



Foreword by the Chief Executive



In spite of the challenges again this year we have maintained an unwavering commitment to supporting people to live the life they choose, in their own communities, and surrounded by the people who are important to them.

And although, at times, people have been doing this in a slightly different way as we navigated the varying stages of the pandemic, as our review shows, there are many things to be thankful for as we look back and mark people's considerable achievements.

Our approach is always centred on genuine partnership: with the people we support, their families, TAG (The Advisory Group), and colleagues in other organisations. And through these, opportunities to support good lives and encourage warm, respectful, mutual relationships have been created and resulted in some incredible outcomes with people continuing to be active, engaged and connected in their communities.

Some of these partnerships are featured in this review, which tells the story of resilience, compassion, and creativity that characterises everyone involved with Key and Community Lifestyles. From our Board Members whose direction and support enabled us to be agile in the face of ever-changing circumstances, through our staff whose continued passion and energy has been outstanding, to the people we support who have achieved so much in such uniquely challenging circumstances.

I could not be prouder of the way in which everyone has come together to keep each other motivated, committed, and upbeat in such challenging and uncertain times. I would like to thank each and every one of them for their outstanding contribution to Key and Community Lifestyles once again this year.

Andrea Wood

TAG Chair's report

Last year was another difficult year for TAG. The Covid restrictions meant that we still couldn't get together for our usual TAG meetings.

We continued to host events online and we made the most of our social media, but it is fair to say that we were desperate to get back to normal. So, as the vaccine programme rolled out and the restrictions began to ease, we were delighted to begin to organise some in person activities.

First up, were the dance guys who moved from online to meeting for their dance sessions in Glasgow Green. Football quickly followed, along with tennis, walking groups, gardening – anything we could do outside, we did it. It has been great seeing people again and taking the small steps we can, while keeping an eye on Covid.

People have continued to send in brilliant pictures and stories which we post on our Facebook pages, and we have also set up Friends Across Scotland, an online social get together which runs every fortnight, with people joining from Thurso to Stranraer for a cuppa and a chat.



Last year also marked two anniversaries. 2021 saw TAG's 25th birthday - 25 years since Key set up the original Tenants' Advisory Group. From that small group of 14 people, the growth and success of TAG can be seen through all we've achieved.

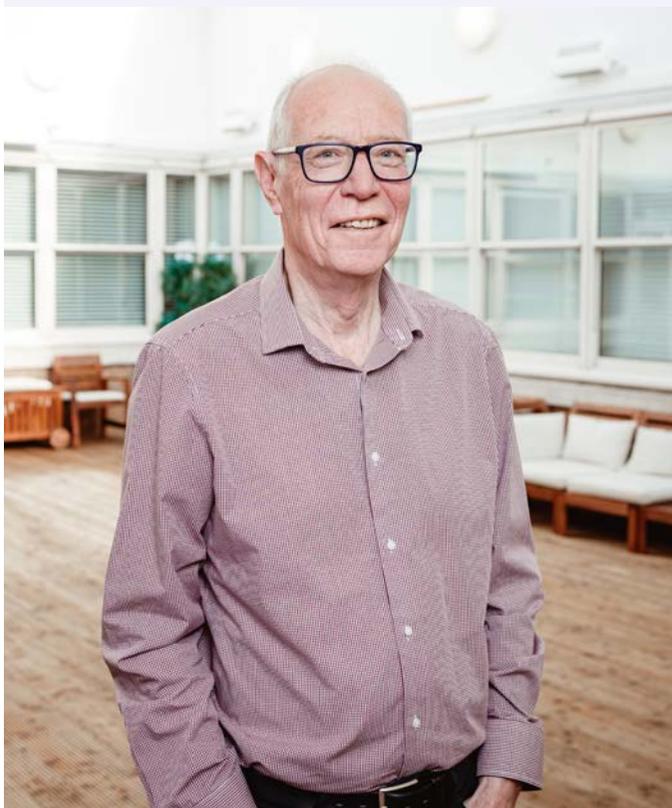
Perhaps our proudest achievement is our other anniversary, as 2022 marks 10 years of TAG being an independent charity. It has been an exciting journey and although we can't have our usual balls and parties, we will host a number of events both locally and nationally to celebrate the many milestones we have had along the way.

As we move forward into 2022, we hope that the progress with Covid continues and that our regional TAG structure can get back up and running very soon.

Rebecca O'Donnell

Chair's report

This has been a year where the future system and structure of social care support has been a topic of much debate, as against a backdrop of the pandemic the Scottish Government published the National Care Service (Scotland) Bill.



Key strongly supported the ambition and direction of travel set out in the Independent Review of Adult Social Care (the Feeley Report), a key principle of which was that we have a duty to co-produce any new system with the people who it is designed to support. We were delighted to see the articulation of a new approach, that puts people at the centre, inspires genuine co-production, and empowers and enables the social care workforce.

This ambition of the Feeley Report, which has subsequently led to the publication of the National Care Service Bill, is not yet wholly reflected in the National Care Service proposals. And although the Bill includes a commitment to human rights, fair work and co-production, it remains to be seen if the required changes in culture, relationships and behaviour will follow. For Key, we will continue to play an active part in the debate, working alongside the people we support to advocate for a system that is built on respect, partnership, and collaboration.

The stories in our review reflect how important local creativity and responsiveness is and, in our view, how we must avoid any system which becomes overly centralised and controlling. An essential ingredient will be to give expression to the principles of self-directed support and ensure that people have as much choice and control over their lives, and their support, as possible.

We will work with TAG to ensure that the voices of the people we support are clearly heard as the next stages of shaping the legislation begin.

TAG has continued to play an important role in the governance of our organisation and the Chairperson, Rebecca, has maintained her place on Key's Board ensuring that the people we support have a say in Key's purpose and direction. This means that we remain true to our guiding principles of always starting from a position of shared decision-making, so we can better understand the impact of the decisions we make and ensure that respect for people's human rights remains at our core.

This year will be my last as Chairperson as I will be stepping down after September's Annual General Meeting. Even without Covid the last five years have certainly been challenging for us, but as ever the ways in which we have responded to these challenges have been exceptional.

I have thoroughly enjoyed my time as Chairperson, which has been made easy by the dedication, commitment, and hard work of staff throughout Key, the members of TAG and the Key Board Members. A heartfelt thank you to you all for your support.

John Paterson

Key 2021-22

Although the pandemic has continued to affect some things in our working and personal lives, it's fair to say over this past year there have been more chances to enjoy what life has to offer. And, as you will see in the coming pages, people supported by Key and Community Lifestyles have been making up for lost time by embracing new experiences, forming new friendships and taking on new challenges.



6 KEY HIGHLAND



- CAITHNESS
- EASTER ROSS
- FORT WILLIAM
- GOLSPIE
- INVERNESS
- MUIR OF ORD
- NAIRN
- SKYE



EASTER ROSS ADOPTED SOME COMMUNITY PLANTERS



KEVIN GOT BACK TO SWIMMING

234
PEOPLE SUPPORTED


82
OLDEST PERSON SUPPORTED & YOUNGEST 18



AN ARTIST'S IMPRESSION OF HOW THE HAVEN CENTRE WILL LOOK
PHOTO CREDIT: COLIN ARMSTRONG ARCHITECTS COURTESY OF THE HAVEN PROJECT

Powerful partnerships

It has been a busy year across our three Highland branches with partnership working being a particular focus for our activities. Foremost among these has been our involvement with The Elsie Normington Foundation's Haven Project, which will bring a purpose-built resource for children and adults with complex needs to the Highlands and Islands.

The development, which will be based in Inverness, will include 3 short break flats, and will enable us to build up on the success of our current short breaks supports which are located in Nairn and extend the availability of short breaks across the Highlands and Islands.

Although, still very much in the development stage, we are excited to be working with partners from the Elsie Normington Foundation and local contractors to bring the Haven Project to life. And of course, at the very heart of this work is the involvement of local disabled people, families, and TAG who are ensuring that the resource is co-produced by those who will be accessing it.



Find out more about the Haven Project and watch a video of the development progress so far – <https://bit.ly/3TELzRS>.

Elsewhere across Highland, more exciting things have been happening. In Easter Ross we are delighted that our involvement with a new housing development in Muir of Ord will enable 6 people to move into their first home of their own, building on the success of 3 further flats in Conon Bridge.

And in Caithness, we were delighted to be involved with the Thurso Community Development Trust's 'We WANT Festival' which aimed to highlight the health inequalities experienced by people living in the northern Highlands, due to factors such as poverty, disability, gender, among others. This year, the festival focused on women's health and wellbeing and was delivered in partnership with a range of local organisations including NHS Highland, Home-Start Caithness, Befrienders Highland, and Pride Highland.

Visitors to the festival were able to try out various health and wellbeing activities and it was attended by local MSP, Maree Todd. Colleagues from, and people supported by, the Key Caithness team handed out positivity goodie bags and spoke to people about the value of good social care support – to help people lead their best lives – as well as taking part in some of the fun things on offer on the day.



Watch video highlights of the day - <https://bit.ly/3Rqselu>.

8 KEY CENTRAL



FALKIRK NORTH
FALKIRK SOUTH
SAUCHIE
STIRLING



SAUCHIE GOT SOME FUN EQUIPMENT FROM FORTH VALLEY DISABILITY SPORTS



LYN, FROM STIRLING, HAD A TRIP TO LONDON FOR A SPECIAL OLYMPICS EVENT



91

OLDEST PERSON SUPPORTED & YOUNGEST 17

170

PEOPLE SUPPORTED



THE KEYNOTES

Make some noise for Falkirk

We know that the pandemic has had a huge impact on the health and wellbeing of all communities across Scotland. And for disabled people and their families, this has been particularly keenly felt.

The Scottish Government recognised that communities would need some resources to support them to recover from the effects of the pandemic by setting up a Communities Health and Wellbeing Fund.

In Falkirk, the team were successful in gaining a grant from the fund, which is administered by CVS Falkirk, to create an inclusive singing group for people supported by our teams across the town. Using the power of music, and with the support of a skilled facilitator, the group, called The Keynotes, have brought people together again and in the process are building confidence, tackling loneliness, and nurturing friendships, old and new alike.

The group has been rehearsing regularly in various community venues and are now sharing their passion for music and singing with audiences at several Falkirk care homes who are partners in the project, and another group of people whose lives have been greatly impacted by the pandemic.

The Keynotes' programme of singalong classics from all eras, has been warmly received by all who have participated in the sessions and has attracted some fantastic feedback.



“The atmosphere in the room was fun, accepting and happy. It was very evident that the Choir brings a lot of joy to all members of the Keynotes.”

“It was good see residents and families at the nursing home joining in.”



You can watch some video highlights of The Keynotes performances here – <https://bit.ly/3AFL0P7>

10 KEY CLYDE COAST



- DUNOON
- HELENSBURGH
- INVERCLYDE EAST
- INVERCLYDE WEST
- RENFREWSHIRE



INVERCLYDE GOT ON THEIR BIKE

162
PEOPLE SUPPORTED



THE DUNOON LADIES ENJOYED A MINI-BREAK


92
OLDEST PERSON SUPPORTED & YOUNGEST 20



JOHN

Football for all

Our partnership with TAG and their community development activities are particularly important to people supported across our Clyde Coast teams. We enjoy strong links with TAG's Community Development Workers in Inverclyde and Renfrewshire, and Clyde Coast TAG is always active, with plenty to share on their Facebook page.

TAG's focus on community development and sustainability, alongside its commitment to co-production has been especially successful in Renfrewshire, where John, who has been supported by Key in Renfrew for many years, has led to the development of an inclusive football team in Paisley.

As a lifelong lover of football, both as player and fan, he saw the potential for the creation of a team which would be inclusive and accessible to players of all abilities, whether they'd kicked a ball before or not. So, he approached TAG's Community Development Worker, Clare Murphy, with his idea to get a team up and running.

Together they have worked hard to build the team over the past few years and even though the pandemic got in the way for some of that time, the team are going from strength to strength. They train twice weekly and around 30 players are involved across these sessions. They also have a partnership with local football team, St Mirren, who now officially host the team and provide coaching. Recently, through the fundraising efforts of team members, they have purchased their own strips too.

John is ambitious for the team and himself. He's keen to build on the successes they've already enjoyed and grow the team even more.



And having recently been involved in a football tournament as part of TAG's 10th birthday celebrations, he'd love to get the team into a pan-disability league.

For himself he'd like to further develop his coaching skills, as he's already recently completed his SFA (Scottish Football Association) Coaching Level 1.1 badge. This has enabled him to play an important role at the training sessions; supporting the coach, and leading drills and warm-ups but he would like to take on even more of a role at the sessions. He's passionate about making football accessible for anyone who wants to play and has co-designed a disability awareness training session for football coaches, which he also co-delivers.

We're looking forward to seeing what John and his fellow players achieve next!

12 KEY DUNBARTONSHIRE



DALMUIR
DUMBARTON
FAIFLEY
KIRKINTILLOCH
MILNGAVIE



ESTHER, FROM FAIFLEY,
ENJOYED SOME AFTERNOON TEA

198
PEOPLE SUPPORTED



DANCING FUN AT THE ROCK
CLUB (DUMBARTON)

79
OLDEST PERSON
SUPPORTED
& YOUNGEST
SCHOOL AGE



IN KIRKINTILLOCH, THEY CELEBRATED THE PLATINUM JUBILEE

Out and about in Dunbartonshire

Across Dunbartonshire people are getting back out and about again, doing things they hadn't been able to enjoy for a long time and finding new hobbies and interests.

In Dumbarton, there were opportunities to get together again while trying new things at The Rock Club hosted at Dumbarton Football Club's stadium.

In Alexandria, Brian has taken on a volunteering role with The Leamy Foundation tending to several gardens in the local community. He does this on top of maintaining the allotment which he shares with his mum.

Willie, supported by our Faifley team, very much enjoys relaxing in his garden and as a keen artist has combined his two loves by taking his art outside. Nature has long been a source of inspiration for some of the greatest artists and it seems Willie would agree.

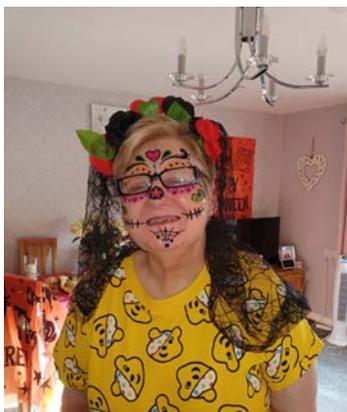
And William, supported by Key's Dumbarton team, volunteered to become the star of a new video to help people find out about Key and Community Lifestyles. He's been turned into an animated character and provided the voiceover for the new resource which will be available later this year.



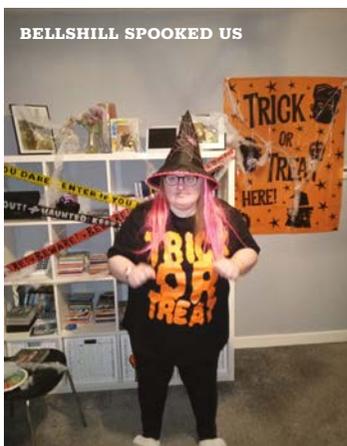
14 KEY NORTH LANARKSHIRE AND WEST LOTHIAN



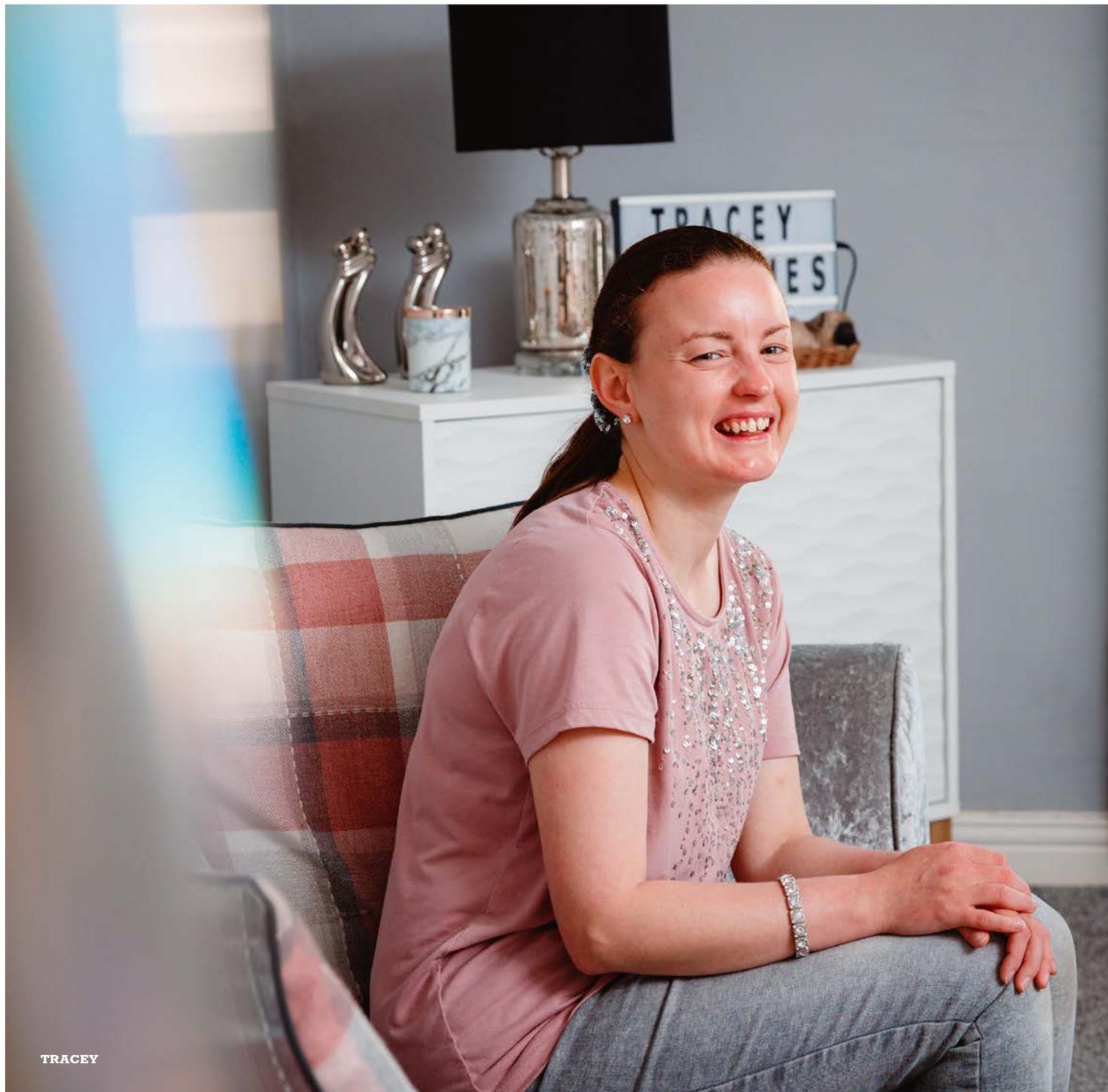
NORTH LANARKSHIRE
WEST LOTHIAN



173
PEOPLE SUPPORTED



102
OLDEST PERSON SUPPORTED & YOUNGEST 20



TRACEY

North Lanarkshire's brightest stars

Tracey lives in Airdrie and has a very busy week with all the things she's involved with, including a volunteering job at the British Heart Foundation's shop in the town.

But the undisputed highlight of her week is Shining Stars, an inclusive theatre group based in Coatbridge. Tracey was encouraged to go along by her friend who was already a member and since joining in 2018, has never looked back.

She particularly enjoys being a part of the many shows that Shining Stars put on, as they provide a chance to perform in front of an audience. Throughout her time with Shining Stars she has performed a diverse range of songs from West End hit shows such as 'Dreamgirls', 'Aladdin', 'Les Miserables', 'The Lion King' and 'Mamma Mia'.

She is looking forward to performing 'Bad Cinderella', a song from 'Cinderella', at their show later this year and is excited to be wearing the costume that has been chosen for her to perform in.

As well as the shows, Shining Stars host an annual summer ball which is a chance to acknowledge the work of all the theatre group members and at which trophies are awarded to those members whose achievements merit special attention. Therefore, Tracey was delighted to receive an award at the most recent ball, in recognition of her continued effort and commitment to Shining Stars.

We hope Tracey 'breaks a leg' in her forthcoming role as Bad Cinderella!

Gina also attends Shining Stars and loves it as much as her friend, Tracey, does. She, too, has performed numerous musical theatre standards from shows like 'The Greatest Showman' and 'Mamma Mia'. She has even played an iconic Pink Lady from 'Grease'.

As well as performing, Gina also plays a vital role in supporting some of the children and younger people who attend Shining Stars. She enjoys helping out at rehearsals and on show night by using signing and finding other ways to help the young people communicate and take part.



Like Tracey, Gina was recognised for her contribution to Shining Stars at the summer ball and got a 'Star of the Year' award, of which she is justifiably proud. And away from performing, Gina's family is very important to her. She is very close to her grandparents who live nearby and enjoys staying in touch with her uncle in Canada. They FaceTime one another regularly and he has been known to sing and play guitar to her.

It seems like music and performing is very much a family affair for Gina!

16 KEY AND COMMUNITY LIFESTYLES GLASGOW



- KEY EAST
- KEY SOUTH
- KEY WEST
- COMMUNITY LIFESTYLES EAST
- COMMUNITY LIFESTYLES SOUTH
- COMMUNITY LIFESTYLES WEST



LIZ & CHRISTINE ENJOYED GLASGLOW



SHAUN CLIMBED THE WHANGIE IN THE OLD KILPATRICK HILLS

693

PEOPLE SUPPORTED



92

OLDEST PERSON SUPPORTED & YOUNGEST SCHOOL AGE



ANDY, LAURA, JAYDEN

Family and football, matters

For football fan and skilled player, Andy, Game Changers has provided the chance to build upon his already successful playing career to obtain his coaching badges. As someone who has won numerous medals - including gold - playing football at the Special Olympics, as well as continuing to play with several football teams, Andy felt he had plenty of wisdom and experience to pass on to new and up and coming players.

Coaching was something he'd always wanted to do, so when the chance arose to complete some coaching badges, he jumped at it. He worked with TAG's Community Health and Support Co-ordinator, Neil, to access the courses and successfully completed several SFA coaching courses, despite the extra challenges posed by having to do these online due to the pandemic.

Now he's actively looking for a coaching place with a team and is hoping that as restrictions around the pandemic have eased, he'll soon be able to put his knowledge and skills to good use in supporting the next generation of players to become football stars.

Away from the pitch, Andy is very much a family man. He and his partner, Laura, have a young son called Jayden who keeps them very busy. It's another area of their lives where Andy and Laura have benefited from the support of their team at Key, and Glasgow TAG supporter, Steven, who was their support co-ordinator at the time of Jayden's birth.

Following Jayden's birth, Andy and Laura had to work very hard, with the support of their team, to become a family with Jayden at the heart of it. They were determined and committed to doing their very best for Jayden – and this has paid off.

Jayden is a very chatty 7-year-old now, who's doing well at school and like lots of wee boys his age, has ambitions to become a superhero! And who knows ... maybe he'll also follow in dad's footballing footsteps.



In the mood for dancing

The partnership between TAG and Dance4All started back in November 2020 when they were asked to join TAG's online activity programme – 'Tag tips while yer stuck in the hoose!'

The classes were offered out to anyone that fancied joining for an hour of fun during a really difficult time in everyone's lives.

The initial plan was just to offer it for the 6 weeks running up to Christmas and see what interest there was in it. The feedback was so positive that TAG made sure the dance classes returned for 2021.

The classes continued to run on a weekly basis and the numbers grew and grew. And with the ever-changing Covid restrictions, the classes provided some welcome routine for the people who participated.

Over the months, it became clear that a real community was emerging from the online classes. So, when May 2021 brought the chance to meet in person once again, the classes moved to an outdoor location at Glasgow Green. This was fantastic for the class, as people who'd only ever been a face on a screen were now meeting in real life for the first time and all because of their love of dance! From here, as restrictions allowed, the class then moved indoors to their new base at a brilliant dance studio at Gorbals Leisure Centre.

The classes have really benefitted from the experiences of the people who join in too. TAG always strive to make things inclusive for disabled people. So, they were keen to ensure that the dance class was as accessible as possible too. In achieving this they have taken on board the suggestions and help of one class participant in particular, Amy.



Amy is visually impaired and hadn't really had a great experience in any previous dance classes she'd gone to. When she joined the Dance4All session online, TAG spoke to her about what could be done to make the online class a good experience for her. As a result of her input, the classes were adapted so that they worked for her, and she was able to fully participate. And since then, Amy has really grown in confidence.

Another success story has been Victoria who is supported by Community Lifestyles East. Not only has Victoria shown a real passion for learning to dance, but she has also showed huge enthusiasm to become a teacher herself. So much so, that she is now undertaking her teaching badges with Dance4All's support and one day hopes to become the assistant for the class.

20 KEY AYRSHIRE AND SOUTH LANARKSHIRE



- ARDROSSAN
- AYR
- SALTCOATS
- LANARK
- LESMAHAGOW
- RUTHERGLEN



IN ARDROSSAN, THEY UPCYCLED OLD TYRES TO MAKE PLANTERS

169
PEOPLE SUPPORTED



THE AYR WALKING GROUP GOT BACK ON THEIR FEET


89
OLDEST PERSON SUPPORTED & YOUNGEST 19



BLAIR AND DEREK

A wee break away

After spending most of the past 2 years very close to home, Blair and Derek in Lanark felt the time was right for a bit of a change of scene. And so, the holiday planning began!

With support from Steven in the Lanark team, they booked their trip to the beautiful East Neuk of Fife and even convinced him that matching holiday shirts would be a brilliant idea.

They had a great time and packed loads into their time away. As well as visits to the beach, they took in some of the local attractions and of course those matching shirts got an outing too. Amongst it all, though, they still found time to relax and enjoy the gorgeous scenery.



BLAIR & DEREK ORGANISED MATCHING HOLIDAY SHIRTS FOR THEMSELVES AND STEVEN FROM THE LANARK TEAM

A place to call home

In North Ayrshire, we are working alongside partners from North Ayrshire Health and Social Care and Partnership and North Ayrshire Council to enable people with a range of support needs to move into their first homes of their own.



**HOW CALEY GARDENS WILL LOOK
PHOTO CREDIT: COURTESY OF NORTH AYRSHIRE CHSCP**

Caley Gardens is a brand-new development featuring houses which have been purpose-built with a range of adaptations and assistive technology to promote people's independence. Things are going really well with the build and the first people are expected to move in towards the end of September 2022.

Even though the build is still in development, the team in Saltcoats have been busy getting ready by recruiting and training new support staff. And they've also been spending time getting to know the people due to move into their new homes and working alongside them and their families in planning the support they need to live good lives.

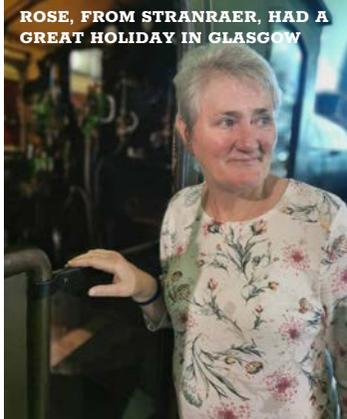
22 KEY DUMFRIES AND GALLOWAY



ANNAN
NEWTON
STEWART
NITHSDALE
STRANRAER



FRANCIE HAS BEEN TAKING CARE OF KEY'S PLANTERS IN STRANRAER'S TOWN CENTRE



ROSE, FROM STRANRAER, HAD A GREAT HOLIDAY IN GLASGOW

210
PEOPLE SUPPORTED



87
OLDEST PERSON SUPPORTED & YOUNGEST 16



ANDREW AND LOUISE

Stand By Me: continuing our commitment to dementia research

For several years now we have been delighted to support Professor Karen Watchman of the University of Stirling's ground-breaking research into the experiences of people with learning disabilities who also have a dementia diagnosis. Central to our participation in this work has been the involvement of 2 people supported by our Annan team, Andrew and Louise.

They were at the forefront of the first project we were involved with, 'Life through a lens', which looked at activities and adaptations which could support people with learning disabilities to live well with dementia. They were rightly recognised for their role as co-researchers, alongside Michael who lives in Kirkintilloch, winning a commendation at SCLD's (the Scottish Commission for People with Learning Disabilities) Scottish Learning Disability Awards in 2020. However, neither Andrew nor Louise was content to rest on their laurels and pushed for more research into this important issue.

Andrew was particularly keen to look at what helps couples with learning disabilities, where one person has dementia, to adjust to how their lives change following a diagnosis and also ensure the partner without dementia can be supported to understand what is happening to their loved one. Using Andrew's idea as the basis of a new research proposal, Professor Watchman successfully bid for a grant from the Dunhill Medical Trust. From this 'Stand by Me' was born and now has a lead researcher, Dr Paula Jacobs, and a very active advisory group with representatives from Alzheimer Scotland, the University of Edinburgh as well as Andrew and Louise on behalf of Key and Community Lifestyles.



The 'Stand by Me' advisory group has been meeting for over a year now and yet again Andrew and Louise's involvement has been crucial to ensuring that the research is grounded in the lived experiences of people with learning disabilities and focuses on what issues matter to them. The data collection phase has recently finished, with the findings due to be published later in 2023 which we're committed to getting widely circulated once ready.

Our workforce matters

It has been another year in which our workforce has demonstrated their unwavering commitment to the people they work alongside.

With their compassion, energy, and creativity they have supported and responded to the emotional, physical, and practical needs of individuals and their families as they navigated their way out of the pandemic.

This has been no mean feat, as they too have had to steer their own way through the various changes at work and in their personal lives.

Mindful of this, local managers, as ever, found numerous ways to recognise and support the commitment and resilience of their teams. These have ranged from quick check in calls, to one-to-one and small group catch ups as circumstances allowed, through to small gifts and tokens to promote individual and team wellbeing.

There have been opportunities, too, to meet online with their peers across the organisation to reflect on their experiences, share what's been helpful and think about how we can support our staff and each other. And we have made use of national initiatives such as the Scottish Government's National Wellbeing Hub, as well as preparing our own resources which signposted the range of information and support services available to our workforce, such as access to financial, legal, bereavement, counselling, coaching, childcare, and carer support.

Alongside this, we have maintained our strong partnership with the City of Glasgow College's Faculty of Education and Humanities, who have delivered eight accredited Leading First Aid for Mental Health courses.

To date, this has enabled forty-eight managers and staff to build on their knowledge and skills in relation to recognising and responding to the mental health needs of those they work with. Earlier this year they came together to share the impact this course has had on their practice, and we will be regularly engaging with the group to explore how we can build on this.



SQA Centre Activities

In the last year we have continued to assist support workers, supervisors, and managers in services to obtain the qualifications they need to be fully registered with the Scottish Social Services Council.



New ways of working and evidencing staff practice were required, as we continued our focus on keeping individuals and staff safe and well by working to changing pandemic regulations and guidance.

It is testament to the tenacity and resilience of our staff, managers, SQA team and partners that, despite the numerous challenges, over 265 staff across Key and Community Lifestyles have successfully completed their SSSC-required qualification since our first ever online SQA Ceremony back in October 2020.

In the midst of all of this, our SQA Centre had three separate SQA verification visits, which were undertaken using a hybrid approach of email exchanges, online meetings and phone calls with our SQA team and candidates.

The Verifier recognised that both evidence and feedback from candidates highlighted the great support provided by the team. Several areas of good practice were also recognised, for example our online SVQ Forum was seen as “a really excellent resource jam-packed full of information and ensures that development opportunities are available for learning”.



The delivery of the Professional Development Award in Health and Social Care Supervision was also praised, citing the “Excellent teaching pack which contains a plethora of very useful information for the candidates”.

Our systems and processes visit resulted in positive feedback too, and we were delighted to see the commitment of our SQA team reflected in the verification process, with all three elements retaining SQA’s highest ‘high confidence’ rating.

Our Board

We are privileged to have the support of a hugely talented group of people who make up Key and Community Lifestyles' Boards. They bring enthusiasm, energy, and passion to everything we do.

John Paterson
(Chairperson - Key)

David Meechan
(Chairperson -
Community Lifestyles)

Mary Parker

Gillian Anderson

Jack Crombie

Musab Hems

Susan Hunter

Sheenagh Simpson

Karen Jamieson

Dave Le Sage

Ann McGuigan

Liz Matheson

Rebecca O'Donnell

Robert Parry

Joanna Pearson

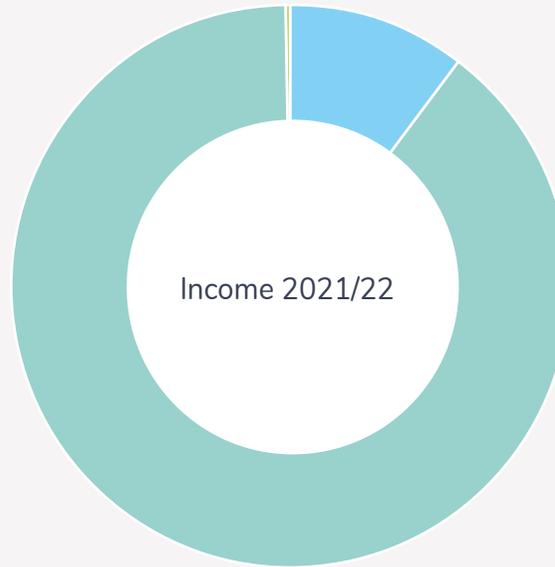
Angus Turner



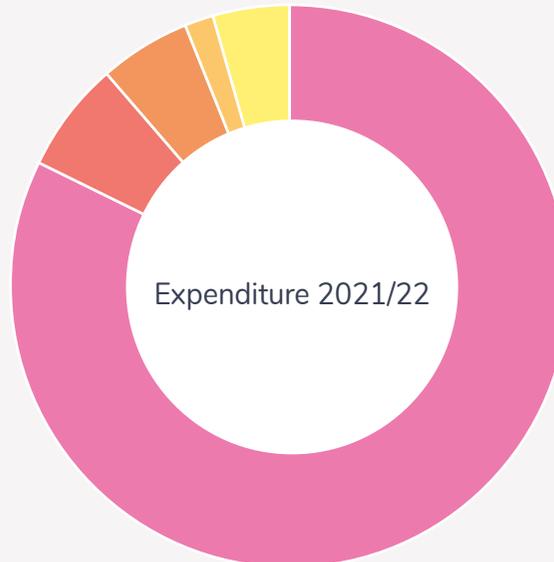
Financial information 2021/22

A full copy of Key’s annual accounts for the year ending 31 March 2022 is available on request from Key, 70 Renton St, 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.



Rental Income.....	£6,363,662	10.54%
Support Services Funding.....	£53,994,396	89.41%
Other Income	£28,731	0.05%



Support Service Salaries.....	£49,153,962	82.4%
Management Costs	£3,810,501	6.4%
Other Support Costs	£3,103,074	5.2%
Repairs	£1,036,328	1.7%
Other Housing Costs.....	£2,538,926	4.3%

Cover art:
Lady in the Yellow Dress by John Coccozza

Check out our website for more brilliant
stories from across the areas we work in.

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

www.key.org.uk



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www.key.org.uk