



Key Annual Review 2021

## Foreword by the Chief Executive



Over the last year, Covid-19 has continued to affect individuals, families, and communities alike.

There have been exceptional challenges which have been met by exceptional responses from our workforce, the people we support, and their families, who together, have shown courage, compassion, and commitment every step of the way.

The stories featured in our annual review demonstrate how, despite the pandemic, new opportunities have emerged, and we have remained present, responsive, and supportive in the lives of the people we support. Every story reflects the resilience of the people we support and our staff, and the human warmth and empathy between them.

Which is exactly what social care is about; supportive relationships, which promote the rights of each individual, empowering them to live the lives they choose and participate as active citizens. Relationships, which are based on trust, dignity and mutual regard and which create opportunities for the people we support and employ to feel valued, engaged and respected.

This focus on behaviours and culture, rather than process, is one which remains as relevant as ever in light of the recommendations from the Independent Review of Adult Social Care. These set out the need for a paradigm shift in thinking about social care support. We wholeheartedly support the review's recommendation for embedding support within a consistent human rights approach and the focus on meaningful co-production, giving people as much choice and control over their lives as possible.

We also strongly support the review's ambitions for the workforce and, in particular for Fair Work and achieving parity of esteem. And we welcome the opportunity to explore whether a national approach to social care might improve outcomes for people and ensure consistency and quality of support.

Delivering on these and other recommendations will require strong leadership, greater investment, and a culture of collaboration, trust, and mutual respect. But if we work together, with a shared vision and common purpose, I have no doubt we can achieve great things.

Andrea Wood

## TAG Chair's report

The past year has perhaps been one of the most difficult in TAG's history. It is now over 18 months since we've been able to hold TAG meetings.



We're all missing being able to get together and we're hopeful that the end is in sight. We've continued to use social media to keep people connected and one of the positives of lockdown is how many new people are getting online. Hopefully, we'll be able to meet up again very soon, but in the meantime, we'll keep using social media as it is a great way for people to keep in touch and find out things that are going on, plus we love all the photos and stories people share with us.

You'll see from the stories in this year's Annual Review that people supported by Key, and Community Lifestyles, have enjoyed lots of the great work we've done online over the past year.

We've also hosted some virtual TAG meetings via Zoom, as well as regular online quiz nights, arts and crafts sessions and the very popular dance classes in partnership with Dance4All. And when restrictions allowed, it was great to see people taking part in Dance4All's outdoor classes in Glasgow Green, while 50 joined online from across Scotland.

We've also discovered some new talent. Glasgow TAG member Jill Clark has written nearly 30 blogs for us, Golspie, Invergordon and Alness TAG in Easter Ross produced a beautiful calendar from their own photographs, and the quality of cake pictures we've received would make Mary Berry proud!

Last year, we were delighted to be awarded the Big Lottery Community grant for our 'Games Changers' programme. Although starting in the middle of a Pandemic wasn't ideal, Neil, TAG's Community Sport and Health Co-ordinator, got to work recruiting disabled athletes to begin their coaching qualifications, in addition to organising online sporting activities and competitions. The uptake has been tremendous.

Clare and Justin, our other Community Development Workers, were delighted when they were able to get back out planning and promoting SDS across Renfrewshire, Stirling and Clackmannanshire. They have been supporting people to think about the different things they did during lockdown: what new things did they try; what would they like to keep doing; and what things do they want to change?

In Inverclyde we continue to provide facilitation for the Health and Social Care Partnership with the re-design of their day services. And after 7 years we were sorry to say goodbye to Michael who moved on to a new post in North Ayrshire Health and Social Care Partnership. Michael was TAG's very first Community Development Worker and a valued member of the team. We will miss him but wish him all the best for the future.

Hopefully it won't be long until we can get back together again. We've got a lot of work coming up, the consultation on the new National Care Service being a major agenda item. And of course, TAG will be celebrating 10 years as an independent charity next year. I feel a party coming on!

Rebecca O'Donnell

## Chair's report

This year has, of course, been overshadowed by the Covid-19 pandemic, which has continued to bring unprecedented difficulties and changes to our everyday lives.



The responses of the people we support, their families and our staff to these challenges have been outstanding. People have acted with compassion, kindness, resilience, and creativity, and we owe them a great debt of gratitude for everything they have done.

As we begin to see the restrictions ease, our thoughts and deepest condolences are with all those who have lost loved ones because of the virus, and we remain very aware of the enormous long-term impact on those who have contracted it.

Even in such a challenging year, we have developed around 200 new support arrangements

across 16 Local Authorities including a number of Self-directed Support (SDS) arrangements for older people, who traditionally relied on homecare services. A real focus on the things that they and their families would like to achieve has been essential in helping people retain as much control over their lives as possible, and in opening up new creative support options.

Although not fully implemented across Scotland, SDS continues to shape and influence how we work with individuals and families. Regardless of the funding arrangement in place, the relationships we enjoy with each person are at the heart of supporting them to make their own decisions and live the life they choose. As you'll see from our report, over the past year this approach has supported people with some big life transitions, such as leaving home, moving house, and even getting married.

Our partnership with TAG continues to be crucial in enabling the people we support to live rich fulfilling lives as active and included citizens. Throughout the pandemic TAG's Community Development Workers have shown amazing creativity by offering their activities online which kept people busy and socially connected throughout lockdown. And with Connecting Scotland funding, people we support have been developing their own digital skills and experience.

Our workforce and board continued to adapt to working digitally in new and different ways. We learnt that technology can connect people through new, effective communication routes whilst offering opportunities for greater collaboration. Our Board have successfully led the organisation through virtual means during the most challenging times. All the while ensuring that the wellbeing of people we support, and employ was at the heart of every decision. I am deeply grateful to my fellow Board Members, and our staff, for their unwavering commitment throughout this last year.

Finally, I wish to complete my report by paying tribute to our founding board member, Bill Mooney, who is retiring after 44 years of dedication. Without Bill's remarkable contribution, Key would not be the organisation it is today, and we will continue to be influenced by his legacy. Bill had one aspiration: for Key to be an organisation that celebrates and supports the everyday lives of disabled people, living life to the full in their own communities, surrounded by those who are important to them. And if the last year has taught us anything it is not to take those things for granted and to strive to make sure this is a reality for everyone we support.

John Paterson

## Key's 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.

This year we are saying thank you and goodbye to two members of the Board, Joanna Pearson, who is stepping down after 18 years of service and Bill Mooney, a founding member of Key.

Joanna served as Key's Chair from 2012 to 2017 and we are deeply grateful to her for her dedication and support. With a background in HR she has been a tireless advocate for our workforce, always seeking ways to recognise and celebrate their hard work and achievements throughout the years. Jo's considered and thoughtful approach will be very much missed but we are delighted that she will be maintaining her involvement with our Training Review Group and as a Director for Community Lifestyles.

And it is with the greatest sadness that we also say goodbye to Bill Mooney, who after 44 years is stepping down from the Board at this year's AGM. Bill was one of the original group

of parents who formed Key back in 1977 so that his son, and other people with a learning disability, could live full lives at the heart of their local communities, close to family and friends.

Over the years, as the policy and funding environment continued to evolve from long-stay hospital closures to the advent of Self-directed Support, Bill has steadfastly steered the organisation, navigating the different challenges and opportunities with intelligence, insight, and a hopeful, guiding vision.

Throughout, he has worked to the highest personal and professional standards and remained focused on promoting and upholding the rights of disabled people and their families. Bill has never wavered from being guided by their wishes and views, keeping people at the very heart of what Key does. And that will be his legacy, ensuring that we continue to listen carefully to the people we support, and those close to them, about what they want now and, in the future.

We have, therefore, arrived at the end of an era. While we feel immense sadness at Bill's retiral, we are hugely grateful for his ground-breaking achievements and outstanding contribution.



BILL MOONEY



JOANNA PEARSON

### Key's Board

John Paterson, Chairperson

Dave Le Sage

Sheenagh Simpson, Vice Chair

Ann McGuigan

Angus Turner, Vice Chair

David Meechan

Gillian Anderson

Robert Parry

Jack Crombie

Rebecca O'Donnell

Karen Jamieson

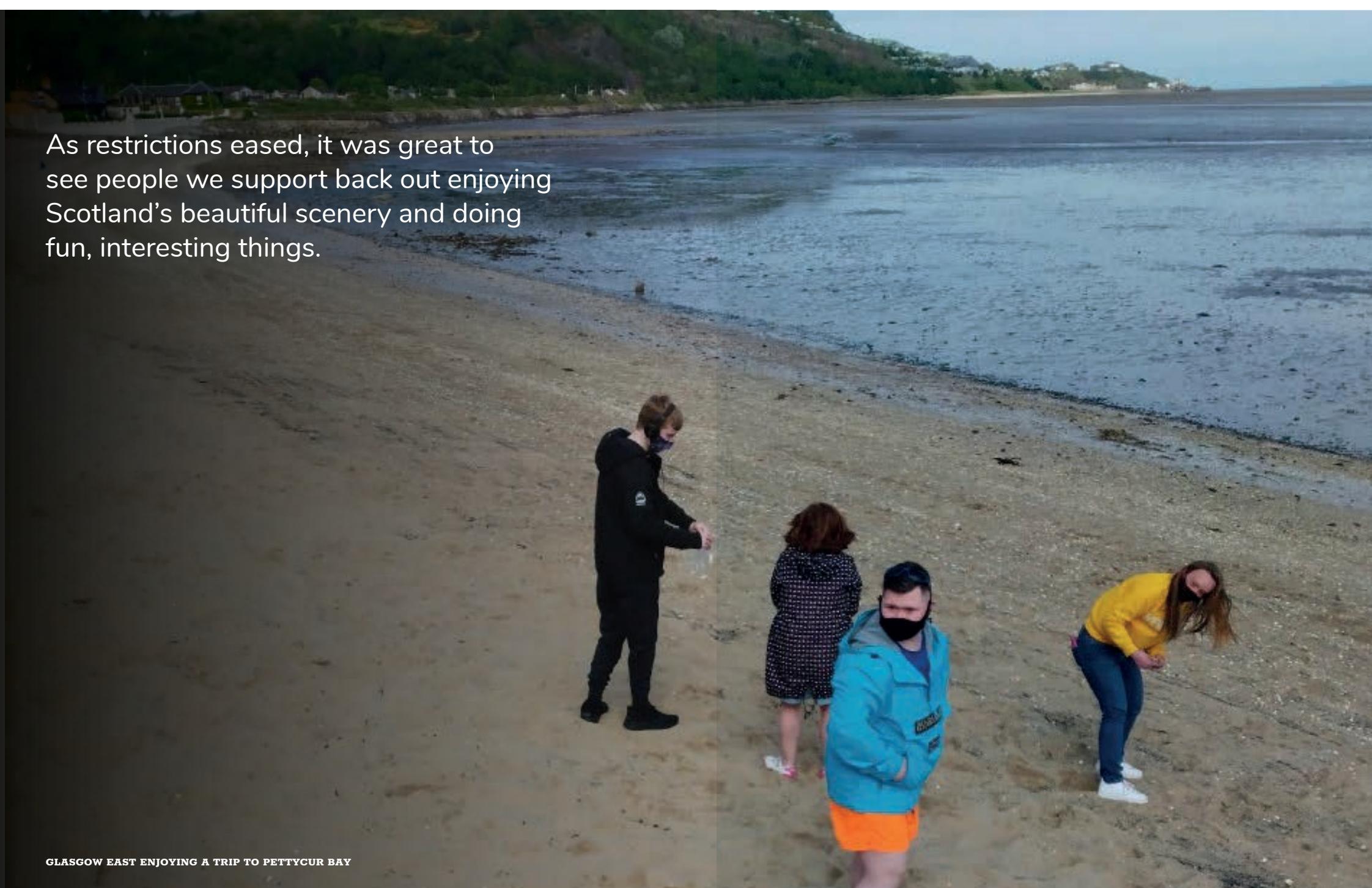
## Key 2020-21

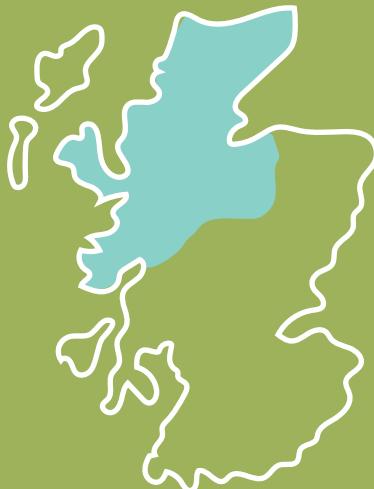
People supported by Key live in communities all over Scotland from its northerly tip in Thurso to the southwestern town of Stranraer. Our features this year provide a whistle-stop tour of the Key map of Scotland; providing an overview of our teams across the 16 local authorities in which we work.

Also featured this year is how the consortium partnership between Key and our subsidiary, Community Lifestyles, is providing support in Glasgow, Scotland's largest local authority.



As restrictions eased, it was great to see people we support back out enjoying Scotland's beautiful scenery and doing fun, interesting things.





EASTER ROSS  
FORT WILLIAM  
GOLSPIE  
INVERNESS  
NAIRN  
SKYE  
THURSO  
WICK



CHRISTINE CELEBRATING HER 60TH BIRTHDAY



TOM IN HIS GARDEN



EWEN & LISA ON THEIR WEDDING DAY

## Lisa & Ewen's Lockdown Wedding

Lisa and Ewen are supported by our Madras Court team in Inverness. They have known each other since school and after 5 years of being together, they got married last September.

And just as it was for many couples who got married during the pandemic, this came with some additional worries and stresses. It didn't, however, get in the way of them having their special day.

It all started when a mutual friend thought they might be a perfect match and set them up on a first date. After enjoying a coffee in the museum cafe in Inverness, they thought she could be right. So began their relationship, as they saw each other regularly and enjoyed all the classic date nights including trips to the pictures, going to events and eating out.

Their relationship blossomed and they decided to get married on 23rd September 2020. But of course, no one had expected that we'd be facing a global pandemic. Lisa said this did cause some stress, especially around making decisions about who would be able to join them on their special day. Dress shopping was a little more difficult too, but Lisa found her perfect dress online which only needed a few wee alterations when it arrived.

On the big day itself, Helen and Julie (from the Madras Court team) arrived to help Lisa get ready and they were given a great send off from their neighbours as a classic car took Lisa and Ewen to the registry office for the marriage ceremony. As a result of the restricted numbers, 2 of Ewen's family were unable to attend, so joined on FaceTime instead.

Afterwards the wedding party enjoyed a meal at a local Indian restaurant and although

unable to go on honeymoon, Ewen and Lisa spent a few nights in a lovely hotel to celebrate becoming husband and wife.

Lisa says that she and Ewen have had the support of their families and their teams throughout; everyone was delighted about them making a new life together. Apparently, her dad was particularly delighted that she was moving on and moving out, but we're sure this was just a wee father of the bride joke!

Although the wedding was a little different to what they may have imagined, Lisa and Ewen had a wonderful day and got to share it with the most special people in their life. They are hopeful that plans to hold a reception, for all those friends and family who couldn't be there, will go ahead in 2022. While the first dance song isn't quite decided as yet, Lisa tells us that 'Lady in Red' by Chris de Burgh and Elvis Presley's 'Always on my Mind' are among the contenders. As for their missed honeymoon, they hope that they will be able to enjoy a trip of a lifetime to the Italian Lakes at some point in the future.

Everyone at Key wishes Lisa and Ewen many happy years together.

## 30 years of Key in Golspie

Things were very different when Key opened their brand-new housing development in Golspie back in 1991.

At that time, many people lived in shared housing and the development very much reflected that.

Over the years things have evolved, reflecting individuals' changing preferences and circumstances and this has been evident in the lives of people supported by the Golspie team.

### **Tom, Christine, Marilyn and Vicki: there from the beginning**

Tom was just 23 when in 1991 he began to receive support, initially sharing a home with three women. Tom now has his own flat as he enjoys his own space and hobbies which include listening to Scottish music, of which he has an extensive vinyl collection.

As a result of the pandemic, he wasn't able to visit his mum and his family who live nearby and was supported to keep in regular touch by phone, and he even decorated some canvas shopping bags to send as gifts to his family, to let them know he was thinking of them. He enjoys socialising too and is known locally, to be a bit of a joker and Marilyn, who has known Tom these 30 years, agrees that he does, indeed, have a mischievous sense of humour.

With support, Tom has been taking steps to adopt a healthier lifestyle. For example, after many years he has given up smoking, which is a huge achievement.

He has also recently taken up walking and relished trying some increasingly challenging routes.

Christine's support also began 30 years ago, originally in the same house as Tom. Unlike Tom, Christine prefers to have the company of a housemate, so now shares with another woman after having tried living on her own for a while.

For Christine, the relationships she has with her workers are the most important thing. She likes to know who's coming each day, and has formed strong bonds with the workers who have been in her life for many years, including Vicki who joined Key just as Christine moved in.

Frances, a recently retired worker, is someone who is very important to Christine. They keep in regular contact, enjoying each other's company on walks and visits to the local café, The Coffee Bothy.

In her spare time Christine very much enjoys completing jigsaws and finds her Alexa great for music and wee reminders for things she has do to throughout the day. Although living through lockdown was difficult for Christine, she does admit that now things are easing she misses the fish supper that was delivered every Friday night by her local chippy, The Trawler.



TOM & CHRISTINE

## Liam and Natasha's Lockdown Friendship

Liam lives in Wick and Natasha in Thurso. They didn't know each other before the pandemic but the move online for some activities such as TAG and the NHS Highland Learning Disabilities Teams' 'Keep in Touch' group led to Liam and Natasha striking up a new friendship.

Throughout lockdown they enjoyed seeing the photos of how everyone was keeping busy on the TAG and Keep in Touch Facebook pages, whilst also taking time to share their own photos of what they were getting up to.

Natasha is a talented artist and has also taken up baking with the support of her team, with her creative endeavours reaching a large audience through both TAG and Key's Facebook pages. Liam, on the other hand, was often seen out and about in Wick walking or enjoying the fresh air.

These outdoor activities had another purpose too, to keep going with his physio exercises whilst he was unable to see the physiotherapist in person.

When restrictions finally began to ease, Natasha and Liam were able to finally meet in person and hope that they will be able to continue their friendship through the various clubs and groups they're involved with, and also perhaps the odd trip out for a bite to eat together.





FALKIRK NORTH  
FALKIRK SOUTH  
SAUCHIE  
STIRLING



SAUCHIE GARDENING



STIRLING LINE DANCING

**175**

72 WOMEN & 103 MEN  
SUPPORTED



**90**

OLDEST PERSON  
SUPPORTED 90 &  
YOUNGEST 19



ALAN STAR BAKER

## Christmas Bake-Off Success

In the midst of the winter lockdown our teams across Falkirk, Sauchie and Stirling had the fantastic idea of hosting a virtual Christmas Bake-Off competition to keep people busy.

They secured the expertise of a local chef to act as an independent judge and everyone got creative in the kitchen.

There were lots of great entries ranging from banana and basil bread through to cupcakes, brownies and winter wonderland Christmas cakes.

It's fair to say, Giles, chef at a Falkirk-based coffee shop, had a tough job on his hands picking a winner. But he rose to the task and managed to pick two runners-up of Ruth and Mandy, with Star Baker honours awarded to Alan.



JEMMA



WULLIE

## Staying active in Sauchie and Stirling

People supported by the teams in Sauchie and Stirling found great ways of staying fit and healthy.

Sauchie renovated their shared garden space which would provide the ideal place to enjoy this year's summer sunshine.

And in Stirling, as restrictions eased, a weekly line dancing class was introduced to provide a safe and socially distanced way to get some exercise.





DUNOON  
HELENSBURGH  
INVERCLYDE  
EAST  
INVERCLYDE  
WEST  
RENFREWSHIRE



JAMIE GOT ON HIS BIKE IN INVERCLYDE



HELENSBURGH CRAFTS



DANIELLE ALWAYS HAS TIME TO RELAX

## Danielle: loving a home of my own

23-year-old Danielle is the Chair of Clyde Coast TAG and just earlier this year moved into her very first home of her own.

This was something that Danielle wanted very much, and so raised the possibility with her social worker, sharing that she was ready to embrace the independence that a place of her own would bring.

Since moving in, and when restrictions allowed, she has seen more of her friends and family because she has the space to do this. She now also has support to get out and enjoy her hobbies like swimming, walking and cycling. In fact, she and several of the staff and people we support in Dunoon took part in the 2021 virtual Kiltwalk. Their efforts over a gorgeously sunny April weekend raised over £1000 for the local Cowal Hospice.

She also loves cooking and with the support of her team, plans and prepares all her own meals, with prawn stir fry being a particular speciality. Although we hear on good authority that she cooks a mean steak too!

Danielle admits she was a bit scared when she moved in at first, but now says “I LOVE living on my own.”



## We love to ride our bicycles in Inverclyde

In Inverclyde an accessible cycling initiative available through local health and wellbeing organisation Parklea Branching Out has become a weekly highlight for the people supported by both Inverclyde East and West teams.

There are a range of options available for people of all cycling abilities, meaning everyone can get on their bike.

## Helensburgh gets crafty

The move to new premises in a community hub for the Helensburgh team opened up opportunities for people we support in the town to take on some arts and craft projects.

Catherine has been knitting for a Guiness World Record and Charles has been using his DIY skills for an upcycling project for the shared garden space at the hub.



DALMUIR  
DUMBARTON  
FAIFLEY  
KIRKINTILLOCH  
MILNGAVIE



LAWRENCE



CONNOR WAS DELIGHTED TO GET THE KEY TO HIS OWN PLACE

## Connor: first steps to independent living

Connor, 25, got the keys to his brand-new flat at Dumbarton Harbour in May.

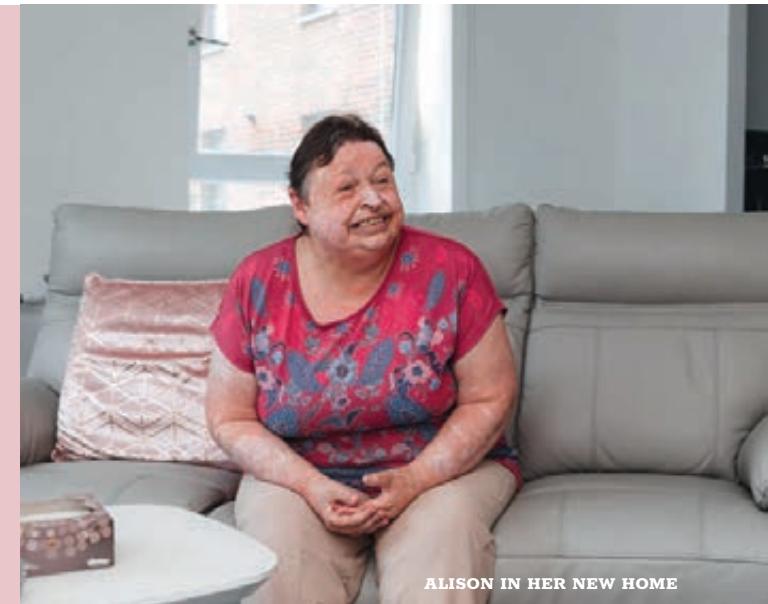
Because of the pandemic things have been moving a little slower than usual but this has benefited Connor as it has meant there has been more time to plan the transition to living on his own which is a big step for any young person.

Time he has used to learn, with the support of his team and parents, the skills he needs to look after his home and be a responsible tenant.

Although he hasn't fully moved in, Connor loves having his own space and was excited to get the key to his own front door. He also enjoyed picking furniture and choosing how to decorate his flat.

Away from home, Connor enjoys a busy social life and has many hobbies. He loves hill walking and comedy, and recently enjoyed a night out at the Glee Club in Glasgow where he saw Janey Godley perform. He's also just taken up paddle-boarding, for which he gets lessons at nearby Loch Lomond. Watching ice hockey is another passion and he is looking forward to being able to get back to seeing his team play.

He's also looking forward to getting back to his part-time job as a janitor which he has been furloughed from throughout the pandemic. Sounds like his flat will be the perfect place for Connor to chill out from his action-packed lifestyle!



ALISON IN HER NEW HOME

## A fresh start at Dumbarton Harbour

Connor's flat is part of the exciting new Dumbarton Harbour housing development, led by Dunbritton Housing Association.

The development is the result of a long-planned partnership between Dunbritton Housing Association, West Dunbartonshire Council and Key.

After a successful year progressing the plans, people supported by Key in Alexandria were able to move into their lovely new flats, complete with wonderful views of the Firth of Clyde and Dumbarton Rock.

## 18 KEY NORTH LANARKSHIRE AND WEST LOTHIAN

ANNUAL REVIEW 2021



NORTH  
LANARKSHIRE  
WEST LOTHIAN



FUN IN THE SUN



BASKING IN THE BELLSHILL SUN



A PHOTO FROM HELEN AND BOBBY'S FAMILY ALBUM

## Bobby and Helen: getting creative with homecare supports

We began supporting Bobby's 88-year-old mum, Helen, when the local authority transferred her homecare services over to Key. For many years before that Bobby had been Helen's sole carer. And when they did get support this was based around specific time slots, which didn't allow Helen or Bobby much flexibility. He also hadn't been able to take a holiday for several years.

When Helen's support transferred to Key, Assistant Support and Development Manager, Marie, explained Self-directed Support (SDS) to Bobby and how this could offer some of the flexibility that he and his mum needed to meet both their outcomes. For Bobby, this would be the chance to enjoy a well-earned break, and for Helen it meant this could happen in the familiarity of her own home, and with workers both she and Bobby knew and trusted.

This more flexible approach enabled Helen to use her support in a more creative way. Rather than have workers come in to support his mum several times a day, every day, Bobby provided some of this support himself, saving some of the allocated resource, so that the team could support his mum for a week enabling him to have a holiday.

Helen's support is one of a number of similar traditional services which have transferred to Key. Transforming these in a way that delivers upon SDS isn't without its challenges, as Marie would testify. However, everyone involved continues to put huge amounts of work into redesigning the supports to achieve greater flexibility and help people meet their outcomes.

Central to making this work is: talking to individuals and families about SDS, and how things could look by taking this approach; and involving staff in the changes from the very beginning and offering reassurance about contracted hours.

For Helen and Bobby, they now have a small, dedicated team of workers whom they have good, long-standing relationships with. This has led to fewer staff coming in and out of her home, particularly important to keep Helen safe and well during the pandemic.

Bobby has confidence in his mum's support and this has enabled him to have a weeklong holiday with his partner earlier in the year, with another planned for September. He says this is down to him trusting Marie and the team to deliver on their promises, so much so that he has nicknamed Marie, "Marie Ronseal", because she does exactly what she says she will.



KEY EAST

KEY SOUTH

KEY WEST

COMMUNITY LIFESTYLES EAST

COMMUNITY LIFESTYLES SOUTH

COMMUNITY LIFESTYLES WEST



**723**

297 WOMEN & 426 MEN  
SUPPORTED

GURJINDER IS SUPPORTED BY LIFESTYLES WEST



**97**

OLDEST PERSON SUPPORTED 97 &  
YOUNGEST 16



## Shaun: learning through lockdown

Although the pandemic and living with lockdown restrictions has been incredibly challenging for just about everyone, some people managed to use it as an opportunity to apply themselves to new tasks, skills and interests.

And Shaun, who is supported by Community Lifestyles in Glasgow West, is someone who did just this.

Throughout lockdown Shaun undertook several short courses with a range of providers including the Open University. He is especially interested in mental health and wellbeing issues. He's keen to further his learning and is starting a course on psychology soon. Through these efforts he has built up an impressive number of Scottish Credit and Qualification Framework credits which should get him to the next qualification level in the not-too-distant future.

As if this didn't keep Shaun busy enough, he has also taken on gardening duties for the shared garden space at his tenement. He has planted seeds from which he's grown veg, fruit and flowers and even managed to grow some garlic from a bulb he had in the kitchen. He's also picked up some lovely ornaments and made his own planters from some spare wood.

Away from the garden and his online learning, Shaun has also built himself a 3-D printer! He built this from scratch by buying the component parts online. The materials for making objects with 3-D printers is very expensive so once he's able to get these he's planning to produce robotic hands. We hope he will share his progress on all his ventures with us in the future!



## Knightswood & Yoker: staying safe and healthy through lockdown

People living in two purpose built housing developments in Knightswood and Yoker have been supported by the Community Lifestyles team for several years now.

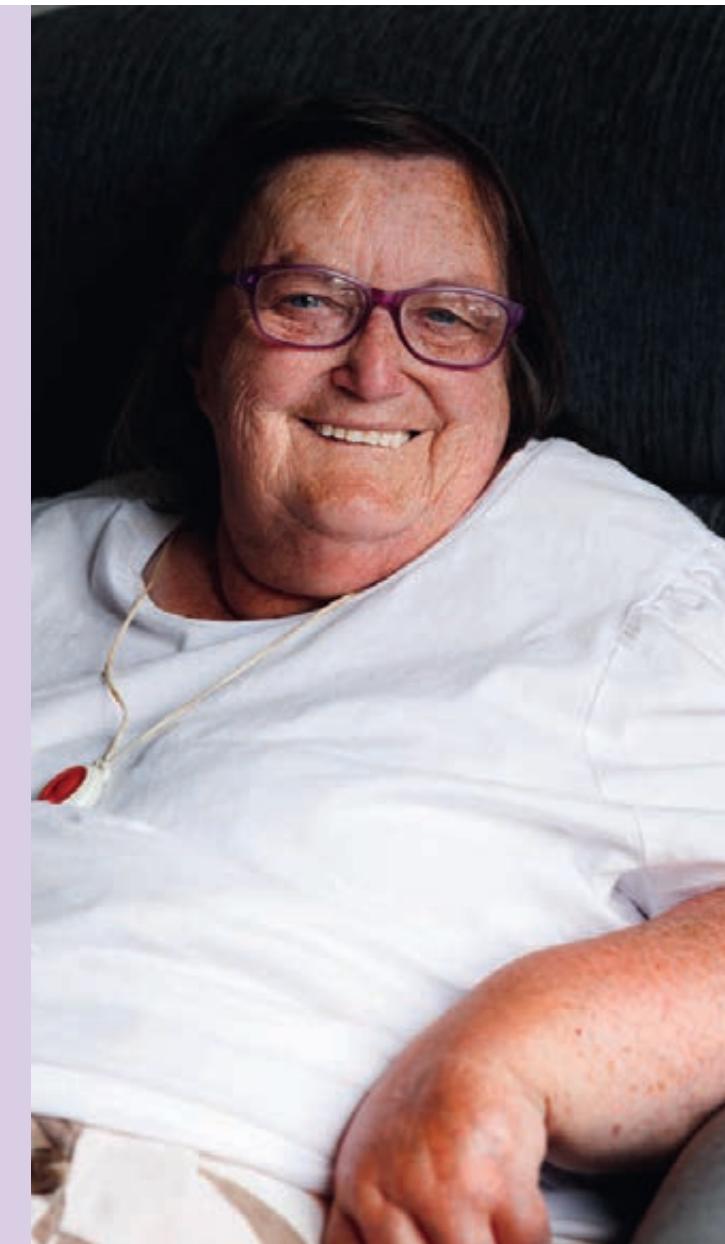
Many of the people have a range of health needs which meant that the coronavirus pandemic has had a big impact on their lives. However, throughout the pandemic the teams in both locations have gone that extra mile to keep people safe. They also worked creatively with people's families and relatives to find ways of them staying in touch and involved, even when they were unable to enjoy in-person visits. Three of the women living at the locations have kindly shared their experiences with us.

### Maureen: looking forward to a wee holiday

Maureen moved into her flat after her husband had to be cared for in a residential setting. Before the pandemic she enjoyed a very busy social life. She was a regular at the activities on offer at the local Knightswood Community Centre. She also enjoyed lots of socialising at The Albion Club, where she loved taking the floor at the weekly tea dances.

As a result of the pandemic, most of these opportunities stopped and Maureen had also to cancel some plans she'd made, including a holiday to Blackpool.

Although some things are slowly returning to what they were like before coronavirus, she's not sure whether all the activities she enjoyed at the Albion and Knightswood Community Centre will re-start. She is hoping that the knitting group that takes place in a communal area will resume, as this was a good chance to meet up with other tenants for a cuppa, a chat, and of course some knitting. In the meantime, she enjoys jigsaws and has a wee holiday to Oban planned, which she is very much looking forward to.



## Lynn: keeping busy with Daisy

Lynn has always had a very busy life. Prior to her moving into her supported tenancy, she had a full life, working for many years, firstly as a hairdresser then in various Greggs shops around Glasgow. She was also a keen traveller and enjoyed regular foreign trips. However, this busy life meant she wasn't able to fulfill her dream of having a pet dog.

The move to the supported tenancy has meant that Lynn now has the support she needs to stay healthy and to take that step to becoming a dog owner. And so, Daisy came to stay, the company of whom she has been very glad of during the pandemic.

Lynn has kept herself busy at home with her iPad which she uses to play games and also watch films. However, she is most grateful for Daisy. Together they enjoy getting out for a short walk each day and are perfect companions for one another.



## Janet: They're my 'A Team'

Janet moved into her supported tenancy in Yoker a year and a half ago as she had been finding her previous home a bit of a struggle due to her mobility issues. She loved her home in Knightswood but says that the team at Yoker have really helped her make the transition, and she recognises that the move to a ground floor flat has helped her maintain some independence.

Like lots of us, Janet has found the pandemic difficult, not being able to see people, and her mobility challenges make it hard for her to get outdoors on her own. She credits the team of women who support her for getting her through this. She calls them her 'A Team' and says she doesn't call them that for nothing, as they really have been terrific. As well as being there for her to get ready in the morning or bedtime, and at mealtimes, she says that they often pop in throughout the day just to check on her and have a wee chat to keep her spirits up.

One of the things she chats about with great pride is the role she played in Glasgow's great shipbuilding history. She was a tracer, a crucial role which meticulously perfected the detailed drawings of the draughtsmen and a job she loved. Fittingly, her flat is on the banks of the Clyde, near where the ships she helped bring to life began their sea-faring journeys.

## Marilyn: facing life's challenges with a smile, and lots of crafts

Marilyn is supported by one of our Community Lifestyles East teams. She was keen to share her huge passion for life, and also for crafting.



Over the past few years Marilyn has had some health challenges. However, she has recovered well from these with the support of her team, who've been with her every step of the way.

Marilyn is a skilled knitter and crocheter who specialises in Scottie dogs and teddies. Apparently, she can produce two a week! It started with making the teddies to gift to premature babies in hospital and progressed into selling them, with the money she makes being donated to cancer research charities.

She also loves dogs and had her own dog, Tanya, who sadly passed away a few years ago. Unfortunately, due to her health, owning a dog would be a bit of a struggle for Marilyn now. So, Liz in her team had the ideal solution. Liz got herself a dog, and makes sure Nuala regularly accompanies her to Marilyn's house. It's fair to say that Marilyn is absolutely besotted with Nuala, and that the feeling is pretty mutual.

As restrictions continue to ease, Marilyn is looking forward to all the things she enjoys doing, like going on holiday, Blackpool is her favourite destination, and getting to see her friends at the local Petershill Club, where she enjoys the bingo and karaoke!



## James: a well-deserved holiday after a difficult winter

The past year has brought some challenging times for James. In the midst of the winter coronavirus lockdown, his team were concerned that he wasn't his usual self. Having supported James to visit his GP, it was decided that some further tests would be necessary.

It was discovered that James had cancer and would need to attend the Beatson to receive treatment. Naturally this was very worrying, but James, his team and his community learning disability nurse, worked in partnership with staff at the Beatson to develop a plan that would meet James' needs and ensure he had support in place throughout his treatment.

This included having prolonged stays in the hospital through his treatment periods and having the support of three chosen workers to take it in turn to stay with him during these. This meant an increase in his support hours which his team negotiated with his social worker.

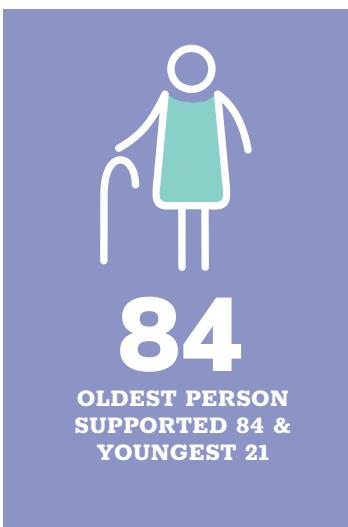
It also meant regular COVID testing for workers to minimise the risk of bringing infection into an environment where people were extremely vulnerable. The workers involved in supporting James with this, limited their contact with even their closest family and friends to keep James and everyone involved with his treatment as safe as possible.

Thankfully James' treatment has been successful. To celebrate this, as soon as coronavirus restrictions eased, James went on holiday. A caravan at Seaton Sands was booked and a car was hired to take James, and housemate John, with the support of two of their workers, off to the seaside for a well-deserved holiday.





ARDROSSAN  
AYR  
SALTCOATS  
LANARK  
LESMAHAGOW  
RUTHERGLEN



## Exciting times in Ayr

In the midst of the pandemic, our team in Ayr were busy working in partnership with South Ayrshire Council and Ayrshire Housing colleagues, to support people to move into newly completed housing in the town.

The flats became available in November and since then there has been lots of people setting up home in their lovely new flats.

Doing this during a pandemic, and the restrictions we faced last winter, was certainly not easy, but the staff worked hard to build relationships with individuals and families and make the transition as smooth as possible. So much so, that most people are now happily settled and keen to share their stories.

### Brogan and Marianne: growing up, becoming independent

Brogan is 22 and was one of the first people to move into the new flats in Ayr. The move has been a big step for both her and her mum, Marianne.

Like most parents facing the prospect of their child moving out, Marianne was, understandably, a bit apprehensive.

However, she knew this was exactly what Brogan wanted and had also felt good about the staff team from the very first meeting to discuss the transition.

And so far, the move has gone smoothly. Marianne is proud of how Brogan has adjusted to her new, more independent life. She recognises how quickly Brogan has settled in her flat and how she is very much in control of developing her own routines and preferences for how she uses her support. She credits Brogan's team for this, she says they are always welcoming and ready to listen, and most importantly she trusts them.

In Marianne's words, "They are amazing".

Brogan thinks it has been a great move too. She screamed with delight when she heard she was

getting her own flat and loved getting the key to open her front door. Now that she's settled in, she keeps herself very busy. She enjoys dance and yoga classes on Zoom and has joined a walking group with some of her neighbours.

Harley moved in at the same time as Brogan, and the young women have been friends since school. Now that they are neighbours, they are inseparable and have a great social life of walking, shopping, and going for lunch. They're looking forward to being able to have days out again, visiting new places, and getting to Glasgow for the shopping.

It's fair to say Brogan is loving her independent life, whilst making sure she and her mum continue to be as close as they've always been.



MARIANNE

## Kenneth: new flat, new beginnings

Kenneth isn't new to living on his own, he's done this for some years now. However, difficulties with his neighbours at his previous house were negatively impacting upon his health.

Therefore, the move to his new flat turned out to be just what he needed.

Since moving in and having access to additional support, Kenneth is feeling happier, and healthier too. He knows he can get support to manage his finances or if he has any health worries. There is also always someone around to check in with, which has helped him to manage his anxiety about his health.

He has become firm friends with his neighbours, twin brothers Ian and Graham, and since restrictions have allowed, they spend a lot of time together chatting and enjoying a cuppa.

Now that restrictions have eased, Kenneth has been able to enjoy one of his passions, travel. He has travelled far and wide throughout his life, and if he'd enjoyed better health, he would've loved to have been a bus driver. Although recently he hasn't been as far afield as some of his previous destinations, such as Italy and Spain, he has taken the bus to Largs and Ardrossan. He's also hoping it won't be too long until he's able to take the bus to his very favourite city, London.



## Kaitlin: a place just for me



More than anything Kaitlin enjoys time to herself. It's so important for her to know the times in the day when she can just be on her own and play her music, loudly!

As she lived with family before the move, it had been difficult for her to get the space to do this.

Now that she's in her own flat, she can do what she wants, when she wants. She enjoys a varied range of social activities, including the walking group, which she absolutely loves. Like Brogan and Harley, she participates in the online fitness and dance classes. She's recently taken up baking too, an activity which her team help her with.

Routine is important to Kaitlin. She likes to know that she has scheduled those precious 'me' time slots into her days, and also likes to know which of her team to expect each day and what they'll be doing together. To help with this, the team make sure she always gets a rota on Fridays for the following week.

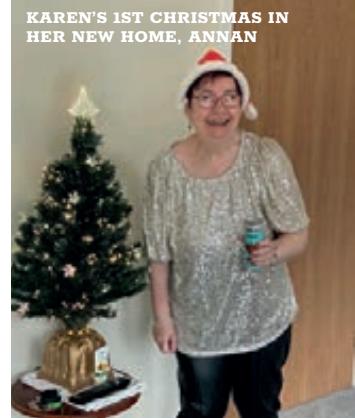
For Kaitlin her move has enabled her to find the right balance between having interesting things to do, spending time with friends, and being able to get away from it all when she feels the need.



ANNAN  
NEWTON  
STEWART  
NITHSDALE  
STRANRAER



CHRIS BOWLING IN ANNAN



KAREN'S 1ST CHRISTMAS IN  
HER NEW HOME, ANNAN



## Colin: loving healthy living

Colin lives in Newton Stewart, where we began supporting people relatively recently.

Since his team's got to know Colin, he's been able to tailor his support to things he enjoys doing and which support his healthy lifestyle.

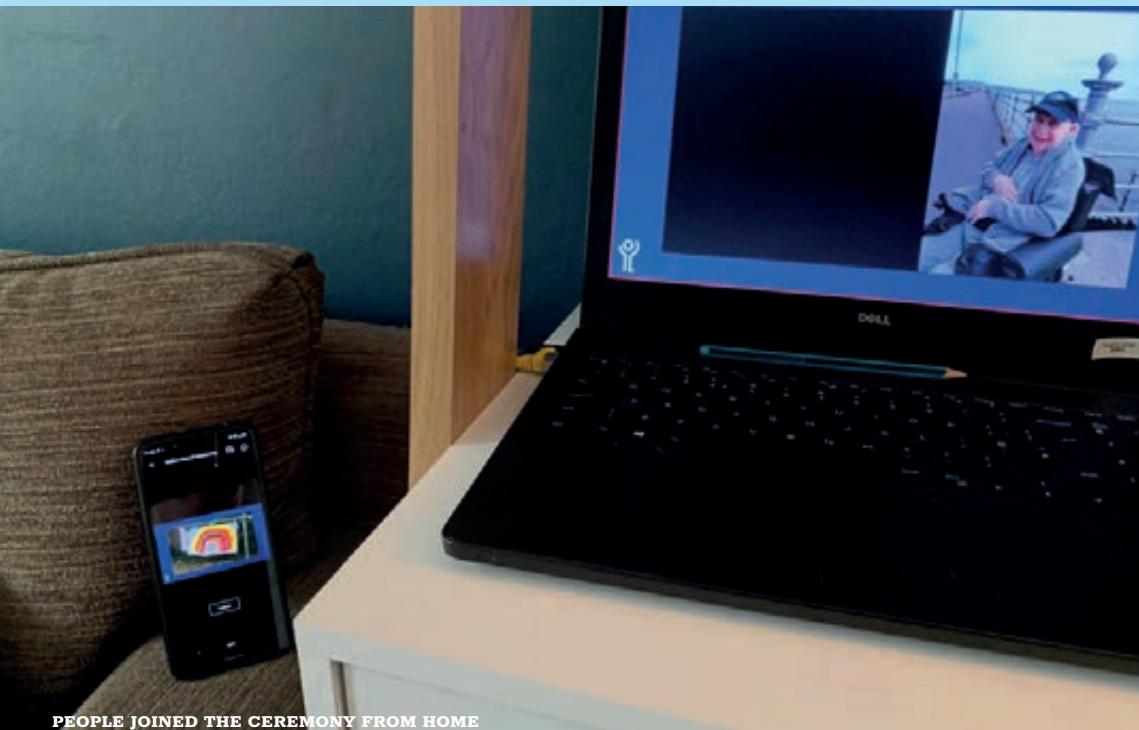
Having drivers in his team is important to Colin as he has a Motability car and enjoys going on drives in the country. And with so much beautiful countryside right on his doorstep, why wouldn't he?! He often takes a picnic with him, which helps him stick to his healthy eating plan too.

During lockdown, many of Colin's day activities stopped but he feels this has helped find a better balance over what he does to keep busy. For example, it has given him more time to go walking and enjoy being outdoors which are both activities he loves.

He has many friends in the town too, they make sure he has a social calendar full of café visits, trips to the cinema and lunch dates. With more choice and control over his days and how he spends his time, Colin is feeling happier in himself and very content.



## Our first ever online SQA Ceremony



We are committed to supporting our social care workforce to achieve the qualifications they need to be fully registered with the Scottish Social services Council (SSSC).

Equally important has been the role of our celebratory SQA Award Ceremonies in valuing staff's achievements, alongside the hard work and dedication which goes into obtaining a recognised qualification. In spite of the pandemic, we were determined to maintain this tradition by building upon our increased online activities and hosting our first ever online SQA Ceremony in late October 2020.

Using MS Teams Live, which was another first for us, we were able to celebrate the fact that 165 staff, our largest number ever, had completed one, and in some instances two, SSSC related qualifications since the previous event in May 2019.

Along with the roll call of successful staff, we shared colleagues' comments on how their studies had positively impacted on their practice and support to individuals. There were also uplifting video contributions from Rebecca O'Donnell (TAG Chair), Andrea Wood (CEO), Alex Moffat (SVQ Co-ordinator), Sheila Hanney (Head of Staff Development, Policy and Practice) and Angus Turner (Key and Community Lifestyles Board Member).

There was a surprise for Angus too, his very own SVQ (So Very Qualified) Award in recognition of the valued role he has played at the heart of all our SQA ceremonies.

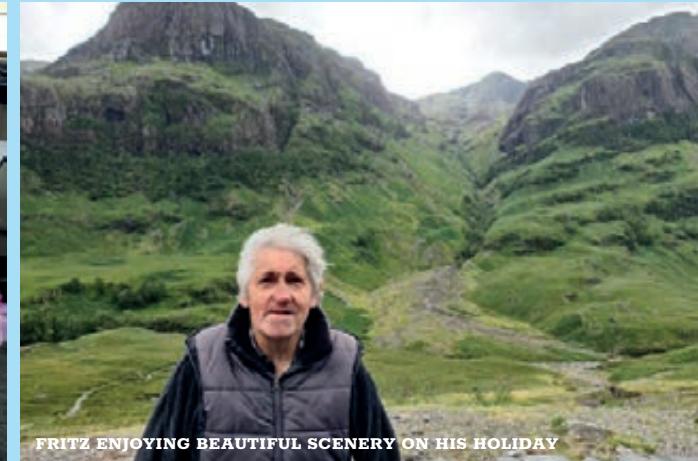
As these brilliant photos show, our teams across Scotland have been supporting people to live life to the full and enjoy lots of fun activities.



BAKING FUN IN DUMFRIES



LESLY ANN CELEBRATING HER BIRTHDAY IN RENFREW



FRITZ ENJOYING BEAUTIFUL SCENERY ON HIS HOLIDAY



HEATHER DELIGHTED TO BE BACK AT TENNIS



HELEN & HER WORKER ENJOYING A DAY TRIP



SHAUN ENJOYED THE GO-CARTING

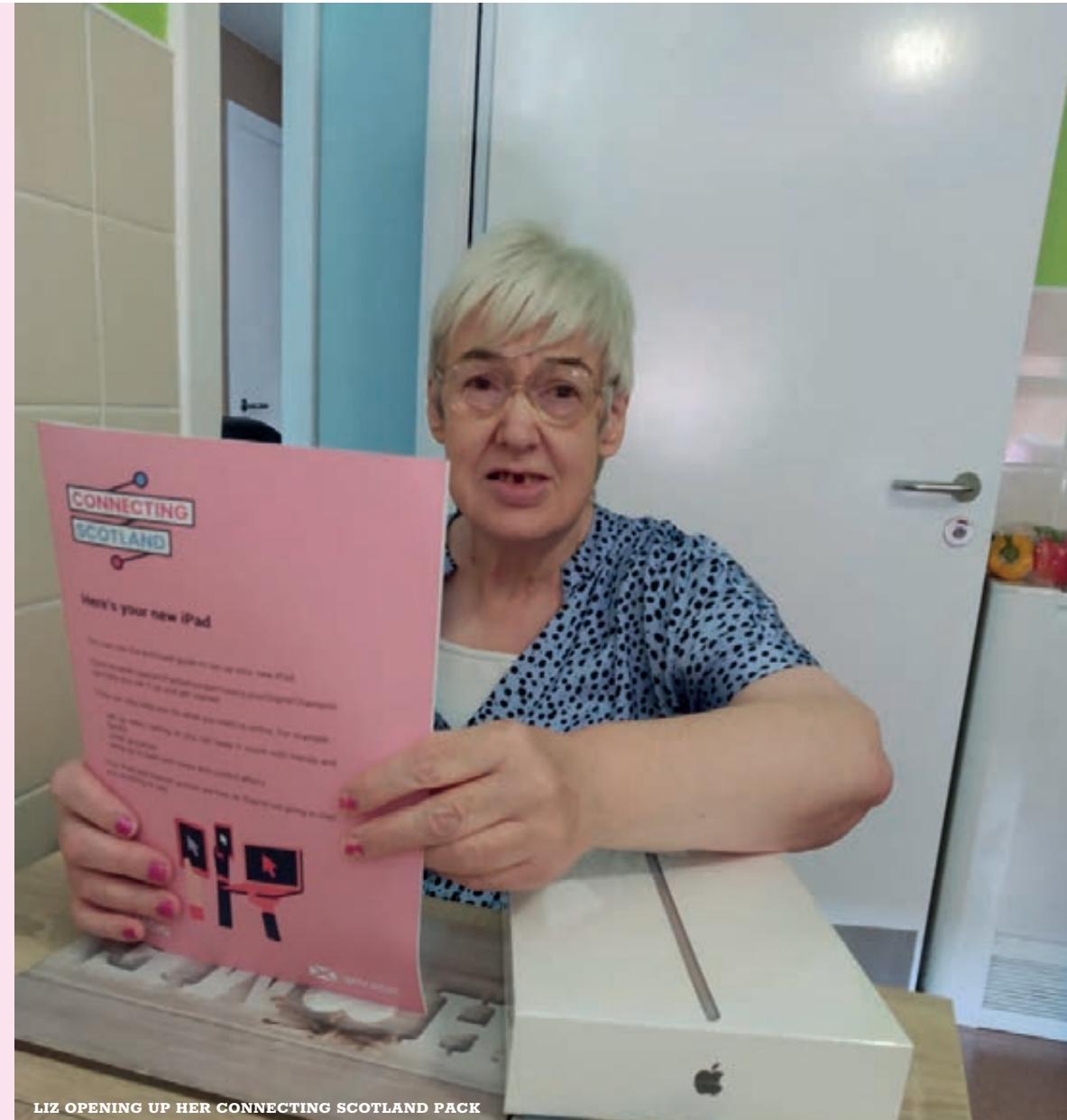
## Our digital commitment

As part of our organisation-wide digital commitment we have been supporting individuals and our staff to become more digitally confident and included. In addition to internal developments, it has been helped by some external funding and partnership initiatives.

Through successful Connecting Scotland funding applications, managed by SCVO, we have been able to provide 52 iPads and 47 mobile internet connections to people we support across Key and our subsidiary, Community Lifestyles. In addition, this fund has enabled us to support a number of front-line staff to complete their Digital Champion training so that they can be more confident in assisting the people they support with their new IT equipment and digital goals.

We were also delighted to be offered and access LEAD Scotland's free online Cyber Security training to a number of frontline staff who support individuals who are digitally active.

We will continue to promote digital inclusion through day-to-day support, supporting TAG's activities, partnership working and sharing inspiring stories. New digital developments, building on our Staff Digital Skills and Engagement Survey, will include a new Staff Intranet and Online Learning Strategy.

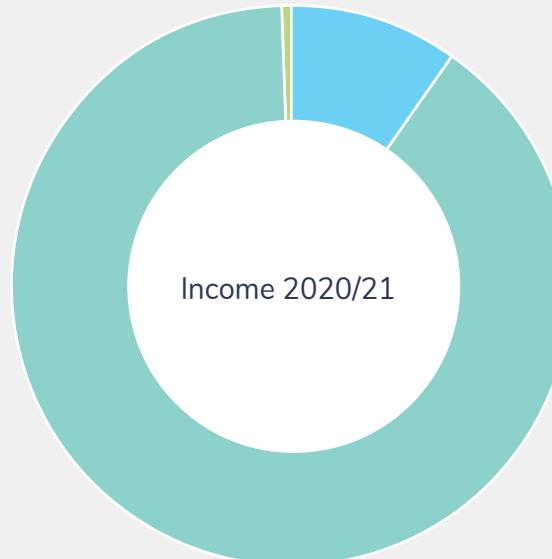


LIZ OPENING UP HER CONNECTING SCOTLAND PACK

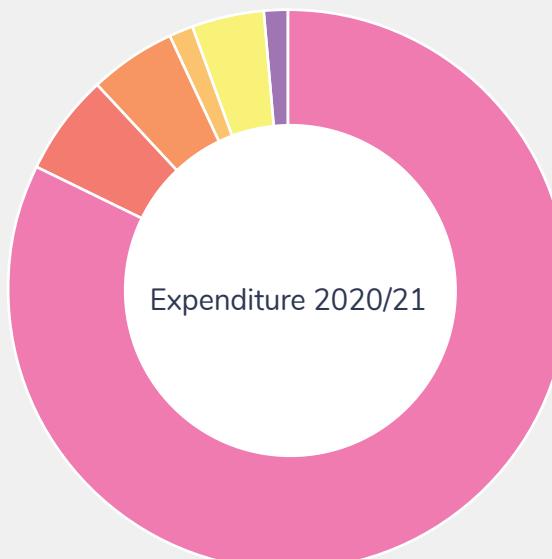
## Financial information 2020/21

A full copy of Key's annual accounts for the year ending 31 March 2021 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. Community Lifestyles Limited, company number SC186901. A subsidiary of Key Housing Association and a charity registered in Scotland, number SC028041.



Rental Income.....	£5,652,943	9.8%
Support Services Funding....	£52,148,199	89.9%
Other Income .....	£196,105	0.3%



Support Service Salaries.....	£46,804,939	82.3%
Management Costs .....	£3,351,645	5.9%
Other Support Costs .....	£2,859,651	5.0%
Repairs .....	£821,746	1.5%
Other Housing Costs.....	£2,290,838	4.0%
Other Expenditure.....	£711,694	1.3%



Cover art: Wallace Monument by Martin Sloss

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



70 Renton Street  
Glasgow G4 0HT  
0141 342 1890  
[www.key.org.uk](http://www.key.org.uk)