



KEY Annual Review 2015

Social Care has never been more interesting, or challenging, than it is at present. We live daily with the challenges, whether these arise from the financial constraints facing local authorities or the workload associated with tendering and procurement. We see clearly the need for support providers to evolve and respond to this shifting landscape of social care, while being committed to delivering excellent person-centred supports to an increasingly diverse range of people.

Local authorities continue to develop the use of Framework Agreements as a means of procuring services, and we welcome this particularly where the process embodies the spirit and aspirations of Self Directed Support. We welcome, too, local authorities' recognition of the vital part a high quality workforce plays in delivering good quality services. This is reflected through the increasing support amongst local authorities for paying at least the living wage. While KEY has always paid above the Living Wage level, we support the focus on low pay in social care from a number of local authorities and the Scottish Government, but it will be important that these aspirations are reflected in social care funding more generally.

Among all of this there are the opportunities for new approaches that are gradually emerging within social care as Self Directed Support becomes established across Scotland. Focusing on the individual, whether through person-centred support planning or individual budgets, has given rise to much more discussion about what people are looking for from their support, and has encouraged new ways of thinking about this. While good personalised support is the bedrock of achieving a good life, people need more. People with disabilities have the right to lead engaged lives in their local communities where their contribution is encouraged, valued and respected.



Our role in helping everyone we support to have the best life possible requires us to be deeply rooted within the local communities in which we work, and we recognise that nurturing local connections will become increasingly important over the next few years. It is vital for enriching the lives of people we support and to secure the long term successful future of social care, in all its complexity.

To this end we have continued to strengthen our partnership work with Community Lifestyles and TAG on community development approaches. Through these partnerships, there are now six community development posts working across five areas of Scotland. Although diverse in nature, all the initiatives have a clear focus on enhancing people's lives, and demonstrate how crucial such partnerships are to developing social care in the future.

Over the past year, we have also been developing KEY's profile and revising our strategies to reflect a need to communicate with a wider audience about what we do, in addition to our work supporting people with a range of disabilities. We have revised our Autism and Dementia strategies over the past year, and are developing our strategies for working with younger people in transition and people with mental health needs.

This year's review illustrates how we are connecting with others to provide the best opportunities for the people we support, and how we are seeking to be proactive as a developmental organisation even within the funding constraints that continue to affect social care. Our staff across KEY continually strive to enable people achieve the best life possible, and I would like to pay tribute to their commitment and hard work.



Malcolm Matheson
Director of KEY



Joanna Pearson
Chairperson of KEY

At the start of my review this year I would like to reflect on the outstanding contribution to KEY made by Val Jeffrey, KEY's Depute Director for many years, who left in June to live full time in the Highlands. Val's influence on KEY and Community Lifestyles has been immeasurable, and her commitment, skill and wisdom have been inspirational for many people throughout KEY and beyond.



Val Jeffrey being presented with her painting by artist Cameron Morgan

Turning to the challenges of the past year, I am pleased to be able to report that a resolution to the Pension Deficit issue was reached during the year, after prolonged discussions with the multi-employer scheme that includes many Scottish Housing Associations. It is still an important issue for us, but we have an agreed plan for the future, and this has given us greater certainty in our planning.

We have seen another year of serious constraints on funding in social care, while at the same time a range of cost pressures are affecting the social care sector generally. I would commend the work of our staff throughout KEY for keeping a strong focus on enabling people to have the best lives they can while they are working within such financial constraints.

During the year, there have been many occasions when I have been inspired by the people involved with KEY. In November, the Committee and National TAG met to look at the progress of the initiatives that TAG is taking forward across Scotland, many of which relate to KEY's strategic priorities of supporting greater community inclusion.



At November's joint meeting

As part of this, we heard of the great progress being made by three particular initiatives developed as a partnership between TAG, KEY Trust and KEY in Highland, Inverclyde and Dunbartonshire. These community development initiatives, include the development of social enterprises; inclusion, volunteering and employment opportunities; and sports, health and wellbeing.

They are complemented by others in Glasgow and North Lanarkshire, and the potential to improve the quality of people's lives through greater connection with the local communities is very exciting.



SVQ Graduates 2015

At our annual SVQ Awards Ceremony, I was impressed not only by the quality of our staff who were receiving their awards, but also the very evident pride in their achievements. We were delighted to welcome Alan Baird, Chief Social Work Adviser to the Scottish Government, as our keynote speaker, and also to hear from Agnes Kelly, National TAG Chairperson, who spoke of the importance of good support in the lives of people with disabilities, and thanked staff on behalf of the people supported by KEY and Community Lifestyles.

Another highlight was the Dementia Café that was held during Dementia Week. This was a great success, and a great way to hear about the different elements of KEY's approach to supporting people with dementia.



At the Dementia Café

I was also pleased to be involved, along with a small number of other parents, in the early stages of developing our younger persons' strategy. KEY has always taken a careful and inclusive approach to policy and practice development, and this is a good example of how this is done in practice.

I would like to record my thanks to all of our staff, my colleagues on the Management Committee and the members of the Advisory Groups for their ongoing support, commitment and belief in what we do.

My final thoughts are in memory of Margo Duggan, a longstanding member of KEY's Committee, who died suddenly in October of last year. Margo had also been the main link between Management Committee and TAG for several years, and her death came as a shock to all in KEY and TAG who knew her, and her loss is keenly felt.

It has been perhaps TAG's busiest year since we became a charity. Funded by KEY Trust and working in collaboration with KEY, TAG appointed three Community Development Workers.

In Easter Ross, Chris has been working with a group of folk to set up a community café in the Invergordon Arts Centre. He has also set up a creative arts space and a community garden in neighbouring Alness.

On the other side of the country in Inverclyde, Michael has been bringing together community groups, support organisations, local authority services and the local college, to look at how they can work together to make life better for people with disabilities. This has gone really well and I am pleased to tell you that a consortium bid led by TAG, but including KEY, Turning Point Scotland and Quarriers has secured three year funding from the Scottish Government to carry on this work focusing on Self Directed Support.

In Dunbartonshire people have been getting active! Neil has been working with people to find ways to get fitter and healthier. He has been working closely with lots of sporting organisations and arranged taster sessions for people to get more involved. All of this work, along with the community development work of KEY in North Lanarkshire and Community Lifestyles in Glasgow, was the focus of this year's joint strategy meeting with KEY's Management Committee and National TAG.



Agnes Kelly
Chairperson of TAG



Jill editing her video

Last year TAG got even bigger with people from Community Lifestyles joining up to TAG in Glasgow. To enable this to happen, TAG in Glasgow has split into three with now over 60 members across the city. As well as getting involved in the usual quality assurance checks, Glasgow West TAG has taken up the Changing Places Campaign to get more fully accessible toilets in the city. Jill Clark, Glasgow West TAG member has made a short video and the group has launched a petition to encourage the council to look at what it can do.



'Charter for Involvement' signing

We've also been going along to the National Involvement Network to promote the Charter for Involvement. KEY signed up to the original charter a few years ago.

In other work The Advisory Groups have held the usual programme of conferences, workshops, consultations and of course had a lot of fun along the way. One of the main themes last year was the Scottish Independence Referendum and we hosted a number of events across the country to help people get involved. This year we have been sharing information on the Welfare Reform Bill to help people get ready for the changes to Universal Credit and Personal Independence Payment.



TAG Meeting



Primrose Café



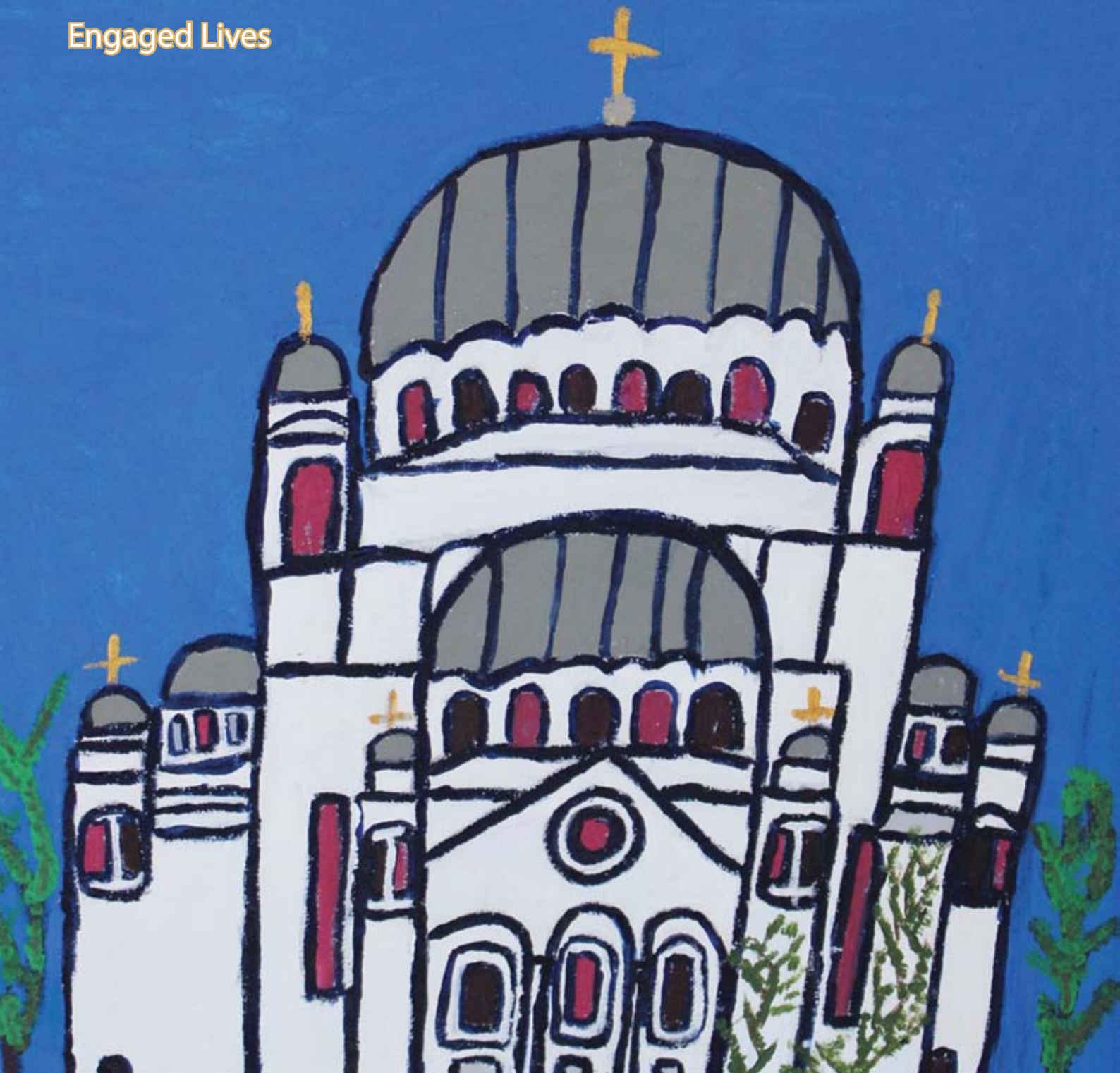
Dunbartonshire TAG



Clyde Coast gardening

I can't finish this year's report without echoing Joanna's tribute to Margo Duggan. She was a great supporter of the work of TAG, rarely missed a National TAG meeting and of course played a crucial role as member of TAG's Board of Trustees. Margo's passing has left a gap that can never be filled. We remember her very fondly and are so thankful for her support and encouragement over the years.

Engaged Lives



Engaged Lives

We now support a wide range of people with very varied needs and life goals. This includes young people of school age whose lives are changing with the potential of what the future has to offer, through to older people whose lives are changing due to health and wellbeing considerations such as dementia. What unites the experiences of people we support is that our focus is always on ensuring this support is centred on them, responsive, and delivered by teams who really know and understand the person.

Support to plan for life after school

We began supporting 18 year old Amy after school and at the weekends. She and her mum had already done some planning around the kind of support she needed and they were beginning to think about what Amy's options would be for life beyond school.

Using the 'About Me' planning tool, Amy, her mum and her team were able to further explore what she wanted to get from life and how local options, such as college, could help Amy achieve her outcomes.

From this she decided to apply to the local college and has enrolled on a 'Lifestart' course, which she will attend 3 days a week from September. Her team are working in partnership with the college to provide Amy with the support she needs to attend classes. This will be regularly reviewed with Amy, her mum and the college to reflect and adapt to Amy's needs as her skills and confidence increase.

As well as arranging these opportunities, the transition planning also identified Amy's longer term ambitions. She wants to build on her college experience by securing a volunteer work placement at a local café and would like to work towards her dream of getting a job in childcare.

Amy and her mum are really positive about their experience of her support and planning for her future. Amy says that her support has helped her to find interesting things to do and her mum has found the support invaluable in providing Amy with the flexibility she needs, which in turn has benefitted the whole family.



Support to enjoy what life has to offer



Darcy has been supported by KEY through a SDS arrangement for around 3 years now. As a young woman of 19 still living at home with her family, it is important her team support Darcy whilst working sensitively with her family to complement the role they play in Darcy's life.

Her team is made up of young women, which is exactly what Darcy wants; to spend time with people her own age. She feels this helps her to have the life she wants, the kind of life her peers enjoy.

Last year she attended a music festival and this year she has been on holiday to Blackpool and gone on a camping trip where she stayed in a Yurt! Next on the list of things to try is finding some fitness classes she can participate in which will have a positive impact on her physical health and wellbeing.

Together with her family and team, Darcy is building up her independence skills too. She has been involved with the local 'Pitchin Kitchin' for some time, whereby young people get the opportunity to develop their meal planning and preparation skills. Darcy and her team are now looking at how they can build upon the skills she has learned here and apply these to her own home, by contributing to planning and cooking meals, doing her laundry and helping out with other domestic tasks.

For her mum, knowing that Darcy is well supported and that she can rely on Darcy's team to be responsive to the family's commitments enables her to balance her busy life too. Due to other responsibilities her mum often needs to change support times to fit in with these, which the team always respond positively to.

Her mum says that SDS and KEY have opened up Darcy's horizons which she has benefitted from enormously. Over the 3 years we have supported her, Darcy has grown and developed greatly, particularly her communication skills. Most important of all, she loves her life!



Support which responds to life



Cathie has been supported by us for many years, so she and her team know each other very well. Around 2 years ago the team and Cathie's family, with whom her team work closely, began to notice some changes in Cathie. Following a baseline assessment Cathie was diagnosed with dementia and her team have responded by adapting her support and environment.

Her team are all 'Dementia Skilled' and worked in partnership with her family and multi-agency colleagues from her day centre and the local authority Learning Disability Service to develop a dementia support plan. This includes helping her maintain the daily living skills she has, by using visual prompts and laying things out for her.

Environmental adaptations help Cathie stay safe in her own home. Non-slip flooring has been fitted throughout the house, the lighting has been increased, and her cooker and shower are both isolated overnight so that Cathie is not at risk should she get up in the night. Staff photos are displayed to help Cathie know which workers will be supporting her and recently they have been encouraging her to use plain crockery for eating and drinking to minimise confusion over meal and drink times.



Cathie continues to enjoy activities she has participated in for some time; she still gets the regular massages which help her relax and attends a day service, with the day centre staff and her team using a diary to ensure good communication.

Her family and team are now planning support around the progression of her condition. They are working on updating Cathie's photo album of memories to include some recent events and activities Cathie has been involved in and enjoyed. Work has also begun on a 'Playlist for Life'; a compilation of personally meaningful music which can help the person connect with people and memories.



Engaged Communities



Engaged Communities

Our community development approach benefits greatly from the passion and enthusiasm of the community development workers and their commitment to work alongside and share their knowledge and expertise with others. Local communities have a crucial role to play in enhancing the lives of people we support. By seeking out relationships and building bridges with community organisations, the people we support can embrace opportunities to try new things.

A winning team in North Lanarkshire

In Coatbridge a partnership between KEY and Albion Rovers' Football Trust provided the perfect opportunity to explore how we could work together to develop a platform for people we support to take on valued roles at the club and become part of its community.



Match day

What began as an opportunity for people we support to learn new skills through participating in a range of volunteering activities has evolved to see the group of volunteers become very much part of Albion Rovers' fabric. In recognition of their contribution to the club, all the volunteers receive tickets for home matches at the stadium and can usually be found watching the game on Saturdays. Anyone not there is very much missed by staff and regulars at the club.

The relationship built up between the volunteers and the club has enabled them to embark on a number of joint projects. This summer in partnership with Clydesdale Community Initiatives they have adopted their local train station; brightening this up by introducing 8 flower planters, which the volunteers regularly tend. As well as honing their gardening skills, the group are proud at how they have improved the station environment for passengers and people living in the surrounding area. And with plans to explore the possibility of starting a community enterprise, there could be exciting times ahead!



Station gardening

A creative partnership

Often the unexpected connections you make can present the chance to do something new and exciting, which is how Community Lifestyles Community Development Workers came to partner up with the Royal Conservatoire of Scotland (RCS) and The Project Café.

A call for students to facilitate music group possibilities led to links with Maria Donohue, a RCS piano student with an interest in Music Therapy. She suggested working in partnership to create a tailored multi-sensory experience for people with profound and multiple learning disabilities to connect with music and different environments.



Multi-Sensory Music
Exploration through song
A multi-sensory immersion Journey around the world's most natural music

Week 1

When? Thursday 20th August 6pm - 7pm

Where? The Project Café, Renfrew Street



Who? This performance has been specially created for adults with Profound and Multiple Learning Disabilities.

Contact: Places limited. Booking Essential. Please call Rebecca Schulga on 07436 266 424

We will travel to the rainforest, home of the most extraordinary animals. We will listen to the songs of birds, frogs and monkeys and join them in their habitat of leaves. A live improvised performance of voice and piano with projected video, recorded sound and tactile objects.

KEY, KEY Community Support and KEY Housing are names used by KEY Housing Association Limited, a charity registered in Scotland, Charity No SC04052. Community Lifestyles and Lifestyles are names used by Community Lifestyles Limited, Charity No SC20813.

Plans are now well underway to deliver the 3 multi-sensory sessions which will be hosted by The Project Café, a social enterprise close to KEY's office at The Square who already run a range of community based arts events. Each session will enable people to experience different natural environments through touch, recorded sound, projected video and live, improvised performance of voice and piano.

As well as developing opportunities for people to participate in new experiences in a community based setting, the sessions will build capacity among community facilities to better meet the needs of this group of people. Another student will capture people's engagement with the experience in creative ways to provide the opportunity for the Community Development Workers and support staff to explore what other activities would enrich people's lives.

Workshop flyer

Engaged Communities

A successful partnership



Meet & Greet

In Inverclyde, TAG's Community Connector has facilitated a highly successful partnership bringing together provider organisations including KEY, Turning Point Scotland and Quarriers to explore how to harness the potential of the local authority's move towards implementing Self Directed Support (SDS).

Initial funding from KEY Trust enabled TAG's Community Connector to map community resources, foster links with other providers in the area and work with people to develop Outcome Based Support Plans focusing on community resources and opportunities. From this work a resource network of providers evolved, who were all keen to be involved in this initiative and the roll out of SDS. Therefore, utilising TAG's independent charitable status, they were able to lead a successful consortium bid, involving KEY, Turning Point Scotland and Quarriers, for £98,000 funding from the Scottish Government's SDS Innovation Fund. Over the next 3 years this funding will enable the network to:

- Share good practice gained from their extensive experience of SDS.
- Explore with people with disabilities alternatives to traditional models of paid support.
- Engage with wider community organisations and develop an inter-organisational programme of events and training, to help people create wider social networks.
- Increase awareness of SDS amongst the workforce and people with disabilities.
- Encourage creativity in achieving the best outcomes for each individual.
- Explore how people can pool budgets and utilise other community facilities.



Outcome planning

Engaged Partnerships



Engaged Partnerships

We have continued to increase our scope of influence and grow and develop as an organisation through proactively working alongside peer organisations to share knowledge and expertise, whilst expanding participation opportunities for people we support.

Successful SVQ outcomes for Dumfries

In Dumfries and Galloway we have been working alongside Community Learning and Development colleagues on a new initiative called, 'My Life, My Outcomes'. This is a follow-on to our 'Outcomes for Living' course, which has been specifically designed to enable people we support, their families and workers to explore and identify their personal outcomes.



Artwork presentation

Everyone in the group used a variety of skills to create their artwork from researching at home to using the internet among others. Once this part of the project was complete the group set to work on organising a celebratory event at which their artwork was displayed.



Celebration event

'My Life, My Outcomes' was initially created to run for 10 weeks with a group of people working on what was important in their life, their strengths and what goals they wanted to achieve. At the end of the 10 weeks each person would create their own art work as a way of expressing what they wanted their outcomes to be.



Building computing skills

As a result the course evolved to take place over 14 weeks, at the end of which people had successfully completed an SVQ Award in Core Skills 'Working with Others' at Level 2. We hope to run the course again.

Friendship matters



W.O.W workshop

It was a hugely successful event, attracting around 100 visitors. There was an interesting programme of activity tasters for people try their hand at Tai Chi, arts and crafts, and music. Workshops were also available on issues such as hate crime and Women of the World (W.O.W).

In Annan, KEY and TAG worked with a range of partners including Equal Futures, ENABLE and Dumfries and Galloway Council to deliver a Friendship Event as part of supporting the implementation of the Scottish Government's national learning disability strategy, 'The keys to life'.



Tai chi

Celebrating Success



The SVQ graduates gather

It was a day to reflect upon and recognise not only the personal achievements of those receiving their awards, but also the importance of having a highly skilled workforce in delivering good quality, person-centred support to enable people to live full, active lives in communities right across Scotland. Keynote Speaker Alan Baird (Chief Social Work Adviser to the Scottish Government), echoed this in his address; recognising that candidates' contribution to their personal learning and development sends a powerful message about their commitment to doing their job really well.

2015 saw our biggest ever number of KEY and Community Lifestyles staff achieving their SVQ, PDA and Internal Assessor/Verifier qualifications. 120 of our staff successfully completed their awards, with 75 of them, from as far apart as Thurso and Dumfries, coming to our Awards Ceremony, ensuring this was also our biggest SVQ event to date.

A focus on our dementia practice

Our Dementia Strategy was launched during the year and this has enabled us to build alliances with a range of organisations also delivering dementia care and support. Dementia Awareness Week in June became the focus for a range of activities including hosting an information stand at the Dementia Awareness Week Conference, where we demonstrated our experience of providing excellent dementia care and support to an extensive audience of professionals, individuals and family members with an interest in dementia.



KEY Changes workshop

The highlight of our dementia activities was undoubtedly our Dementia Café which we hosted at The Square and was open to people with dementia we support, their families and also staff from across the organisation. At the Café, people got the chance to participate in a singing workshop facilitated by KEY Changes, and a session delivered by 'Playlist for Life' on how using playlists of meaningful music in the care and support of people with dementia can provide a way of connecting and communicating with people.

The café provided a platform to engage with other organisations with a dementia focus, such as Alzheimer Scotland, Dementia Friends Scotland and Downs Syndrome Scotland, all of whom brought information stands along for the event. Staff based at The Square and from local services also supported the event by providing an array of delicious cakes and goodies for our Café, whilst around 20 office staff successfully earned their Dementia Friends badges and certificates.

Strengthening our autism connections

The launch of our Autism Strategy has enabled us to forge even greater links with specialist autism organisations such as Autism Network Scotland, whilst consolidating our in house expertise by forming an Autism Practice Development Group. This led to us being asked to deliver an input to an Autism Network Scotland Provider and Commissioners' Collaborative to share our experiences of designing autism services alongside individuals and families; of adapting people's environments; and of developing a community of practice for staff to embed good autism practice across our workforce.

And Finally



With thanks

The incredible artwork used throughout this year's Annual Review is a celebration of our relationship with Project Ability, which we have enjoyed for many years.

All the featured artists attend Project Ability workshops where they have their artistic talents developed and nurtured by an organisation committed to creating and encouraging opportunities for people with disabilities and mental health conditions to express themselves artistically.

We wish to extend our gratitude to all the artists, and Project Ability, for allowing us to share their paintings.



Robert McCamley



John Coccozza



Robert Cornish



Martin Sloss



James Douglas



Doreen Kay

And Finally

Management Committee

Joanna Pearson (Chairperson)

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

Angus Turner

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

David Meechan

An auditor with Audit Scotland. Chairperson of Community Lifestyles, and Treasurer of KEY Trust.

Sheenagh Simpson

Research consultant with a special interest in housing support services.

Michael McKernon

Past chairperson of The Advisory Group (National).

Bill Mooney (Vice Chair)

A retired chartered engineer and a founding member. Board member of Community Lifestyles.

Gillian Anderson

A clinical psychologist with NHS Lanarkshire.

Dave Le Sage

Director of Access Apna Ghar Housing Association.

Anne Finnegan

Formerly Special Needs Manager with Glasgow City Housing.

Sandra Blair (Vice Chair)

Glasgow City Council Social Work (previously a Community Care Development Officer with North Lanarkshire Council).

Duncan Sim

Retired academic from the University of the West of Scotland.

John Paterson

Former Head of Adult Services in Renfrewshire.

Agnes Kelly

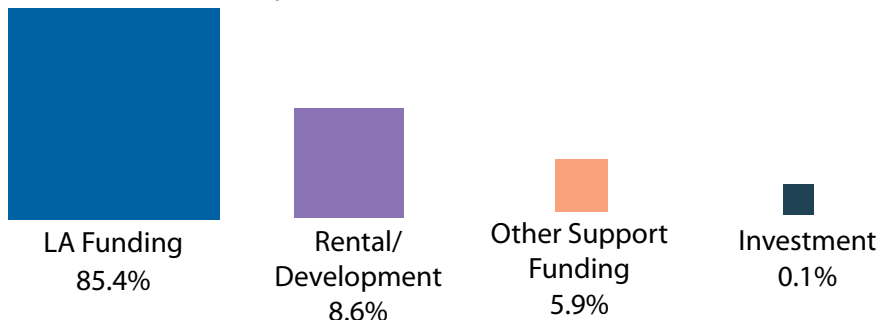
Current chairperson of The Advisory Group (National).

During the year Alex Davidson retired from the Committee, having served for 7 years.

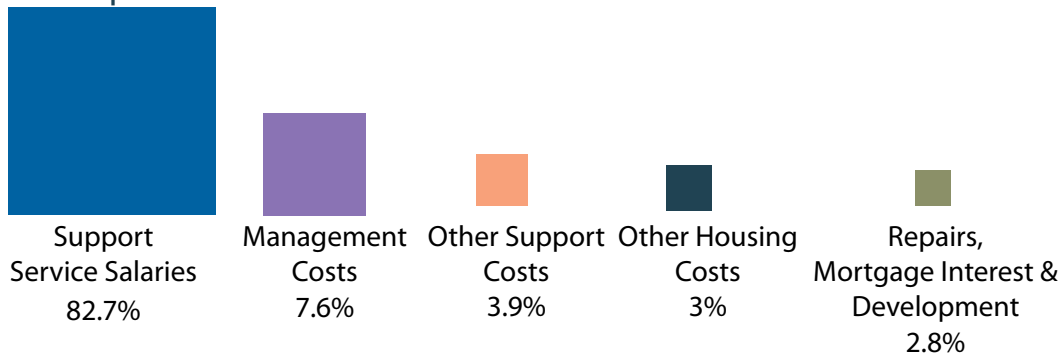
Financial Information 2014-2015

A full copy of KEY's annual accounts for the year ending 31 March 2015 is available on request from The Secretary, KEY, The Square, 70 Renton Street, Glasgow, G4 0HT.

KEY Income 2014/15



KEY Expenditure 2014/15



Auditors:

Chiene & Tait, 61 Dublin Street, Edinburgh.

Bankers:

Clydesdale Bank, 120 Bath Street, Glasgow.

Bank of Scotland, 54 Sauchiehall Street, Glasgow.

Solicitors:

Brechin Tindal Oatts, 48 St Vincent Street, Glasgow.

Naftalin & Duncan, 537 Sauchiehall Street, Glasgow.

VI Pensions Law, 2 West Regent Street, Glasgow.

Insurer:

Zurich Municipal, 215 Bothwell Street, Glasgow.



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Community Lifestyles is a wholly owned subsidiary of KEY.

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