disabilities and dementia, attended the event.

It was a fun and interactive day with a mix of presentations and practical sessions. The Music Detective, Andy Lowndes of Playlist for Life, led a lively workshop which gave loads of great tips ideas for compiling personal playlists.

A range of craft and other activities aimed at supporting people to reminisce and participate in group situations were available to try out and made sure people remained engaged and energised following an excellent lunch.

Robotic cat, Magnus, was a surprise hit on the day too. Kind of cute, fluffy and responsive, he could make a good alternative for animal companionship for people whom pet ownership might be difficult.

He was no match however for 'Cool Creatures' who joined us for the last session of the day to deliver an animal assisted therapy workshop. Getting the chance to learn about and meet some very exotic creatures caused quite a buzz and ensured the day finished on a high.

Download an easy read of the *Life through a lens* research findings <https://bit.ly/2YtkEha>



A chance to try out some activities



Michael, advisory panel member and dementia research champion, addressing the conference

## My Home Group – we are dementia friendly

Another busy year for the My Home Group, the highlight of which was becoming dementia friends.

As well as supporting our Housing section on our tenant policies and services, the My Home Group are always keen to engage with wider issues that could affect our tenants.

One of the issues they were keen to find out more about and understand was dementia. So, they approached Alzheimer Scotland to run a Dementia Friends session for group members.

The Dementia Friends sessions are part of an Alzheimer Scotland initiative to raise awareness of what it means to live with dementia, the challenges people with dementia can face day-to-day and also hopefully begin to make organisations, businesses and our communities more welcoming, inclusive places for people with dementia to be.

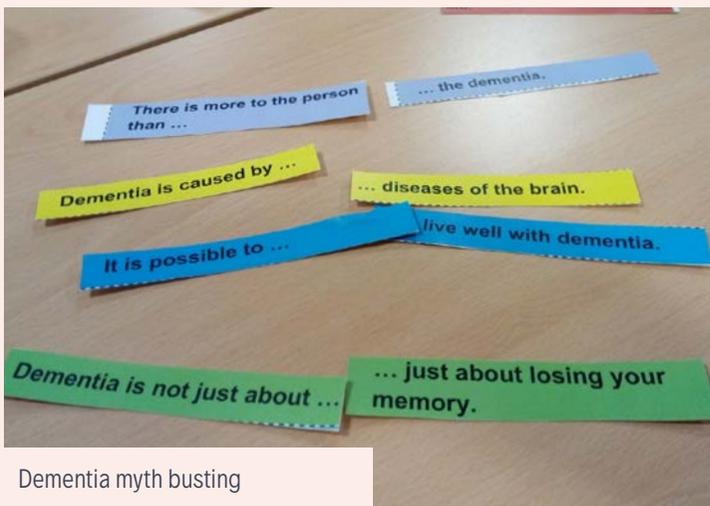
It was a really interactive session with lots of opportunities for participants to share experiences, ask questions and learn about how we can all play our part in making life

that wee bit easier for people with dementia in our own lives and communities.

The group were absolutely delighted to be awarded their Dementia Friends badges and certificates having successfully completed the workshop.

Find out about becoming a Dementia Friend here: <https://bit.ly/3eUfoZg>

Since the Dementia Friends session, we are sad to say that Tommy Dallas (front row, second left on p19's image), who was a tenant in Lanark, has passed away. Tommy was a huge character in the life of Key locally and nationally and very well known and loved across the organisation. We know that Tommy's family, friends and team miss him very much and they are in our thoughts.



Dementia myth busting



Dementia friends group work



There was lots of discussion



People were delighted to receive their certificates

## Appreciating our history – 40th book launch

Our 40th anniversary in 2018 gave us the perfect opportunity to reflect upon our past and celebrate our roots.





Throughout our 40th year we spent time meeting and bringing people together to reminisce and capture some of those important stories of how Key was set up. As a way of thanking those who contributed, and to share the finished book with them, we hosted a small launch event at our main office in December 2019.

It was lovely to see so many of the people we support, staff and board members at the event and to be joined by Ian and Rikke from Iriss who supported us to design the book and pull it all together.

It was such a huge privilege to be able to tell these stories and we hope you enjoy reading them as much as we enjoyed hearing them.



Download the book here:  
<https://bit.ly/2D4Cdfp>



## Our Board

Key's Board is at the very heart of everything we do.

Our Board benefits from the wide range of experiences and knowledge of its members, who include family members of disabled people, professionals, and people we support through their strong links with TAG.

### **John Paterson (Chairperson)**

John is a former Head of Adult Services in Renfrewshire.

### **Joanna Pearson (Vice Chair)**

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

### **Sheenagh Simpson (Vice Chair)**

Sheenagh is a research consultant with a special interest in housing support services.

### **Angus Turner (Vice Chair)**

Angus is a retired minister of the Church of Scotland.

### **Gillian Anderson**

Gillian is a clinical psychologist with NHS Lanarkshire.

### **Jack Crombie**

Jack is a retired solicitor and founding member of Key.

### **Karen Jamieson**

Karen is a trainee actuary with an interest in services for people with learning disabilities.

### **Dave Le Sage**

Dave is the former Director of Access Apna Ghar Housing Association.

### **Bill Mooney**

Bill is a founding member of Key and a retired chartered engineer.

### **Ann McGuigan**

Ann was formerly Head of Quality and Contracts at The Richmond Fellowship Scotland.

### **David Meechan**

David is an auditor with Audit Scotland.

### **Robert Parry**

Robert is a senior nurse with a career in clinical practice, education and regulation.

### **Rebecca O'Donnell**

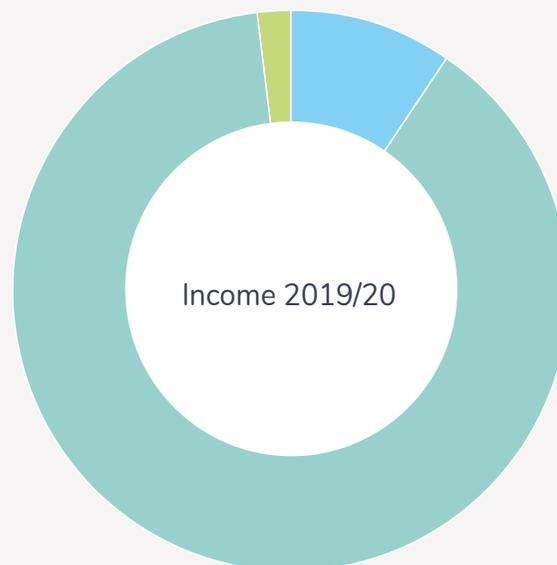
Rebecca is the current Chairperson of TAG.

During the past year 3 Board members stood down: Duncan Sim after 19 years' service, Laura Finnan Cowan after 3 years' service and Paul Cannop, also after 3 years' service.

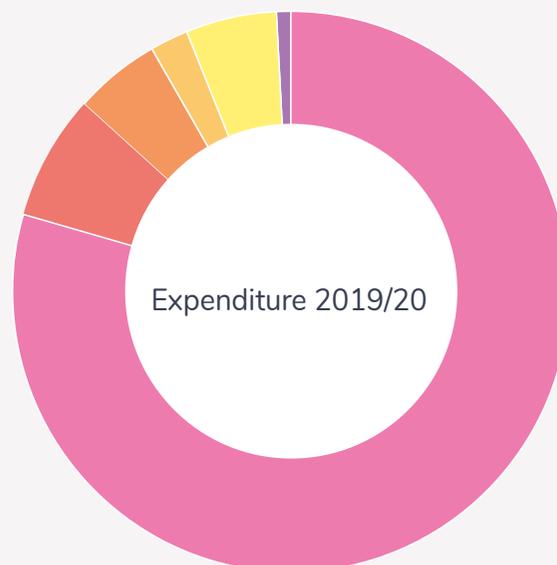
## Financial information 2019/20

A full copy of Key's annual accounts for the year ending 31 March 2020 is available on request from The Secretary, Key, 70 Renton Street, Glasgow G4 0HT

Key is a society registered under the Co-operative and Community Benefit Societies Act 2014, company number 1938 R (S) and with the Scottish Housing Regulator, registration number 141. Key and Key Housing are names used by Key Housing Association Limited, a charity registered in Scotland, charity number SC006652. Community Lifestyles Limited, company number SC186901. A subsidiary of Key Housing Association and a charity registered in Scotland, number SC028041.



Rental Income.....	£5,559,649	9.9%
Support Services Funding.....	£49,515,826	88.4%
Other Income .....	£932,786	1.7%



Support Service Salaries.....	£44,818,340	81%
Management Costs .....	£3,760,429	6.8%
Other Support Costs .....	£2,891,769	5.2%
Repairs .....	£940,040	1.7%
Other Housing Costs.....	£2,308,890	4.2%
Other Expenditure.....	£583,603	1.1%

Cover art by  
Ralph Douglas

You can also view our Annual Review  
on our website which gives access to  
a range of accessibility options.

[www.key.org.uk](http://www.key.org.uk)



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