

REGISTERED COMPANY NUMBER: SC248467 (Scotland)

REGISTERED CHARITY NUMBER: SC034247

**Report of the Trustees and
Financial Statements for the Year Ended 31 March 2021**

for

Glasgow Disability Alliance



Glasgow Disability Alliance
Confident Connected Contributing

Key Professional Partnership Limited

Chartered Accountants

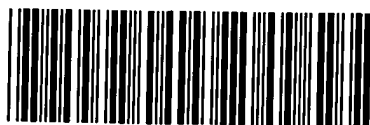
Statutory Auditors

Suite 4f, Ingram House

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Glasgow, G1 1DA

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Glasgow Disability Alliance
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for the Year Ended 31 March 2021

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Report of the Trustees

for the year ended 31st March 2021

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report and financial statements for the year ended 31 March 2021. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005.

GDA is a disabled people's organisation (DPO) controlled by our full disabled members: **5365** disabled people plus disabled people led organisations (DPOs) at end of March 2021. We also have a thriving network of Associate members: people, partners and allies who support our aims. GDA members are disabled people of all ages and with any type of impairment.

The mission is to build the confidence, connections and contributions of disabled people, recognising and building on talents and strengths. The GDA vision is that disabled people across Greater Glasgow can participate and be leaders in their own lives, connecting with each other and with opportunities and contributing to families, communities and wider society. GDA's community based programmes, events and activities support disabled people to do this.

As well as supporting disabled people and their organisations, GDA works in partnership with community organisations, public bodies and others to further the voices and priorities of disabled people within policy development, design and delivery, using a codesign approach.

1. Reference and administrative details

Trustees of the Charity

Member Directors

Convenor	Angela Mullen
Vice Convenor	Iain Montgomery
Treasurer	Morag Mackay
Member Director	Nancy Welsh
Member Director	Alan Dick
Member Director	Maureen McHugh

Co-opted Directors

Billy McFarlane
Professor William Hughes
Professor Nicholas Watson

Company Secretary: Tressa Burke, CEO

As the company is limited by guarantee, the financial interests of the Trustees in the company are identical to those of the members.

Independent Auditor

Key Professional Partnership Ltd
Suite 4f, Ingram House
227 Ingram House
Glasgow
G1 1DA

Bank

Bank of Scotland
Sauchiehall Street Branch
PO Box 1000
BX2 1LB

The officially registered charity office address is GDA's only premises and is located at:

Suite 301, The White Studios
Templeton Business Centre
Templeton Court
Glasgow G40 1DA

Registered Scottish Charity Number: SC034247

Private Limited Company number: SC248467

2. Governance, Structure and Management

Governing Document

Glasgow Disability Alliance is governed by its Articles of Association. These were initially adopted in 2003 and revised most recently on 9th October 2015. The Articles are reviewed annually by the Board for compliance with reference to our Corporate Governance Charity Solicitors to ensure ongoing fitness for GDA purpose and direction.

Election and Appointment to the Board

There were 9 serving board members during this reporting period including 2 co-opted members. The full process for election and appointment of directors is set out in the Governing Document, a summary of which follows:

- The maximum number of directors is 11, with a minimum of 7 member directors and maximum of 4 co-opted directors.
- Full members of GDA may stand for election to the GDA board in accordance with the procedures as set out in the Governing Document.
- The GDA membership elects Member directors at a triennial general meeting. The Governing Document outlines the voting process.
- The rules, as set out in the Governing Document, allow the board to appoint co-opted directors to fill a vacancy or skills gap at any time between elections. Co-opted directors stand down prior to each triennial election.

Governance

GDA members democratically elect the Board i.e. the Governing body. GDA Board had ongoing Governance support and training over the last year.

All new board members have a one to one meeting with the CEO and Convenor as well as an initial induction training session. Regular training on governance and equality issues is provided to board members to enable them to being fully informed and equipped to fulfil their legal obligations and perform effectively as charity trustees, including managing risk. This includes one to one support for newer Trustees from an independent Governance Consultant. Annual performance reviews are conducted with each board member and with the board collectively.

All trustees complete an annual declaration of interests, skills audit, code of conduct and training needs analysis to identify areas for development. Declarations and conflict of interest is a standing agenda item at each board meetings.

The board meets a minimum of 4 times per year, with additional subcommittee meetings and working groups in between. There were 3 office bearers during this year - Convenor, Vice Convenor, and Treasurer.

The Board appoints the Company Secretary and the CEO holds this position. Standing committees are Resources and HR, Governance and Executive committees. The CEO and Finance Manager attend both of these as do the Convenor and Treasurer amongst other Trustees.

Currently, experience on GDA's Board includes: social work, education and Higher Education, industry, local authority and other Third Sector organisations. Additional skills and expertise includes:

- ✓ Leadership including management
- ✓ Governance
- ✓ Strategic planning
- ✓ Employment Law/Personnel/HR
- ✓ Finance and finance management
- ✓ Membership of Association of Accounting Technicians (current Vice Convenor)
- ✓ Risk Management
- ✓ Project management including project/programme design, performance management, staff development, setting budgets, reporting and compliance
- ✓ Knowledge of GDA key work areas: Community Development, Lifelong Learning, Equalities and Human Rights, Further Education, Higher Education, Research, Employability, Social Work Services, Self-Directed Support, professional advice, information and support to and for disabled people, Community Empowerment, Health & Social Care Integration, younger, older LGBT, BAME disabled people and disabled women's issues and barriers- all exacerbated by COVID.
- ✓ Compliance with various legislation and regulators e.g. Employment Legislation, Companies House, OSCR, Health & Safety, GDPR
- ✓ Funding and fund-raising
- ✓ Managing external relationships
- ✓ Personal lived experience of disability and related barriers faced
- ✓ Equalities, Independent Living and Human Rights
- ✓ Service Reform- principles and best practise

Board and governance are an ongoing endeavour with the GDA Board going through regular training and support to carry out their role effectively. During 2020-21, the board continued to meet online to fulfil their Governance duties as well as continue their training and support sessions. Specifically regarding the global pandemic, the Board had its first emergency online meeting on 27th March 2020, immediately prior to this Reporting Period to consider organisational risks and approve our Covid Response Plan.

Risk Management

The Trustees regularly review the major risks to which the charity is exposed and put in place systems for risk mitigation, notably through the maintenance and regular review of a Strategic Risk Register. This was reviewed at the outset of the pandemic and throughout the year as so many challenges and changes were presented to the organisation alongside everyone else.

The Strategic Risk Register is reviewed under a standing item at Exec meetings and presented for discussion at every second Board meeting. The CEO reviews this risk register ongoing with senior staff and the Convenor and reports to the Exec, full Board and any other sub groups or committees as required.

During 2021-21, the Strategic Risk Register was revised and updated to reflect the impact of COVID-19 under each of the 7 key risk areas and reviewed regularly to enable the Board to mitigate and manage potential risks throughout a most challenging year.

Particular regard was paid throughout this financial year to the risks associated with managing multiple funding awards, including several temporary pandemic mitigation grants with related increased staffing to meet demands, as well as ongoing organisational sustainability: a cycle of planning, review, mitigating actions, and further review was conducted. Following public health guidance for working at home and halting face to face activities and events was of critical importance.

Membership

- Full membership of GDA is open to disabled people aged 16 or over who are resident, attending school, further education or working (including unpaid work) in Glasgow and who agree to support the aims and activities of the company.
- Organisations controlled by disabled people, which operate in Glasgow (and are incorporated bodies) can apply to become members of GDA.
- Junior membership is open to disabled people aged 11 – 15. Junior members are not permitted to stand for election to the board, or vote at any members' meetings.
- Associate membership is open to any individual or organisation not meeting the criteria for full membership but wishing to support the aims and activities of GDA.
- Associate members are not permitted to stand for election to the board, nor are they permitted to vote at any members' meetings. Associate members may be co-opted to the board in accordance with the Governing Document.
- As of 31st March 2021, there were **5365** full voting members of Glasgow Disability Alliance.

Operational structure: Management

The CEO has overall oversight and management of:

- Staffing: Managing the People- e.g. recruitment and selection, team-working, involvement in decision making, ensuring skills, knowledge and training- development and growth , performance management, resource planning, time management, work quality and quantity, innovation and change;
- Delivery of work- clear targets, adequate resources, planning and action planning, good systems and procedures, clear standards and expectations, monitor quality & quantity of work, manage improvement and manage change.
- Information and communications- internally and externally, including decision making, data collection and storing information;
- Finance and material resources including finance planning and monitoring, financial controls, fund-raising and relationships with funders, premises, equipment and materials
- External relationships with partners, funders, liaising with other orgs, funders, Scottish Government, all media and PR and lead spokesperson representing GDA
- Strategic Planning- sustaining vision, direction and leadership and ensuring shared core objectives and systems to track progress. This is also a key focus along with the Board and GDA CEO meets the Convenor once every 6 weeks, which ensures that reporting, and accountability is monthly when all meetings are considered.

The Depute CEO assists with aspects of overall strategic management including funding, reporting to funders and heading up GDA's Learning and Digital Teams among other lead areas.

The Finance Manager manages robust processes around financial processing, reporting and management systems and works closely with the CEO on budget analysis, planning and reporting.

The Senior Management Team (SMT) has responsibility for delivery of GDA projects and programmes including managing Teams, supporting staff and driving forward GDA Workplans. This includes Support and Supervision on a monthly basis with staff as well as participating in and leading specific and full Team meetings and Action Planning sessions. The SMT all have specific and lead responsibility for policy areas e.g. Climate Change, Social Care, Older People, Younger People, Poverty and Employability, Human Rights, Wellbeing, Social Security etc.

The Board and Staff jointly attend Annual Away Days for planning and development.

Structure and staffing of Glasgow Disability Alliance 2020-2021:

Linda Algie	Finance Manager [p/t]
Charlotte Bamford	Development Officer [p/t] (from 24.04.20)
Darren Brownlie	Wellbeing Engagement Officer* / Digital Coach* (from 26.03.20)
William Buchanan	Covid Lifeline Worker* (24.06.20 – 08.03.21)
Tressa Burke	Chief Executive Officer
Jane Collins	Wellbeing Engagement Officer* / Digital Coach* (from 21.04.20)
Louise Connor	Wellbeing Engagement Officer* / Digital Coach* (from 01.04.20)
Leanne Craig	Admin and Access Officer (from 01.07.20)

Julie Donaldson	Office Assistant (from 01.04.20 – 31.07.20)
Ruth Hart	Community Development Coordinator
Laura Keogh	Admin & Access Coordinator (until June '20)
	Resource Coordinator* (from June 2020)
Kayleigh Kerr	Wellbeing Engagement Officer* (06.07.20 – 29.01.21)
Hannah King	Covid Lifeline Worker* (from 09.04.20)
Lorraine Lapsley	Wellbeing Engagement Officer* (06.07.20 – 08.03.21)
Sophie Lawson	Helpline and Admin Officer* (22.06.20 – 09.04.21)
Krystyna Loney	Wellbeing Adviser* (from 06.07.20)
Ian MacCorquodale	Welfare Rights Officer
Cara MacDowall	Communications and Policy Officer
Lynn McEwan	Office Manager and PA to CEO
Jack McEwan	Digital Support Worker* (19.06.20 – 08.03.21)
Linda McEwan	Covid Lifeline Worker* (13.04.20 – 30.08.20)
Isla McIntosh	Community Development Manager
Susan McKenna	Welfare Rights Officer
Paula Morgan	Community Navigator Future Visions (from 01.03.21)
Sally Reid	Wellbeing Engagement Officer* (08.06.20)
Hannah Reynolds	Development Coordinator / Digital Inclusion Coordinator*
Frances Samuels	Covid Lifeline Worker*
Marianne Scobie	Depute CEO
Brian Scott	Development Manager
Lauren Scott	Wellbeing Adviser* (from 06.07.20)
Amanda Scott	Wellbeing Engagement Officer* (01.06.20 – 08.03.21)
Jamila Shaikh	Community Development Officer (from 23.02.21)
Rose Sims	Wellbeing Engagement Officer* (29.06.20 – 08.03.21)
Sandra Stuart	Development Manager
Beinn Watson	Wellbeing Engagement Officer / Digital Coach* (from 06.07.20)
Nathan Welsh	Covid Lifeline Worker* (from 14.04.20)
Karen White	Covid Lifeline Worker*
Karen Wylie	Wellbeing Engagement Officer* 25.3.20 / Learning Coordinator (from 29.06.20)
Zenab Yasin	Covid Lifeline Worker* (from 01.04.20)

In addition, we had 5 Casual Workers who were furloughed between the period 30.03.20 – 31.08.20.

All posts are part of the GDA Covid-19 Response.

* These posts were specific appointments or repurposing of existing roles to contribute to the delivery of GDA's Covid-19 Response.

3. Outcomes and Objectives

A full descriptor of the company's objects are contained in the Governing Document, a summary of which follows:

- To relieve the needs of disabled people within Glasgow and surrounding areas by providing or encouraging the provision of services which will improve their conditions of life and facilitate their active participation in society.
- To advance education, in particular in the field of disability equality.
- To promote or provide training in skills of all kinds, particularly those which will assist disabled people, and/or those who support them, in pursuing independent living and social inclusion.
- To relieve unemployment in ways thought to be fit, including assistance to find employment.
- To promote, establish or operate other schemes, in furtherance charitable purposes, for the benefit of the community within Glasgow.
- To do so in the manner which reflects the principles of equal opportunities, a policy of non-discrimination and the social model of disability.

Mission and Vision

GDA's vision is that disabled people can participate fully in their own lives, communities and wider society, with the support they need and with choices equal to others.

The mission is to build the confidence, connections and contributions of disabled people, recognising and building on talents and strengths. GDA is committed to delivering equality, rights and social justice for disabled people.

Organisational Outcomes

- Disabled people of all ages have increased aspirations, improved knowledge, skills, confidence and capacity for reaching their potential.
- Disabled people are better connected to their communities (including other disabled people), are better able to cope, to make choices, participate and contribute.
- Disabled people have stronger voices to make decisions about their own lives and inform services about their aspirations and needs, accessing the support- including services- they need for self determination and independent Living i.e. practical support to live their lives.
- Public Partners, Scottish Government and Glasgow City Council have increased understanding of disabled peoples' needs, aspirations, barriers faced and action required to remove these so
- that they are better able to plan policies and services which meet needs and deliver human rights.
- GDA is a strong, efficient and effective organisation and a resilient and supportive community offering networks of and to disabled people.

Objectives

GDA's mission and outcomes have been delivered broadly around 5 critical and interrelated objectives, which increase disabled people's life chances, raise awareness and tackle inequality:

1. To engage disabled people who are traditionally labelled "hard to reach".
2. To deliver programmes of learning, development, one to one coaching and collective capacity building activities using peer support and asset based approaches.
3. To build voices of individuals to increase confidence, self-determination and participation and to contribute these collective voices through co-design to influence the development of policies, services and decisions which affect disabled people.
4. To provide accessible information, signposting, referrals and access to services including GDA's Rights Now project, which provides Welfare Rights information, advice and representation, and Future Visions, which supports disabled people experiencing blockages to their social care support needs.
5. To work collaboratively with others through partnerships & codesign: working together, working differently, being leaders and demonstrating innovation and a culture of learning.

During 2020-21, GDA successfully delivered on six additional Scottish Government strategic ambitions and outcomes:

- 1. Participation:** contributing community of interest and equalities perspectives to the participation agenda via intersectional approaches, partnership working, consultancy, insights and engagement in parliamentary and other democratic processes.
- 2. Older Disabled People:** ensuring that older disabled people are included in and benefit from Fairer Scotland for Older People and Connected Scotland strategies.
- 3. Young Disabled People:** ensuring young disabled people are included in design, development and delivery of initiatives to meet the SG aims of strategies that affect them, e.g. DYW, GIRFEC, UNCRC, etc.
- 4. Employability:** expert policy analysis and insights and support for disabled job-seekers engagement in employability strategies, including disabled parents, young people in transitions; piloting Access to Work type of support for disabled people undertaking work trials / work experience; working with employability support providers to improve services for disabled people.
- 5. Hate Crime:** contribution of policy insights and partnership work to increase reporting of Hate Crime and tackle prejudicial attitudes; facilitate engagement of Police Scotland with disabled people.
- 6. Social Security:** support disabled people's engagement in and collaboration with the SSSA; and supporting the establishment of the SSSA via Advisory Groups, testing of processes, communications, expertise and training.

New and additional objectives which were achieved during this year were to implement and develop GDA's evolving Covid Response Plan:

1. To carry out a comprehensive survey of needs via wellbeing check-ins to GDA's 5000 members including telephone calls, text messaging and an online survey (with support to complete), exploring concerns and priorities to shape Responses- both GDA's, wider services.
2. To develop GDA's Emergency Response – providing info and advice- signposting people into services, registering people and their needs on GDA's emergency response register; mobilising our PAs (usually deployed at face to face activities and events) to deliver essential shopping, medication, vital resources for people falling through gaps; support people in crisis where services retrenched.
3. To plan, adapt and develop GDA's Delivery Model- in line with our mission: getting programmes online; building capacity of our Tutors/disabled people; bring our collective capacity building and peer support online rapidly in order to amplify voices and priorities and ensure that disabled people were not left behind in policies, services and decisions

Strategic Review and Development

Alongside delivery, the organisation has developed GDA's own health by building the capacity of the Board and Team in relation to strategic planning, governance, innovation, change and sustainability.

The Board has continued to undertake training and development around Governance and related responsibilities and this is an ongoing, dynamic process.

Expert input on Governance from AMG Consultancy and advice from Corporate Governance Solicitors, Burness Paull supports GDA's Board to ensure maximum standards around Governance oversight and decision-making.

The GDA board adheres to the Nolan Principles of Public Life:

- | | |
|-------------------|---------------|
| 1. Selflessness | 5. Openness |
| 2. Integrity | 6. Honesty |
| 3. Objectivity | 7. Leadership |
| 4. Accountability | |

The annual development session was held online with Board and Senior Management Team in July 2020 to review risks, consider mitigating actions and agree an updated Strategic Risk Register for the year ahead. In addition, the Board continued to meet online with staff and the Senior Management Team for ongoing review, planning and implementation throughout the pandemic to ensure GDA's Covid-19 Resilience Response was meeting needs and complying with the overall Aims and Objectives of the organisation.

The areas covered have ensured that involving disabled people remains at the heart of strategy and included:

- Examination of the **financial outlook** including risks, mitigation, fundraising strategy and reserves. This was a vital element due to the reactive nature of the organisational response to the ongoing pandemic, with decisions having to be made quickly and emergency funding rapidly secured.
- **Funding and Fundraising Plan** building on the Core and ongoing consideration of grants, trusts and potential models of Income Generation. Additional Covid-19 Mitigation grants became available at various points in the past year.
- Reviewing and developing **Staffing Structure and Delivery Model** in light of funding changes and in response to the needs of disabled people during the ongoing pandemic.
- A review of **values and core mission** and re-stated commitment to ensuring that fundraising is consistent with these values.
- Review of **successes and impact**, areas for development and plans for the future over short, medium and longer terms.
- Reviewing **Internal Systems including Financial Management**, systems and planning.
- **Communications**, Identity and reviewing and relaunching website and social media strategy.
- **Technology**: including all IT systems and communications systems, including data protection. This was urgent and ongoing due to all staff moving to home based working and rapid increasing and fluctuating staffing levels during the year.
- **Stakeholder Involvement and relationships** with various partnerships including national and Glasgow based policy work.
- Ongoing review of GDA's strategic plan including role **Board & Leadership**: allowing us to review the risks, which are part of the governance and management of the organisation. This includes compliance with the legislative framework within which GDA operates.
- **SWAT and PESTLE analysis**.
- Ongoing **Member engagement and involvement** online throughout lockdown and continuing through the ongoing pandemic. These have included - evaluation focus groups, Learning reference Groups, Peer Groups, Drivers for Change, Purple Poncho Players, Young Drivers, BAME Disabled people, LGBTQ+ Disabled People, Digital learners, etc.

In addition, the Board have ongoing input and training opportunities around equalities and human rights, which is an area of specialism held by GDA senior Staff and Board members themselves.

4. Achievements and Performance

Charitable activities delivered to support disabled people.

A summary of key activities and achievements delivered during 2020 – 2021 is as follows:

- 30,000+ phone calls made to check-in on disabled people, provide and/or organise support, listen to concerns, connect/refer to external supports and encourage participation in online activities.
- 6000+ disabled people spoken to about their needs, experiences, priorities and ideas for pandemic recovery solutions through Wellbeing Check Ins and calls to our COVID Helpline.
- 2500 disabled people completed online survey – with telephone support about immediate and longer term needs and priorities during Covid's first 4-5 months.
- 3000+ disabled people intensively supported across GDA programmes and 6000 including telephone supports and signposting
- 2,836 individuals received deliveries of food and household essentials from our Covid19 Lifeline Response service.
- 9555 incoming calls to GDA office landline and mobile numbers (including Helpline)
- 2091 emails to the general.info@ email address
- 779 letters sent out dealing with general enquiries and membership applications
- 27,871 newsletter / Covid bulletins sent out in the post, plus 3009 accessible formats sent out
- 497 individual clients secured arrears payments of £205,262.83 as well as projected financial gains totalling £784,745 – achieved by Rights Now Service.
- 600+ disabled people supported by GDA Connects to tackle digital exclusion via equipment, connectivity, coaching and learning opportunities:
 - 600 people had in-depth conversations about their digital needs.
 - 200 had light touch or one off support
 - 495 disabled people supported with technology and intensive coaching
- 529 disabled people supported by GDA Wellbeing service of 1-2-1 telephone support and online group sessions
- 12 disabled people recruited and trained as peer support volunteers to provide 1-2-1 telephone support to others unable to engage in online activities
- 465 disabled learners supported by GDA Learning from age 14-102
 - 8966 learning opportunities- an average of 19 per person
 - 878 individual learning activities and events delivered with multiple activities on many days
 - 564 short courses
 - 56 different types of short course
 - 31 longer term Programmes
- 128 people supported by Future Visions for Social Care programme
- 62 disabled people received 1-2-1 employability coaching support through GDA Employability
- 150+ disabled people received personal development coaching via 22 different types of personal development/ coaching programmes
- 132 new members engaged
- 5000+ reached through postal mailings
- 14 online performances of Purple Poncho Players
- 10 GDA events held online with and for disabled people
- 5 partnership events delivered

- 400+ disabled people supported to attend online events
- 400+ disabled people brought together with services
- 20+ Peer Support networks supported
- Over 100 partnerships: policies and services influenced across a range of areas with specific and essential partnerships around COVID Response, Recovery and planning for Renewal
- 30+ keynote inputs/ Masterclasses delivered by CEO and Senior Leadership Team
- **5365** members by 31.3.21
- Daily website and social media updates
- 3422 Facebook followers by end March 2021.
- 7000 Twitters followers by 31.03.20
- 14 Newsletters including Covid-19 information and guidance information sent by post to over 5000 members
- 16 films produced about disabled people's lived experience of the pandemic
- 18 E-Bulletins sharing learning and information, sent to 2000+ subscribers.
- Instagram and Website refreshed and relaunched in May 2020 and March 2021 respectively.
- Multiple broadcast media appearances and print media articles throughout the year, including a feature on BBC Disclosure Scotland in April 2020 on social care.

Charitable activities and Policies, Service Design and Decision Making

Examples of GDA's strategic policy, service and decision-making links across Glasgow developed or continued in 2020-2021:

- Adult Protection Committee and User group (GCC social work)
- Everyone's Children (citywide GIRFEC third sector programme)
- Glasgow Centre for Inclusive Living (links to board and variety of working groups)
- Glasgow Community Planning Partnership
- Glasgow City Council- Employability; Equality Outcomes;
- Glasgow Housing Association (and many other local Housing Associations)
- Glasgow HSCP Disability and Older People strategic and planning groups, plus related subgroups
- Glasgow HSCP- various
- Glasgow Life
- Glasgow Third Sector Interface
- Glasgow Youth Work Partnership
- Hate Crime Action Group and Working Group
- Social Recovery Task Force – including leading on Disability Workstream
- Third Sector Forum and Exec group
- Volunteer Glasgow

Examples of GDA's strategic policy, service and decision-making links across Scotland impacting on Glasgow's disabled people in 2020-2021:

- A Connected Scotland (social isolation)
- Connecting Scotland (digital inclusion)
- COSLA
- Disabled People led Organisations (DPOs) Policy Officers Group
- Human Rights Consortium Scotland
- Inclusion Scotland (policy and working groups)
- Mobility and Access Committee for Scotland (policy group)
- National PB Working Group
- Network Rail
- Police Scotland
 - Independent Advisory Group on Police use of Temporary Powers related to the Coronavirus Act
 - Operation Urram: COP26 Policing in line with human rights obligations and principles
- Scotrail
- Scottish Government
 - Disabled Children and Young People Advisory Group
 - Disability & Carers Benefits Expert Advisory Group
 - Disability Employment Action Plan
 - Disabled Parents Employability Support Fund
 - Equality Unit – weekly meetings from start of the pandemic (see Voices section below)
 - Hate Crime, Prejudice and Community Cohesion
 - Inclusive Vaccination Programme Steering Group
 - Local Governance Enabling Group
 - Local Place Plans guide reference group
 - National Advisory Council for Women and Girls
 - No One Left Behind (employability services)
 - Social Renewal Advisory Board
 - Social Security Agency
 - Tackling Prejudice & Building Connected Communities Action Group
 - Volunteering Action Plan
- Scottish Independent Living Coalition- DPOs across Scotland
- Scottish Social Security Scotland
 - Inclusive Communications Reference group and related working groups
 - External Equalities Network
- Social Isolation and Loneliness action group
- Transport Scotland
- Volunteer Scotland

Impact

A previous Independent evaluation found six critical factors for GDA's success, consistent with our guiding principles of Community Development and Human Rights: we tried hard during this year to live up to these:

- ✓ **Community development approach:** including supporting people to come together, build on strengths by developing knowledge, skills, confidence and connections and prioritising the issues that matter to them. Involving people worst affected by COVID's inequalities in the solutions and plans to mitigate and tackle these was a driving force in everything GDA did in 2020-2021.
- ✓ **Peer Support and understanding disabled people:** By listening to and understanding the needs of disabled people, GDA supported people to overcome barriers which became supercharged during Lockdowns and worsened in the months that followed. GDA provided safe spaces for people "in the same boat" for sharing experiences, exploring barriers and deconstructing inequality, creating positive identity, building self-worth, social networks, wellbeing & resilience. This was described as "A lifeline" in shoring people up and affirming that they were not alone.
- ✓ **Building Social Capital: building valuable relationships and connections,** continued to strengthen and empowers disabled people as individuals, and as a Community of Interest.
- ✓ **Trust:** A shared understanding of barriers & inequalities between GDA Board, staff and the members as well as wider disabled people resulted in our Community of Identity feeling safer, more connected, more positive about life and empowered to effect change.
- ✓ **Meeting Access Needs:** We continued to provide accessible information, language and BSL interpreters and added digital equipment, MiFis and connectivity devices and vital accessible technology to support people. We also provided resources when all options were cut off like a washing machine for someone with double incontinence – finding creative solutions to getting this delivered and plumbed in when no-one was able to do this through the usual channels. Another example was a talking microwave for someone with a visual impairment who would otherwise be unable to eat since services had retrenched for many complex and reasons. These responses continued to build trust and confidence that GDA understood the unique problems facing disabled people and would strive to find solutions.
- ✓ **Policy Influence and partnership working:** GDA always had an impressive range and scope of influence, influencing policy through involvement nationally and in Glasgow. This stepped up during the year with opportunities being carved out and taken to share our intel with policy and service developments across a range of areas, (as noted above) and improve disabled people's human rights.

GDA's methodology during this very particular year remained nonlinear and multi-layered- albeit changed for sure: we offered commitment-free opportunities to learn, meet others and have fun. Valuable peer support and in-depth programmes strengthen trust and shared understanding. Aspirations, strengths, talents and life-goals continued to be developed via programmes of group and 1-2-1 coaching. These shifted to coping during what became an exceptional time of challenges for everyone and in particular for disabled people. GDA created a sense of collective identity and fostered a spirit of trust and mutual support, with a sense of purpose and belonging.

Through this sense of shared belonging, many participants choose to 'give something back' by joining Peer Supporters to call people and have a very informal wellbeing chat or to join GDA's Drivers for Change where they can make contributions to consultations, get involved in policy development dialogues, share their lived experience with others, including via the media. This methodology is Community Development in action – supporting people to take the lead in identifying and challenging the barriers they face and demonstrating the transformative power of recognising people as assets.

Over 5000+ individual disabled people over Greater Glasgow directly receive our learning and information bulletins in the format they require – including standard hard copy, larger print, MP3 audio, data CD, Braille and via email. The bulletin is usually sent to every hospital, GP practice, social work office, and other organisations that support disabled people and hundreds more are distributed via information stalls and postal information packs to prospective new members. All of our information is promoted online and via social media. This wide-ranging communication strategy means we reach a significant section of the population otherwise excluded from directly receiving information.

We produced and distributed specific Covid-19 information and safety guidance in multiple formats as well as resources publicising GDA's Resilience Response, which were widely shared online, on social media and sent by post.

We created an animation to explain our response and had adverts on STV and on radio to make sure we reached as many disabled people as possible.

GDA values and methodology has contributed significantly to promoting social inclusion and tackling inequality over the past year: the challenge of all face-to-face activity having to cease and moving online was met with swift action and determination to respond to the needs of disabled people. We rapidly set up new activities and supports by phone and then online while adhering to our principles of leaving no one behind.

Supporting Intersectionality

Our Disabled LGBTQIA+ network. During this period, our disabled LGBTQIA+ peer network held 31 online events, activities and learning sessions, including, chats, quizzes, creative writing programme, Trans Day of Remembrance event and a Festive get together. The Network continues to be developed, led by a small core group who organise and support group events, supported by a disabled community development degree student

BAME disabled people's network: in response to feedback from BAME members, we had previously supported the development of a BAME Disabled People's Network to identify their particular issues, barriers and how we can better meet their needs. In this reporting period, we found that disabled people of colour / minority ethnic disabled people were less likely to engage in online activities, although were taking up other opportunities of support via phone in relation to a variety of needs, e.g. social care, food provision and digital support. This informed a successful application that enabled the recruitment of a Development Officer to specifically support our BAME network engage online from January 2021 onward.

GDA's CEO sits on the First Minister's Advisory Group for Women and Girls and our peer network of disabled women and girls is a reference point for this group, with network members attending "Circle" events to share their lived experience. There were 5 meetings of our womens's network in this reporting period, including a briefing session for the Advisory Group and

attendance at the online FM CIRCLE event. We commissioned an independent researcher to capture the lived experiences of disabled women during the height of the pandemic, and this, along with our ongoing research will form the basis of a formal report to be published on International Women's Day 2022.

GDA sits on the Scottish Government Disabled Children and Young People Advisory Group (DCYPAG) which brings together leading organisations to advise the government around issue of policy that affect YDP. During the pandemic much of the focus has inevitably been on education and health impacts on young disabled people and their families, as well as wider impacts of ongoing restrictions.

In the reporting period **we delivered 36 specific online sessions with Young Disabled People**, bringing them together in a safe space to develop their disability identity, build confidence and gain 'political' and campaigning skills. Young Drivers for Change feed into local and national groups such as DCYPAG as well as contributing to policy and service design conversations, including Participatory Budgeting, Scottish Youth Parliament, Police Scotland and GDA more widely. The group took part in a project to produce their own podcast which was launched in March 2021 and available via: <https://gda.scot/resources/podcast-gda-voices-young-disabled-people-takeover/>

GDA also sits on the **Scottish Government Older People Strategic Advisory Forum which feeds into the National Implementation Group on Social isolation and Loneliness**. These brings together key partners to consider challenges around access to services, poverty, participation and exclusion and social isolation and loneliness. During this year these groups became focused on the impact of Covid on older people and responses which were needed to tackle challenges. GDA fed in our intel and insights and the voices and priorities of disabled older people.

These insights and evidence was also shared with Glasgow HSCP structures around older people and Glasgow's Early Intervention and Prevention Working Group.

GDA's "Pandemic" Year

At the time of writing our previous Trustee report, the Covid19 pandemic was just beginning to take hold and have an impact. Contingency and emergency plans were being formed and immediate actions were being implemented. Over the past year, our entire programme of work has been based on disabled people's urgent, immediate and emerging needs and **GDA Resilience Response: Leaving No-one behind** grew and developed accordingly.

The challenge of continuing to support disabled people during the pandemic is immense but vital as our lives and human rights are under threat. GDA's rapid shift to innovate, adapt and deliver new models demonstrates our unwavering energy, determination and commitment to making sure disabled people don't fall through the cracks and remain excluded.

All existing staff quickly moved to working from home and were given the necessary support and equipment to do so – office furniture, IT equipment, mobile phones, etc. All casual workers were contacted and a few were placed on furlough as their role in supporting face to face work was suspended. The remaining few were retained as they were willing and able to make deliveries of food and essentials to disabled people in need. The GDA Board were informed and as a result were carrying out their due Governance throughout this process.

During the first six months of the pandemic, we learned that existing inequalities faced by disabled people had been “Supercharged” by the crisis and the response created new threats. GDA designed a check-in survey with disabled people and conducted in-depth engagement which provided evidence that disabled people were more likely to be experiencing isolation, loneliness and exclusion than non-disabled people, and that there was an immediate need for services to respond to unmet needs. From April–December 2020, we engaged 6000+ disabled people on multiple occasions, checking in to ask if they were ok, how/if they were coping and what their issues and concerns were. We also used these check-ins as a way to identify and meet needs, either via signposting and/or referring to community services, or by providing a GDA service – in many cases we provided a combination of both.

Our findings from these check-ins and a more formal survey, which 2500+ individuals completed, highlighted that for disabled people:

- 60% faced digital exclusion, with no access to devices, WIFI and/or lacked confidence to use it.
- 80% were unaware of any local support services they needed and/or were unable to access them.
- 41% were unable to get information in the formats they needed.
- 82% worried about social isolation and loneliness.
- 62% were concerned about their mental health, with many people suddenly losing statutory and community based mental health support services.
- 90% were worried about both physical and mental health.
- 57% were worried about money and hardship.
- 47% were worried about access to food due to poverty, food shortages, lack of support to get food, digital exclusion and many were rapidly running out of food supplies.
- 47% were worried about social care – there were huge issues, including social care being withdrawn from around 1800 people with little or no notice. Others lost the regular informal support they relied on.

GDA's Covid19 Resilience Response

Building on this evidence of need, grants were secured and existing resources redirected with permission and support of funders. We reviewed, adapted, designed and delivered a range of services, including new supports. GDA's Resilience Response was delivered by new and existing GDA staff.

The Covid pandemic was a global and humanitarian crisis for disabled people and our support to disabled people during this has highlighted the need for bringing information, support, referrals and assistance to access community support directly to disabled people. We quickly found that existing and new community supports, although helpful to some, on the whole were not able to meet the urgent and ongoing needs of disabled people.

Working with restrictions in place throughout the year, we delivered:

- **Information:** clear, easy to understand, accessible information in a variety of formats; signposting into services and supports where these existed and were accessible;
- **Lifeline:** providing deliveries of food, medication and other essentials;
- **Connects:** providing IT equipment, connectivity e.g. MiFis, 1-2-1 and group digital coaching;
- **Learning:** online learning sessions, programmes, activities and events;
- **Rights Now:** welfare rights information, support and representation;
- **Wellbeing:** specialised mental health and physical wellbeing support on phone/online.
- **Voices:** capturing/sharing lived experience, feeding voices into policy/decision makers;

Future Visions for Social Care: moved from original aims which included providing person-led, holistic community based support to disabled people in Glasgow to enable them to access the services they need in relation to social care; and to share lived experience to influence the improvement of social care policy and services. During COVID FVSC was overwhelmed with thousands of disabled people whose social care packages were cut or reduced. Support was provided through casework, equipment, resources and opportunities to participate in policy and co-design work via GDA's Social Care Expert Group contributing to the Independent Review of Adult Social Care which took place during this financial year.

Taking these in turn, key highlights were:

Information provision has always been essential to GDA's success. We are well used to producing accessible information but during the past year, this was never more needed to ensure disabled people got the public health and support services information they needed, when they needed it. This was a major undertaking during the past year, with more information produced than ever before:

- 6000+ individuals received calls, emails, texts to check in and make sure they had the information and basics they needs, including food and medication
- 14 newsletters produced and sent to disabled people
- 18 ebulletins sent electronically to disabled people, allies and partners
- 25,000 accessible information booklets were posted to disabled people, plus accessible versions of these as standard – large print, Braille, MP3 audio, electronic.
- BSL video information produced and shared widely online, on website and via social media
- 9755 calls to the office landline, mobile and Helpline numbers.

We found that many of our members whose first language is not English and those who faced digital exclusion were really struggling to get vital information about Covid19, lockdown restrictions and public health information. We found, distributed and produced our own information to make sure as many people as possible received the information they required. We also ran information sessions for community groups, Scottish and UK organisations on how to make their services and supports accessible to disabled people

"I was seeing so much on the telly about everything going on across Scotland in local communities, but I didn't see or hear anything that was going on in my community. I don't have a computer and my phone is really limited. I can't understand a lot of the written information. I got a great leaflet through the post from GDA and saw there was a Freephone number so I called it and was amazed at all the help they found for me, right on my doorstep! They also linked me into their own services which were a great help, especially the one to get a tablet so I can keep in touch with friends and family."

"It was a real pleasure working with [GDA staff member] in our Culture and Wellbeing Community Network Scotland and many of the things discussed in our practitioner session continue to have made an impact for both those attending, and in our ongoing work - even small things like we've ensured all our photos have Alt Text and our videos have captions ever since the training session." Lewis Hou, Director, Science Ceilidh; Action Researcher, Scottish Libraries & Information Council.

GDA Lifeline responded to food shortages, poverty and structural barriers through coordination of free delivery of shopping, supplies and medication. A Lifeline resource coordinator was appointed to organise and purchase goods, which were then delivered by lifeline workers who also carried out essential fresh food shopping, topped up utility meter cards/keys, and collected prescriptions for those in need.

The service was delivered in a dignified way, taking into account, as much as possible, the individual needs and preferences of those receiving deliveries, as well as making regular deliveries varied, and they included fresh goods, non-essentials such as biscuits and sweets as well as toiletries and cleaning products.

In the reporting period, **2836 individuals received deliveries of food and household essentials by our Covid19 Lifeline Response service**. It should be noted that making deliveries was not the initial intention of the service. Instead we wished to coordinate disabled people's access to services already available in the community, including emergency and mutual aid services. However, we found many, if not most, of these were not accessible and others were not available to disabled people, instead being set up to support 'the elderly' (sic) and those officially shielding. Worryingly, the services that people *could* access were quickly closed as the country started to return to 'normality' once lockdowns ceased, causing an upsurge in the support required from GDA.

Lifeline support did not stop at the provision of food and household essentials. We were able to step in when all other support failed or could not be found in a range of circumstances, including: sourcing and supplying white goods for people whose appliances had failed, organising the bulk removal of rubbish causing health and safety hazards in the homes of disabled people, providing a portable ramp to someone unable to access their parents home where they'd moved in order to receive personal care that had been removed by the local authority, sourcing and providing a commode which broke and could not be repaired, organising laundry pick-up and return services for people whose home help services had been removed, including someone living with incontinence.

"I saw the advert on STV and called the GDA COVID helpline for support. I was able to get food delivered the next day. I'd been trying for ages to get help. I'm not on the shielding list, so don't automatically qualify for help, but I'm not able to get out of my house on my own, and was getting really worried as I was rapidly running out of food. I went from being petrified, to feeling connected to people who care and want to help."

"I was really struggling to cope and didn't know where to turn. GDA reached out to me - the first person who'd called me in nearly 2 months - to see how I was and if I needed anything. I was hooked up with support to get shopping and this truly was a lifesaver as I had run out of incontinence pads and was getting so concerned I'd have to venture out, even though my GP has strongly advised me not to."

GDA Connects was developed in response to disabled people's needs and was based on learning from our participation in the Scottish Government No-One Left Behind digital inclusion pilot project at the start of the first lockdown. One of our existing Community Development Coordinators was appointed Digital Coordinator and we quickly put together a team of new digital coaches to prepare and deliver digital technology and MIFI connectivity to disabled people and teach them how to use it. These people were not digital experts; rather they had excellent communication skills, personal qualities of patience and empathy and good skills and acumen for using the technology. Led by the Coordinator, the Team developed confidence in assisting disabled people, piloting and adapting methods alongside disabled people. Covid emergency funding enabled us to continue supplying equipment and recruit temporary staffing to widen out this offer to those in most need as the pandemic crisis continued.

In the reporting period **over 600 people** had conversation about their technology needs and **495 people were supported on a 1-2-1 basis by this service, with 400 pieces of technology supplied** in the form of Ipads, tablets, laptops and MIFI connectivity devices.

Support was delivered using a social model of digital inclusion, whereby we used a non-linear approach, using the interests and personal goals of individuals to guide their learning. We also supplied 100+ pieces of accessible support equipment, e.g. device stands, styluses, external keyboards, headphones, Bluetooth speakers, Apple Pencil, wheelchair clamps, etc. as well as software for those that needed this to make standard equipment more accessible. In addition, we engaged a visually impaired specialist to coach blind and partially sighted learners using adaptive technology and we coached those whose first language is not English via language interpreters and partner organisations as appropriate. This has enabled Connects to be as inclusive a programme as possible.

I wouldn't be here today, if it wasn't for GDA. I didn't have the internet. I don't have a TV, smartphone or anything. As soon as COVID hit, all I had in regards to being able to know what was going on, is a wee radio. I was put into the shielding category. GDA gave me an iPad and MIFI so I can get on to the internet, plus taught me how to use them. There's so many things these have enabled me to do. The most important thing was I could see my mum and brother who live in the north of Scotland. So over a year, and not being able to see your family - it hurts. Thanks to GDA, I've been able to see them, take part in Christmas and birthday celebrations with them. It's allowed me to take part in meetings, training courses and courses for enjoyment. It's been a lifesaver."

"I got some great help to get on Zoom and they then showed me how to chat with my cousin, which I did on Sunday by myself. I was really pleased to be video chatting and I enjoy the company as I'm unable to get out of the house. I've been so lonely but this has opened up so much for me. I never dreamed that I could possibly do this!"

GDA Learning has been at the core of GDA's activities since our inception, so moving all existing learning programmes online formed part of our urgent emergency response activities. While we knew that this would not reach everyone who participated in face to face learning, we wanted to be able to offer some learning as quickly as possible to those who could engage in this, while

supporting others to follow on at their own pace, with digital coaching and equipment via the Connects programme.

Since learning and development are GDA's core work, this necessitated GDA Depute CEO to lead the establishment of online learning and this involved considerable input to tutors, many of whom were technology novices, and needed intensive coaching to upskill themselves to be able to deliver online. In addition, they needed to be coached in how to deliver online – what would work, or not work, how to work with participants' available resources, how to structure lesson plans that would work for disabled people online and so on. Additional funding, plus flexibility from existing funders, enabled us to source resources: A new Learning Coordinator was appointed in June 2020 to boost resources, take over and develop the Learning Programme and activities and deliver support to participants.

465 disabled individuals participated in online learning and events during the reporting period. We delivered 8966 learning opportunities, an average of 19 per person. Although the number of individuals were around half of those who participate in face to face learning, the opportunities per person increased 4-fold on average. There were 80+ different types of sessions on offer, with 18-20 sessions delivered each week, including wellbeing sessions, arts based activities, physical exercise, languages, IT skills, confidence building, music, drama and comedy, academic type sessions and 'tea and chat' groups. Learning sessions are attended by around 12 – 25 people depending on the type of session and our events have attracted up to 200+ people.

"The online courses gave me a sense of purpose, gave me something to look forward to but it also gave me something interesting to talk about, gave me positivity and it really helped with some of the frustration of lockdown. What GDA is doing is amazing...it's keeping people connected. I'm meeting people I wouldn't have done before. If I met these people in the 'real world' I'd feel we know each other."

"Lockdown meant we were all isolated from our friends and families and it was easy to feel isolated very quickly. However, the online learning has given me structure, something to get up for and continue to feel part of something beyond my own four walls. I feel a bond with all these people in these wee squares [on Zoom]. It's about being connected and keeping yourself sane."

Rights Now Welfare Rights advice, information and representation, continued by phone and quickly moved online as a priority as many people were struggling to access financial support; benefits still needed to be applied for, assessed, appealed and tribunals needed to take place and it was unclear how the benefits agencies would react and cope with lockdown measures.

Over this reporting period the Welfare Rights Advisers maintained high caseloads and **secured arrears payments of £205,262.83 as well as projected financial gains totalling £784, 745 on behalf of 497 individual clients**, despite challenges of remote working and tribunals being conducted on telephone and/or online.

We also quickly found that more people were struggling due to different reasons, including not being able to access their own money due to not having online banking accounts, increased utility costs, debt, rent arrears, plus higher costs of food and essentials. Therefore Rights Now expanded supports to include crisis work such as dealing with utility cut-offs, emergency grants, rent arrears and debt.

As well as practical support to disabled people, the team also led on our consultation response on the future delivery of social security in Scotland, including focus groups with GDA members and JRF.

"The greatest thing about Rights Now is being treated with dignity and respect and not being made to feel unworthy or begging for charity in any way. That has allowed me to come out of myself and feel I can ask for help and not feel guilty or judged. I feel I'm talking with people who really understand me."

"I have sacrificed buying food in fear of not being able to cope with paying bills with the uncertainty of my benefits. I would have starved myself rather than having to force myself to face my fears. Being able to get help from Rights Now, not only helped me financially, but referrals to Lifeline also helped me practically and all with great dignity."

GDA Wellbeing service was critical during this year: 6000+ ongoing telephone calls to disabled people, emails, surveys and texts to check-in with disabled people found that 62% of disabled people were worried about their mental health, and over 90% were concerned about both physical and mental health with many having statutory and community supports removed at the height of lockdown. These findings highlighted the need for a service specifically to support disabled people's physical, emotional and psychological wellbeing.

GDA Wellbeing aims to reduce isolation and loneliness by providing a listening ear; support disabled people over the phone to boost their own mental and physical wellbeing; offer regular 'check-in' calls, the frequency of which are determined according to individual needs; provide support and advice around coping strategies, relaxation techniques and ways to stay as well as possible. The service also makes referrals to community based supports, services and professionals as required and by assisting people to connect into wider GDA supports, the Wellbeing service also addresses loneliness and isolation, hunger, poverty and digital exclusion.

An existing SMT staff member with existing expertise in mental health support provision, led the development, set up and delivery of GDA's Wellbeing service and two experienced Wellbeing Advisers were recruited to complete this new team.

529 disabled people were contacted by the Wellbeing service, with 432 receiving ongoing bespoke support to establish and maintain mental and physical wellbeing, including advice and support on keeping well and ways to manage anxiety, including professional counselling. The need for this vital support has not waned over the year and in fact, sustainability of the Wellbeing service is a key priority for 2021-22 and beyond.

"It's so much more than just a phone call. Someone to talk to and listen means the world. Just speaking to [wellbeing advisors] takes my mind off my worries. I feel so much better afterwards. My family will know if I've spoken to you or not because they can tell my mood is lifted. It means a lot."

"The sleeping better group sessions have been amazing and have changed my life. I have been using the techniques every night since your session and I am now getting to sleep. Everyone in the group opened up and shared, due to the way you both led the group. It was very welcoming and kind"

Voices are the essence of GDA. As a community development organisation, our ethos is supporting disabled people to have their voice heard. Continuing to do this during a global pandemic was an enormous, but vital, undertaking. GDA already had in post a Community Development Manager and Coordinator who rapidly mobilised online sessions and events to

support disabled people to share views, experiences and offer peer support. Evidence was also gleaned from 6000 distinct disabled people spoken to directly and 2500+ detailed online responses to our Covid experiences of disabled people survey, which was analysed and shared widely to make sure disabled people's voices were heard and acted on.

Key findings from this are listed above and described in full in our groundbreaking Supercharged Inequalities report, published in August 2020. The report highlighted that the needs and priorities of disabled people were not a feature of emergency planning due to systemic failures of decision makers and power holders and also that disabled people's voices could so easily continue to be excluded unless alternative measures were adopted. As Tressa Burke, GDA CEO, wrote in the forward to report,

"Now more than ever, we must harness the voices of disabled people and take every opportunity to understand and remove barriers, to design services and responses that meet the acute and changing needs of those most vulnerable to COVID and its aftermath. In this way we will ensure- not only that disabled people are not left behind in social and economic recovery but more importantly, that we can contribute to it."

The report sets out 15 recommendations on how to "Supercharge" the involvement of disabled people in planning, recovery and renewal, as well as how to ensure disabled people's rights can be upheld and the support they require in times of crisis can be maintained.

We worked in partnership with Policy Scotland and Glasgow Centre for Population Health to publish a Disability Microbriefing: Disproportionate impact of Covid19 on disabled people.

Key to our own response was to ensure that the voices of disabled people could continue to be heard during the pandemic crisis. 90+% of the people who contributed to our Covid19 survey said they wanted disabled people's voices to be heard. We stepped up our efforts to make sure as many disabled people who wanted to join together online, could do so, and that others were able to join in other ways that met their needs, including by phone, letter and email.

Large and small online events brought disabled people together with power holders and decision makers – from local organisation, local authorities, Police Scotland, Scottish Government Ministers and Public Health officials, including the National Clinical Director, Jason Leitch. Examples of disabled people's experiences were widely shared in writing, on social media, on film, in animation and in musical and drama performances – many of which can be seen on our website and in our ebulletin series.

Our CEO met weekly with the Scottish Government Equality Unit for the initial 6 months of the pandemic to share insights and concerns of disabled people's experiences of the pandemic. These meetings scaled to fortnightly and continued monthly to ensure ongoing lived experience is being heard at the highest levels of government. Similarly, weekly meetings of the Inclusive Vaccination programme group meant that problems, issues and disabled people's solutions could directly inform the roll out of the Covid19 and winter 'flu vaccinations and the information and communications around these. GDA also attended meetings with an Independent Advisory Group for the implementation of the Coronavirus Act powers, chaired by John Scott QC and Human Rights Advocate to make sure that disabled people's experiences and voices informed the Scottish Police Authority and influence actions and reactions to disabled people who required additional understanding and support during Lockdowns and related restrictions.

We delivered 163 online Voice related sessions, including 37 Drivers for Change network sessions, 31 young DfC sessions, 66 PPP sessions, 12 Social Care Expert Group meetings, plus our Women's network, Participatory Budgeting groups, disabled parents, and external consultations all taking place to share lived experience, contribute to policy discussions, build skills, knowledge and capacity and connect with peers.

Key voice activities included: Deep Dive on Scottish Government Social Recovery and Renewal; All Our Rights in Law; GCC Equality Action Planning; Police Scotland Equality Outcomes; Police Scotland Coronavirus Act policing; Transport focus groups; Social Care; Spaces for People; disabled parents; and many more.

GDA CEO also delivered keynote input sharing our learning to a variety of audiences online including Glasgow Social Recovery Taskforce; HealthandSocialCare.Scot online Conference; Scottish Independent Living Fund Management team; Human Rights Consortium Scotland; launch of Glasgow Hate Crime week; Campaign to End Loneliness; Diversity Conference Scotland; IAG and SPA Webinar; Health & Social Care Alliance Conference and various policy insight events e.g. GCPH & University of Glasgow.

5 large online policy focussed events brought disabled people together for peer support, share lived experience and contribute to vital policy discussions:

- *"Same Storm, Different Boats"* disabled people's priorities in lockdown and towards recovery, with keynote inputs from Scottish Government Minister for Older People and Equalities, Christina McKelvie, MSP and Glasgow City Council Leader Cllr Susan Aitken.
- *"Supercharged: A Human Catastrophe"* Disabled People's Contribution towards Social Recovery & Renewal" event which formally launched our Supercharged report, with keynote inputs from Scottish Government Cabinet Secretary for Social Security and Older People, Chair, Scottish Government Social Renewal Advisory Board, Shirley Ann Sommerville, MSP and Glasgow City Council, Convenor for Equality & Human Rights, Chair, Social Recovery Taskforce, Cllr Jen Layden.
- *"Adult Social Care Review"* disabled people meet Derek Feeley, Chair of Independent Review of Adult Social Care on two separate occasions.
- *"Communities Connecting at Christmas"* with keynote inputs from Scottish Government Minister for Older People and Equalities, Christina McKelvie, MSP and Headline Findings from Glasgow University Research, Professor Nick Watson, Chair of Disability Studies, University of Glasgow.
- *"Disability Assistance Consultation"* with keynot inputs from Cabinet Secretary for Social Security and Older People, Shirley-Anne Somerville, MSP and Poverty and Inequality Commision Chair, Bill Scott.

All of these events included BSL interpreters, live captioners, language interpreters and digital coaching to enable participation. Keynote inputs from GDA CEO and the "Purple Poncho Players" as well as discussions in small groups and Q+A sessions with speakers ensured disabled people's voices contributed to these events and were heard at the highest levels.

"You really feel like you're making a difference. We are the people with the lived experience of the barriers and discrimination. We know what the solutions need to be. GDA support means we know how to articulate this and have opportunities to be heard by the right people."

“Without GDA disabled people would continue to be left behind. We’ve been even more invisible during the pandemic so we need even more support and opportunities to get our voices heard. Otherwise decisions about what happens next will happen without us - there’s a danger we’ll never be part of the recovery process. We definitely do not want to go back to normal - normal was rubbish for us!”

Social Care Voices

We felt a particular need to highlight the impact of the pandemic on social care as so many people we spoke to had complex and distressing experiences to share in relation to the failures of social care supports, particularly at the height of lockdown, but also ongoing as the crisis developed.

918 people contributed significant details of their lived experiences of social care, including those who had care removed with little or no notice, people whose assessments for support had been halted, people who were worried for their own health and safety, and people who were in extreme need and left to fend for themselves with little or no appropriate support.

227 disabled people signed up to contribute to ongoing social care discussions that feed into our Expert Group on Social Care, with many supported to meet with Derek Feeley, former Director General for Health and Social Care and NHS Chief Executive to contribute their lived experiences, ideas and priorities to the Independent Review of Adult Social Care, which Mr. Feeley chaired.

128 disabled people were given direct support to assist them to deal with social care issues, ranging from organising equipment, resources or practical assistance, through to emergency referrals and signposting and combinations of all of these in some cases.

57 people received tailored 1-2-1 support through Future Visions’ flexible, holistic model, including Life coaching, peer support, group CBT, and advocacy support to unblock barriers to their social care needs through COVID cuts.

“Without GDA I just don’t know how I would have survived. My care was totally cut, I was sheilding and I had no-one to help me and I didn’t even have food I could prepare and eat. I was in the depths of despair. They supported me emotionally, through advocacy and gave me practical support until we had crisis support in place.”

“It’s not just about social care now, it’s about the future. Mr Feeley was visibly moved by what we were all saying. I really hope what we say can make a difference to what happens next.”

Working in Partnership

As an organisation grounded in community development, GDA actively seeks out partnerships across communities (of place and interest), across Glasgow and across Scotland. Without these partnerships, identifying, challenging and removing barriers to disabled people’s participation would be impossible.

For GDA, the difference comes in not only the increased confidence and personal achievements of disabled people, but also our organisational confidence that the capacity building activities brings credible and meaningful learning from these directly to decision makers and service providers. Not only do partners benefit by the variety of connections to disabled people and to each other, but also because GDA provides specialist Masterclasses, consultancy and facilitation that enables organisations to develop, or improve, their own capacity to support disabled people’s

engagement. The impact of this increased level of confidence results in improved services for disabled people.

In summary, GDA are:

- **Regionally based with a national perspective-** Glasgow, West of Scotland- huge numbers of disabled people and those with long term conditions concentrated in our area. Over the past year we have shared lived experience and other intel directly to Scottish Government Ministers in relation to disabled people's experiences and issues related to the pandemic.
- **An exemplar and model of excellence of community development and capacity building,** building people, their capacity, connections and contributions including to help shape better public services particularly over the past year when all such activity has had to move online. In fact GDA has stepped up such activity and included a wider range of disabled people than ever before.
- **Able to respond quickly to local and national priorities, bringing disabled people's voices together** (in person, via social media and via staff expertise). This has never been more apparent than during the last year.
- **Unparalleled in breadth and depth of connections with allies and public bodies, meaning we are a conduit to/within/between disabled people** and accessible information, resources, expertise, opportunities, partnership working and referrals. During the past year we have been able to capitalise on these relationships, seeking to ensure disabled people can access the supports they need and that their voices and lived experiences continue to inform ongoing and future policy and decisions.
- **Bringing disability equality expertise, disabled people's voices, involvement and practical support** to Glasgow City Council, Scottish Government, Glasgow Life, Housing Associations, Police Scotland, Community Centres & businesses, Glasgow University, colleges and Third Sector. In the past year, this has grown to include UK wide and international inputs.
- **Experts on pan-impairment / intersectional issues** – often we are the only disabled people / disability organisation / DPO at the table, being a lone voice in Glasgow because disabled people are so disconnected and isolated. Particular work around disabled women and girls, disabled LGBT, disabled older, disabled younger, disabled BAME people has continued to be essential over the past year as these voices have been further marginalised and excluded.
- **Well known and highly regarded for our quality responses** and approaches to partnerships around national / local policies affecting disabled people's lives – these are genuinely reflective of disabled people's voices and shaped by their meaningful involvement in areas such as social care, transport, social security, public realm, and post pandemic social recovery.
- **Contributing to the wider economy across Greater Glasgow & Scotland**– of course in financial terms, but also in the added value resources of more confident and connected membership who are contributing to the economy via paid employment, volunteering, and as consumers and citizens.

Pandemic partnerships

Partnership working over the last year has been challenging, with many existing partners ceasing their delivery, and new partnerships being quickly established.

On the whole, we were unable to find other organisations that were delivering fully accessible and inclusive services that disabled people required at the height of lockdown especially, which was why we had to set up services to meet urgent need – such as food provision and digital supports which included a realistic amount of coaching which is needed by disabled people of all ages including older people who have never previously picked up a digital device.

Indeed many organisations we would previously have referred disabled people to were turning to us for help and advice and referring people they were unable to help to us. However, we constantly looked for partnership opportunities, recognising the need to build a better infrastructure of supports and where possible worked with others to bring the necessary support to those most in need. Partnerships enhanced or developed during the past year include:

- Amina Muslim's Womens Centre were really helpful in sharing our information with their service users and in making referrals to/from GDA Covid support services. One welcome outcome is that we have been able to support some disabled women who use Amina services via our Connects digital project, with Amina providing interpreter support, which has been really useful indeed and results in improved outcomes for the women concerned.
- Scottish Refugee Council, Refugees and Migrant Help in terms of cross referrals supporting disabled asylum seekers and refugees in relation to appropriate Covid information and services.
- Engender in terms of cross referrals, policy conversations and particular reference to the FM Advisory Council on Women and Girls, including the Circle events that our disabled women's network members attend.
- We linked in with other DPO partners including Glasgow Centre for Inclusive Living, People First, Greater Glasgow Mental Health Network, Flourish House, Inclusion Scotland and Disability Equality Scotland to share information, resources and learning from disabled people's experiences. We supported other DPOs with shared expertise around community development work with disabled people as individuals and groups, feeding voices into consultation responses, resulting in more inclusive and robust evidence being available to shape local and national policy.
- We became a Fareshare food distribution partner and were listed with Glasgow Helps and the Glasgow Food Map in order to reach more disabled people, share resources and make cross referrals.
- Our Connects digital inclusion programme has generated multiple partnerships, from the original Scottish Government's pilot No-One Left Behind, we have been linking with SCVO, Connecting Scotland partners, and became a Digital Participation Charter member. We delivered training sessions to digital champions from all over Scotland to share our learning and expertise in delivering accessible digital inclusion programmes. We have worked in partnership with many local, citywide and national organisations, taking referrals and sharing learning so disabled people can receive the most appropriate digital inclusion support possible.

Social Recovery and Renewal partnerships

GDA's CEO was appointed to the **Scottish Government's Social Renewal Advisory Board**, which was set up by Scottish Ministers to make proposals that can renew Scotland once we start to emerge from the pandemic. The final report, published in January 2021, "If not now, when?", sets a course towards this future. The work of the board was shaped by three key principles:

- **Money and Work** – We believe that everyone should have a basic level of income from employment and social security.
- **People, Rights and Advancing Equality** – We believe that everyone should see their rights realised and have access to a range of basic rights, goods and services.
- **Communities and Collective Endeavour** – We believe that we need to work together to deliver a fairer society and we need to give more power to people and communities and empower frontline teams.

The report contains “20 Calls to Action”, which, if implemented in full, have the power to transform Scotland, focusing on the people most affected who have experienced the worst impacts. Many of them focus on changes to the systems that affect all our lives. Most of them ask the Scottish Government and/or Local Government to step up and do more. GDA will continue to work in partnership at local, citywide and national levels to ensure disabled people’s voices inform decisions that secure these calls to action.

GDA’s CEO was appointed to Glasgow’s Social Recovery Taskforce : this is a vital component of Glasgow City Council’s Renewal Programme Strategy and Governance Framework. The role of the Taskforce is to provide leadership and direction and to set out a shared vision that will drive the city’s response to the impact of the Coronavirus in relation to a broad range of themes.

GDA is leading on, and co-chairing the Disability Workstream which is bringing together DPOs and leading within the Community Planning Partnership to develop a specific action plan and track its progress to ensure disabled people in the city are not left behind in social recovery planning.

Continuation of existing partnerships

With over 100 partnerships, including around 25 intensive working partnerships at any one time, GDA is a well-connected organisation. Our CEO, Depute CEO and SMT regularly attend and lead on various pieces of city wide and national strategic work.

GDA has maintained and developed meaningful, reciprocal partnerships, connections and networks with organisations across the city and at the national level, as outlined on pages 11-12 above. We are, understandably, unable to report on all of these, but a few of note are:

Scottish Social Security Agency: Over the past year we continued to support disabled people, as well as parents/carers of young disabled people, to contribute lived experience and ideas to feed into the development of the new SSSA. This includes feedback on the recruitment and employment of disabled people. We delivered a large event and smaller focus groups, as well as senior staff representing disabled people’s views and needs within formal structures noted above.

Public Realm: disabled people have struggled with many of the pandemic mitigation measures, including the many public realm actions that were put in place quickly with little or no input from disabled people. One of these, “Spaces for People” has been particularly problematic and resulted in further exclusion and dangerous environments for disabled people to navigate in local areas and in the city centre. We have not been alone in highlighting the issues faced by disabled people due to Sfp and other restrictions, including closure of public parks, toilet facilities, parking areas and the blocking of public seating areas that disabled people rely on in order to enjoy public spaces. Nevertheless, we strive to continue to work cooperatively with many public realm partners to resolve these issues.

Participatory Budgeting: most work on PB has been suspended over the past year with Local Authorities forced to focus on unmet needs. However GDA's participation work continued, building skill for online PB work. We remained connected to the relevant partners and have continued to support disabled people in two PB areas to meet together and plan future actions online.

5. Sustainability and Challenges

GDA experiences over many years include specific challenges around sustainability as an Equalities organisation and a Community of Identity:

- As a DPO (disabled person led organisation) GDA experiences a reflection of the inequalities faced by disabled people: lack of funding, access and participation, challenges with short-term funding, lack of steady core resources, hardened attitudes due to austerity, disability and equalities is often an afterthought. The extra costs of access mean we seem more expensive rather than that there are more barriers to be overcome!
- This last point results in a need to persuade funders and policy makers to take positive action in relation to allowing necessary access facilitation costs when setting guidelines on "average grant awards". Otherwise, compared with non disability organisations, GDA is treated less favourably as our "Access Facilitation" costs push applications above the limits which non disabled organisations require: this can make GDA look less competitive. This potentially has the unintended outcomes of both funding more and more projects which disabled people cannot easily access in communities (because access costs are not thought about) *and not* funding the projects where they are factored in because they seem too expensive.
- GDA therefore has a role to "educate" funders and policy makers in relation to funding which is a fine line to be balanced because it might be perceived to be "biting the hand that feeds". Consequently, this is flagged on our Risk Register.
- As a DPO, GDA is constantly working on sustainability and applying for funding to carry out projects which are short term funded but necessary to meet needs of disabled people facing isolation, austerity and cuts to vital services. This is particularly where we have been cut out of other funding due to a lack of equalities understanding or "equalities competence/literacy" amongst assessors and policy makers.
- It is common that grants are awarded to GDA on a short-term basis, with funding allocated to specific posts within a delivery model. This brings a number of widely acknowledged challenges to the sustainability of third sector organisations. It can be challenging to recruit to short-term posts and when funding ceases, staff who have built up knowledge and experience can be lost. This is an ongoing and very real risk, more keenly felt than ever during the last year of emergency grants and now that other sectors have returned such as hospitality and creative industries where people had come from to assist GDA's Emergency Response.
- GDA experiences disadvantage due to an over-emphasis on place based approaches and communities of place. An analysis of inequality based only on socio-economic disadvantage leads to a raft of solutions and measures which unwittingly widen inequalities. These unintended consequences are based on the incorrect assumption that community funding is for small and local orgs: GDA is a grassroots community of identity with thousands of members living in communities which are not accessible to them and which they do not feel part of. GDA's recent dialogue with thousands shows that 80% of disabled people do not know where to turn for help and support in local communities during the worst of times- the COVID year.

- GDA is often excluded from funding sources due to capped turnover being applied in eligibility criteria not accounting for equalities communities and/ or GDA's grassroots delivery & reach.
- GDA's methods and approaches mitigate barriers avoiding the usual starting point of missing disabled people out and "adding on" later to ensure that they are not left behind. By providing necessary access and intensive support, GDA ensure the successful inclusion of disabled people and work to build their confidence, connections and capacity to contribute and participate. Developing connections both within & outwith GDA grows resilience and it is these connections which act as a safety net and shore disabled people up during turbulent times.
- Sustainability then, is the people themselves and their ongoing connections and support which enable them to cope beyond GDA projects: their lives change and improve because of GDA programmes and they report increased choices and control, connections, confidence and ability to contribute to their families, communities, workplaces and to wider society. This empowers, improves lives beyond any project, and hopefully will provide an anchor and lifeline during COVID and the challenges and inequalities it has highlighted, supercharged and created.

The following quote from research in 2017 is perhaps portentous, given the pandemic:

"Appropriate resources are required to foster equality in community engagement – financial and practical support to facilitate participation, internet access and provide community development staff. Additionally the development of a variety of institutions, processes and methods – with the scope to research and co-produce new initiatives – is required. Equality in community engagement can provide the foundation for the wellbeing of all people, and democracy in Scotland and beyond," **"'Hard to reach' or 'easy to ignore?' Promoting equality in community engagement"** WWS December 2017.

6 GDA's Funding Journey

Over many years, GDA's funding base has both broadened and become reconfigured, shifting away from reliance on Big Lottery – now National Lottery Community Fund (NLCF) – to securing higher investment from National and Local Government. This core investment is vital for an organisation like GDA, providing supports to disabled people who cannot otherwise afford to access supports: for a Disabled People Led Organisation (DPO) any notion of sustainability is directly related to and dependent on core funding since our beneficiaries cannot afford to pay.

This is very much echoed by research from the **Institute for Voluntary Action Research (IVAR)** which worked closely with people and organisations striving for social change and demonstrated that:

- Tackling poverty and disadvantage is a long-term endeavour.
- Working with extremely disadvantaged people necessitates making a case to funders so people who cannot afford to pay for services/programmes, get the help they need. This is essential core funding.

During the first ever Global Pandemic in our lifetime - the first full year of COVID-19 - GDA managed to secure a number of short term grants to meet immediate and slightly longer term needs and deal with the crisis affecting everyone and particularly disabled people who were not starting from a level playing field. These COVID Emergency Grants were in addition to core funding from the Scottish Government and Glasgow City Council which combined to enable a more stable and solid basis from which to rapidly respond to meet the significant needs and challenges facing disabled people during this most extraordinary and unprecedented year.

Whilst the increased range of funders creates a high level of administration, it has been absolutely necessary to enable delivery to address the significant and immediate needs of disabled members and wider disabled people who were in touch with us in their thousands as disabled people were amongst the hardest hit.

2020 - 2021 Income from funders

Glasgow City Council and Scottish Government core investment, together with project funding and COVID Emergency grants, enabled GDA to provide an extraordinary range of Lifeline services to disabled people at one of the worst times people have experienced in Scotland and the UK during the last century. This included vital food, medication and other supplies of goods and resources as well as Wellbeing and Digital Supports: as reflected in our 20-21 Expenditure.

In addition to COVID specific grants, all funders authorised their respective funds to be redirected/ repurposed to meet needs arising from COVID during this extraordinary year. Activities and supports have already been detailed throughout this Report and the expenditure profile mirrors this with funds being repurposed for food, goods and services such as digital devices, coaching and other supports which people needed.

Additional and significant COVID related grants were secured from Awards for All (NLCF), Bank of Scotland, Corra Foundation, Glasgow City Council, Glasgow City Health & Social Care Partnership administered through Impact Funding Partners, National Lottery Community Fund, Scottish Government, SCVO and a specific UK fund set up for Disabled People led Organisations, administered via Inclusion Scotland. GDA was grateful to lever in all of this additional support and funding at a time of otherwise austerity and cuts.

Gratitudes 2020 -2021

Specific thanks and acknowledgement must be given to funders who have supported GDA and disabled people: firstly to the Scottish Government – within days of the pandemic, Ministers and civil servants reached out to gather intel about what was happening for disabled people at the grassroots and to work out together what was needed to tackle the worst impacts of COVID-19. Similarly the National Lottery Community Fund were in contact within weeks: listening and learning about what was needed to inform their own organisational response to the pandemic and the supercharged inequalities. These swift responses, embedding lived experience at their

heart, were critical in supporting GDA's Emergency COVID Response and to establishing related programmes, services and supports which have been invaluable to thousands of disabled people in Glasgow. GDA acknowledges and thanks all the funders in this most challenging year and pays tributes to the various civil servants, officials and officers who worked with us to make sure that disabled people were not left behind.

In 2020-2021, income totalled **£1,233,489.26** demonstrating not only continued confidence in investment during challenging times, but an absolute confidence that one sure way to reach thousands of disabled people most in need was and is, through GDA.

1 National Lottery Community Fund (previously Big Lottery): COVID 19 Uplift to existing Grant - £42,019 in 2020 – 2021 (started May 2020)

GDA secured this uplift for a Wellbeing Adviser as part of a brand new specialist Wellbeing Service: supporting disabled people's mental and physical health and wellbeing during COVID's first ever Lockdown. This also included modest resources to assist across a range of areas including coaching, counselling and communications resources for disabled people experiencing worst impacts of COVID lockdown and at risk of health consequences of COVID

This funding was additional to our existing grant funded over 3 years Dec 2017 - extended to end of March 2021 for Change the Way - community development work with disabled people with an enhanced focus on participation, connectedness to communities (of interest and geographical) and shaping services. CtW built personal capacity to affect change at a personal, family, community and city level. Our well-established and trusted relationship with the Big Lottery resulted in them awarding each year's full grant upfront at the beginning of the project year **which is why the funding does NOT appear in this timeline** – but we extended timescale- with permission- due to COVID.

2 National Lottery Community Fund, Awards for All: £10,000 in 2020 - 2021 towards GDA Connects (started December 2020)

Funded in December 2020 for 1 year, this project is a contribution towards GDA Connects, a project which had been established with pieces of funding to combat digital exclusion and severe isolation of disabled people during the Covid-19 crisis. Our published research shows 60% of disabled people in Glasgow experience digital exclusion lacking with device, connectivity or confidence to use these. The Project sought to increase confidence, increased aspirations, skills and capacity to connect and communicate online in turn connecting disabled people to relationships, peers, local/ wider support networks and services which enhance resilience and quality of life.

3 Scottish Government: Equality Unit Strategic Intermediary Core “Change the Way”: £300,000 in 2020 – 2021 (started July 2020)

The previous grant award period (2017 -2020) was extended into this financial year to mitigate impacts of COVID, building on original aims of the fund. The grant contributes towards GDA Core Costs such as core posts and overheads. The Core funding focuses on 2 elements:

- GDA's holistic and accessible supports to individuals: during this particular year, resources were utilised to inform people about vital supports and rights including GDA's own COVID Responses as detailed earlier.

- The second element draws on GDA Voices work and supports our role as an independent strategic partner to Scottish Government informing policies strategies and actions, harnessing disabled people's lived experience. GDA's massive grassroots and highly participative community, combined with programmes of capacity building and ongoing dialogue with members, enables us to utilise lived-experience, bringing challenge/solutions, strengthening strategies, plans and actions- this year particularly in relation to COVID responses.

4 Scottish Government: Community Choices National Participatory Budgeting Programme: £100,000 in 2020 -2021 (started December 2020)

'Supercharging Participation for Recovery and Resilience' was funded to support Glasgow City Council's efforts to meet the 1% Participatory Budgeting Framework Agreement by supporting and facilitating democratic innovation with disabled people and sharing lessons nationwide, improving practice and outcomes. An intended outcome is also utilising lessons from PB participatory methodology and approaches to effectively address inequalities experienced by disabled people and others.

The project, funded for a year from December 2020, seized opportunities afforded by the pandemic to deliver wide scale participation in Glasgow's Social Recovery Taskforce and related structures. Crucially the project seeks to support System Change- transforming local democracy and supporting public partners to embed lived experience, improve their understanding of disabled peoples' needs and rights and include disabled people's voices in planning more effective responses: this includes policies, plans and recommended actions for COVID recovery and resilience. Vital learning will be generated and shared for mainstream participatory budgeting, nationally and globally, by co-designing, testing and embedding mechanisms and measures of meaningful, influential participation and accountability in these mainstream planning and resource allocations processes.

5 Scottish Government: "Future Visions for Social Care" - £156,000 in 2020 -2021 (started July 2020)

Initially funded 2018-2020, the project was continued to summer 2021. FVfSC provides person-led, holistic community based support to disabled people in Glasgow to enable them to access the services they need in relation to social care. The project also aims to build personal capacity to engage in the improvement of social care services in Glasgow and nationally and enables lived experience to influence the improvement of services. The support provided is based around the needs of the person and is holistic, flexible and human rights centred and there is a focus on preventative approaches. Alongside this, the project is developing a bank of evidence and data about the lived experience of social care, the benefits of preventative community based approaches to support and the connections between social care and work, housing, health, education, family life. Evidence contributed by GDA members and our Social Care Expert Group is being fed into health and social care services locally and national policy making around the Adult Social Care Reform Programme. The Project demonstrates and shares learning about how barriers to effective support can be removed.

During COVID FVSC was overwhelmed with thousands of disabled people whose social care packages were cut or reduced. Support was provided through casework, equipment, resources and opportunities to participate in policy and codesign work via GDA's Social Care Expert Group

contributing to the Independent Review of Adult Social Care which took place during this financial year.

6 Scottish Government Inclusive Design: £25,000 in 2020 -2021

Funding was secured in 2019 -20 for a project to research, study and make recommendations towards development of inclusive design research methods as part of the Scottish Approach to Service Design. The office of the Chief Designer recognised that disabled people face a cycle of exclusion: living in a world that was not designed with us in mind, we face barriers every day, in all areas of life. These same barriers stop us from getting involved and having our voices heard, so our lived experience expertise is missing from the process of designing solutions.

GDA's Inclusive co-design principles, methods and approaches can help us break this cycle of exclusion, create services and solutions that leave no one behind – and build a more equal society in the long run. This Project drew on GDA's learning and sought to improve current methods of service design which are not always inclusive or accessible. GDA's Project contributed to the radical roadmap to better public services being trail-blazed by the SATSD which has pioneered design thinking in government and beyond to:

- ✓ explore problems collaboratively and with users BEFORE a solution or service is decided
- ✓ remove organisational or sectoral boundaries
- ✓ bring disparate parts of the public sector together around a common goal.

This Project completed in 2020-2021 inputting learning about accessible methodologies in service design to the SATSD Playbook.

7 Scottish Government COVID-19 Immediate priorities Fund- £85,800 in 2020-2021 (started April 2020)

Within 3 weeks GDA had spoken to over 500 disabled people and received the first COVID Immediate priorities Grant for costs towards establishing our COVID Helpline, Welfare Rights, Wellbeing Adviser, Digital Supports and specialist goods, resources and equipment based on our rapid COVID response which aimed to talk to all 5000+ GDA members and support others. Our immediate 3 step plan enabled us to gain a thorough grasp of key issues by talking to people experiencing extreme isolation and a range of other problems during the first Lockdown. The plan was simple:

- ✓ To conduct comprehensive survey of needs via wellbeing check-in calls, messaging and online survey exploring concerns and priorities to shape Responses- both GDA's & wider services.
- ✓ To develop GDA's Emergency Response - info and advice- signposting people into services, registering on GDA's emergency response register; mobilising our PAs (usually deployed at face to face events) to deliver essential shopping, medication, vital resources for people falling through gaps; support people in crisis where services retrenched.
- ✓ To plan, adapting and develop GDA's Delivery Model- in line with our mission: getting programmes online; building capacity of our Tutors/disabled people; bringing our collective capacity building and peer support online rapidly in order to amplify voices and priorities and ensure that disabled people were not left behind in policies, services and decisions

8 Scottish Government COVID 19 Transitional Response- £106,866 in 2020 – 2021 (started September 2020)

Funding was secured in September 2020 to develop the COVID Responses and stabilise delivery of supports to thousands of disabled people following short term and successful COVID Immediate Response and Corra Wellbeing Grants. This funding enabled GDA to continue the vital work to prevent disabled people falling through gaps, adding a transitional focus aiming to help people move- towards a post Lockdown world- and hopefully post COVID when the time comes. COVID Transitional Funding contributed to GDA COVID Helpline, Wellbeing Service, Digital Supports and Lifeline Services including goods and services. These supports and resulting friendships and peer groups created friendships which sustained people during these times.

9 Corra Foundation Wellbeing Fund: £38,442 in 2020-2021 (started in June 2020)

GDA's "Resilience Response: Leaving No-one Behind" built on our growing knowledge and intel a few months into Lockdown and extensive engagement- by that time having spoken to over 1500 disabled people and having 1177 surveys completed online. The Project specifically focused on the Lifeline part of GDA's Resilience Response which was about responding to needs identified: by this point GDA had registered 571 disabled people reporting that they were on the edge of crisis but not eligible for shielding support or whose needs were still not being met. Funding paid for a Lifeline "Resilience" Coordinator to coordinate emergency responses of Support Workers out "in the field" shopping, delivering and helping where there was no other help available. Funding also contributed towards food, toiletries and communications equipment, PPE & hygiene related goods and utilities top ups.

10 Scottish Government Social Isolation Winter Funding: £80,000 in 2020 – 2021 (started December 2020)

GDA considered emergency planning for the winter months, based on evidence over the first 9 months of COVID and Lockdowns including the supercharged inequalities facing disabled people and related risks. Funding was secured which aimed to mitigate identified risks around social isolation and loneliness and keep people safe and connected by contributing to GDA's newly adapted activities and programmes online, including supporting communications with members and contributing to access and support costs.

11 Glasgow City Council Integrated Grant Fund: £37,000 in 2020 (April – September 2020)

Due a review of the Glasgow grants and related delays rolling out the new grant scheme, the "Disability Equality Programme" was extended for 6 months. The project is GDA's "core" contribution from GCC and engaged disabled people via high quality accessible learning activities to build confidence, self-esteem, aspirations and peer support networks.

The DEP supported disabled people to take up opportunities for social and civic involvement, such as volunteering, representation roles, community activism and contribute to their own lives and that of their families. The programme also supported disabled people to access services that enable them to live at home independently and built voices for involvement in policies, planning and decisions affecting disabled people in Glasgow.

12 Glasgow City Council Glasgow Community Fund: £49,396 in 2020- 2021 (started October 2020)

This newly launched version of Glasgow Communities Fund contributes towards GDA's core and specifically the project matches other projects which seek to bridge the connection between empowerment and resilience – i.e. increasing confidence, knowledge, connections, choices and sense of control in disabled people's lives improves their wellbeing and ability to cope with life's challenges. This work has been vital during COVID and its consequences of isolation/ digital isolation, reduced access to information, services and supports that people rely on, barriers to mental health supports and declining mental health and wellbeing, reduced or halted social care packages, poverty, food poverty and impacts on employment of disabled people. Funding contributed a small amount to GDA core staffing, sessional costs for intersectional development officer, delivery and programme costs and a small amount towards overheads.

13 Glasgow City Council Invest to Improve Fund: £34,695 in 2020

Contribution towards "Rights Now" Welfare Rights and Representation for Disabled People project received during this financial year and negotiations for project continuation were paused due to COVID 19.

The Project played a key role in mitigating poverty which was fuelled by COVID as prices soared and disabled people could not access vital resources or supplies- food, medication, goods, services and even their own money. Short term grants stretched the project and talks with Glasgow City Council are ongoing.

14 Glasgow City Council COVID Lifeline Food Provision: £12,000 September, 2020

Following GDA's provision of food to – at that point- over 2000 disabled people during Lockdowns and beyond, Glasgow City Council provided "top up" Lifeline funding to GDA to enable us to support people who were otherwise unable to be supported through Glasgow Helps, Glasgow Food Map, Fairshare or the other providers who had mobilised to provide a humanitarian response.

15 Impact Funding, (Glasgow HSCP) Wellbeing for Longer Fund: £47,767 in 2020-2021 including top ups of £7767

CLICK: Connections, Learning, Inclusion, Confidence, Keeping well, built capacity of disabled people in Glasgow to improve skills, confidence, connections and participation through learning programmes and peer support. The most isolated people were engaged online supported by the project and related Digital Responses

The project moved online including Discussion Forums to involve people in looking at factors which improve health and wellbeing, as well as identifying barriers and potential solutions to overcoming these. We received top-up funding of £7767 towards the cost of one of the Wellbeing Adviser posts, via emergency funding available during lockdown. These top ups ensured a continuity of service and enabled us to keep the Advisers essential to providing wellbeing information, advice and support, to people facing challenging circumstances and of referring people to further supports and services.

16 Impact Funding, (Glasgow HSCP) Winter Wellbeing Fund: £3000

An additional award was made in **January 2021** towards the cost of our Wellbeing Adviser posts which were matched by Scottish Government emergency funding.

17 DPO Covid Emergency Fund: £25,000, awarded June 2021

GDA was successful in securing a grant from this emergency response set up for Disabled People Led Organisations (DPOs). The grant contributed funding to two key areas of work:

- ✓ 1. Staffing costs for our existing Rights Now welfare rights project
- ✓ 2. Development Officer to provide accessible, dedicated and appropriate support to BAME disabled people, via 1-2-1 and group support by phone and online and to further the development of GDA's Black, Asian and Minority Ethnic Disabled People's peer Network, enabling them to build confidence to use their collective voices to share lived experience of their needs and priorities.

18 Bank of Scotland Reach: £25,000, awarded January 2021

Contribution to accessible, trusted welfare rights service to meet urgent need for disabled people to maximise their income and alleviate poverty exacerbated due to the Covid crisis. Funding enabled continuation of this vital service, for existing Welfare Rights Officers to provide fully accessible information, advice and representation service so that disabled people can claim and retain benefits entitlements. Additional outcome included access to additional supports and services, within and external to GDA.

19 SCVO Community Recovery Fund: £25,000, awarded February 2021

Funding awarded contributed to increased costs of moving GDA's entire Programmes online since at the same time the organisation faced increased costs to providing new emergency responses and services. Specifically the funding contributing to accessible and free online learning, activities, events and peer support groups which provided a lifeline to disabled people. This enabled people to meet others, make friends, reduce isolation and loneliness, while learning new skills, building confidence/voices.

Funding contributed to Professional fees of online tutors, materials for participants e.g. arts and craft materials, cookery ingredients, follow-up CDs or booklets; access facilitation: these costs include transferring materials into accessible formats, e.g. MP3, Braille; supporting communication needs, interpreters, BSL; providing accessible equipment, IT or specialist support, e.g. visual impairment support; cost towards communications to advertise and promote opportunities through postal mailings

Value for Money

GDA always works hard to make sure that it secures funding to meet disabled people's needs and to tackle the inequality they face. Ordinarily GDA's income split is about 75% direct delivery against 25% non-delivery when taking into account premises used for delivery, staffing costs towards direct delivery and the amount of administration support and resources required to support participation and access.

This year, GDA had a substantial increase in staff with more than 20 new staff being recruited to deal with COVID and GDA's Emergency Response.

During 2020-2021, GDA's funding split was 85% direct delivery and 15% non-delivery. This meant disabled people benefited most from our projects and programmes with additional benefits during this exceptional year. The financial assumptions taken into consideration here include:

- ✓ 40% of premises cost counted for Lifeline organisation and dissemination;
- ✓ 85% of staffing costs were direct delivery in all the areas of delivery described;
- ✓ 100% of administration costs supported direct delivery this year;
- ✓ 100% Access
- ✓ 100% Marketing & Events
- ✓ 100% Training & Development
- ✓ 100% Volunteer costs
- ✓ 100% Newsletter
- ✓ Covid Lifeline Response: this was an additional budget line this year due to cost of food, utilities and other essential resources provided to disabled people during COVID's Lockdowns and over the year.

Almost all GDA staff regularly either engage in direct delivery, organise and make access arrangements or provide telephone support. This year efforts increased with the supports provided: Wellbeing, Digital, Lifeline, on top of existing programmes of Learning, Rights Now, Future Visions and Voices Programmes. Administration staff were involved in small and large scale organisation of online activities including learning and events and ensuring necessary access and support e.g. digital coaching, accessible information, Note-takers, BSL and language interpreters. Two additional changes worth noting were:

- ✓ During this year, the ordinary Travel which GDA puts in place was replaced by digital equipment and digital coaching
 - ✓ Transport through taxis was a times used to deliver goods and essential resources to disabled people.
 - ✓ In the main, GDA Personal Assistants delivered Lifeline resources- food, medication, and other essential resources including digital equipment.
- GDA provides a fabulous return on investment: with **5365 disabled people** receiving direct and targeted information about supports and services - unit costs were **£232.64 per person**. It is perhaps an artificial exercise to compare unit costs when the services and supports were individually tailored: many people benefitted from Lifeline food delivers each week whilst others accessed Wellbeing telephone support and many secured equipment and coaching from GDA Connects. Our learning programme was enhanced by so many wrap around supports and a

conservative estimate of GDA supporting 3000 disabled people intensively during the year, would demonstrate an extremely cost effective unit cost of **£416 per person**. This does not reflect the number of people supported who were not members e.g. those calling GDA's COVID Helpline, Rights Now etc.

- During 2020-2021 GDA generated 3% of income through partnership working, donations and consultancy to increase income and broaden our funding base. This again demonstrates need for core funding to support the essential work as staff time can be disproportionately spent on these activities.
- GDA's policy for configuring budgets and attributing spend and output takes account of:
 - ✓ Delivery model e.g. this year, most things moving online with logistical considerations for this and the Lifeline delivery
 - ✓ Access needs of target groups
- It is GDA's ambition to secure grants that align with principles of full cost recovery so that overheads as well as direct project costs are met. In some cases, project specific staffing is also secured.
- A clear Reserves Policy is in place and reviewed annually by the Board. **Reserves are currently set at 4 months i.e. £411,163** with an ambition of growing these to 6 months. In light of the fact that GDA is now providing Lifeline services and supports to disabled people as a result of COVID 19.

GDA Reserves policy takes account of:

- ✓ GDA's Mission and Strategic Plan
- ✓ Income and Expenditure Profile
- ✓ Forecasted amount required or working capital to manage cash flow
- ✓ Forecasting of income streams that are not completely predictable (e.g. where a grant has been awarded pending a review due to strategic cuts)
- ✓ GDA Risk Strategy: the risks and uncertainties faced including unexpected costs
- ✓ Forecast of funds required to fill gaps to ensure continuity of service should funding end
- ✓ Meeting liabilities as they become due
- ✓ Enabling change/growth and "testing out" if reserves allow
- ✓ Any other factor which arises such as GDA Lifeline supports to disabled people during COVID-19.

It is the policy of the charity to maintain reserves at a level sufficient to cover management, administration, redundancy, support and winding up costs for a **4- 6-month period**. The trustees consider current costs of closure and examine the level of reserves each year when setting the following year's budget

In the past, it has not been easy for GDA to accumulate reserves, not least because of the policies towards funding Third Sector organisations. However, as part of the charity's commitment towards a broad funding base and sustainability strategy, GDA strives to accumulate some reserves through Equality training; Consultancy work; Management fees where applicable; Testing and developing ideas for more sustainable income generation.

6. Future plans at end March 2021

Continued context of the Covid-19 Pandemic

For disabled people, COVID's impacts and the inequalities it has exposed and heightened have been dire. Disabled people are by far amongst the worst impacted and in fact National Records of Scotland report a conservative estimate that 58% of deaths –were of disabled people, even though they make up only 20% of the overall population. The Report shows clearly that even adjusting for age AND the conditions and impairments which we have- disabled women with higher support needs were 3.2 times as likely to die with COVID-19 compared to non-disabled women. Disabled men with higher support needs were 3.0 times as likely to die with COVID-19 compared to non-disabled men. And for those with some support needs there was still a significant increased risk of death - 1.8 times higher for both disabled women and men compared with non-disabled peers. (Deaths involving coronavirus (COVID-19) in Scotland, Week 11, 24th March 2021).

The Scottish Government report "Covid19 and Disabled People in Scotland: health, social and economic harms" published in March 2021, outlines how the pandemic has impacted more widely on disabled people and cites GDA's Supercharged report, as well as evidence from Inclusion Scotland.

Particular consequences are being felt in relation to social isolation and loneliness and this has exacerbated mental ill health and this is being compounded by services and supports not yet opening up, or not fully, including statutory services. Meanwhile disabled people see the general public beginning to go about their daily lives as if the pandemic is over, further adding to their distress.

Disabled people have described feeling Left Behind: for many, isolation and exclusion have soared with the repeated and grinding impact of Lockdowns and restrictions:

- COVID 19 made- and still makes- going out too risky for so many who are now fearing the relaxation of restrictions and the impact on them. The closer it gets to the winter months, the fears will increase in relation to seasonal 'flu and poor weather conditions.
- Many GDA members are not confident at all and need support to go out- support they do not have and so they remain isolated at home. This applies to those official shielding and also those who were high risk/ vulnerable.
- The vaccination programme is underway but there is a long way to go and disabled people are fearful of the efficacy of this for themselves and also the lack of guidance in relation to compulsory vaccinations, e.g. for health and social care staff.
- There is both a great risk and tremendous, well grounded, fears amongst disabled people of going from restrictions to no restrictions without a well-managed transition phase.
- Younger disabled people who have still not been vaccinated feel they are very much at risk and are terrified to go out.
- Fear remains in terms of potential further lockdown measures and in particular removal of vital supports, as seen in previous lockdowns.
- Many disabled people, still do not have social care re-instated/ remobilised following packages being cut and assessments halted at the outset of COVID, including those who had only just begun the assessment process.

- Many disabled people fear both a 'digital first' approach to healthcare and other services and the removal of vital digital connections, in particular connections to peers and leisure activities.
- For GDA specifically, so much of our work about reducing isolation and building connections, capacity and resilience to cope as well as strengthening voices to share lived experience was based on face to face work and the psychodynamic interactions of peer support.

It continues to be our ambition to mitigate these risks and keep people safe and connected.

Future Delivery Plans

Our intention is to continue with online delivery of all services and supports for some time yet due to the high risks for disabled people. We will take a safe and cautious approach in terms of provision of face to face supports to disabled people with plans for small pilots of face to face activities and also in terms of staff returning to office based working. This will always be in line with public health guidance. We remain uncertain of the risks of bringing together even modest numbers and because we rely on non-disabled PAs, transport, venues, communication support, catering, and so on, there are so many factors beyond our control.

We plan to begin face to face work with a pilot group of young disabled people who are all double vaccinated and these activities will be held outside, or with additional ventilation indoors. We will use larger venues that we did pre-pandemic and make alternative catering arrangements, e.g. no buffet style lunches as well as being very strict in terms of PA support, hygiene measures and require people to conduct lateral flow tests prior to attendance.

We intend to bring senior staff together for short meetings in the office, towards summer, again with additional protections and hygiene measures and for specific reasons, e.g. planning meetings, but we do not intend to bring the whole team back into the office for quite some time. Indeed the physical office space is not large enough for us to bring back the whole team, particularly as we have expanded staffing numbers over the past year.

Our main concern is to continue to deliver the supports that disabled people still urgently need while securing funding for key areas that we now consider **core to our delivery** – namely Wellbeing and Digital Inclusion – as well as ongoing core activities.

Policy considerations and intentions

It is the intention of the Scottish Government to implement the UN convention on the rights of disabled people. Actions towards the participation of disabled people in this will be a vital part of our work moving forward. UN Recommendations that disabled people's organisations should be funded to enable the meaningful participation of disabled people, adds weight to GDA's ongoing evidence seeking investment from national and local governments as well as from other funders.

National and local policy contexts have never been more supportive of GDA's work- both a Fairer Scotland for Disabled People and Glasgow City Council's Strategic Plan set out actions and commit resources to tackle inequalities and give disabled people more control and this has been evidenced by funding towards GDA's core and projects.

The Social Renewal Advisory Board was set up by Scottish Ministers to make proposals that can renew Scotland once we start to emerge from the pandemic. The final report "If not now, when?", published in January 2021, sets a course towards this future. GDA's CEO served on this advisory

board and will continue to play a vital role in bringing disabled people's voices to the heart of recovery and renewal.

We also anticipate a Human Rights Enquiry into the Covid19 pandemic and will work to ensure that disabled people and their voices participate and contribute as widely as possible.

We will continue our work on Scottish Government strategies and Plans such as A Connected Scotland, Connecting Scotland, Participatory Budgeting, Social Security and Employability.

Glasgow's Strategic Plan is also encouraging in placing human rights, equalities and empowerment of its citizens at the very heart of the plan and states that respective actions on these matters are closely linked. Empowerment for Glasgow's citizens means not only active citizenship and participation in all levels of democracy and local decision-making – for disabled people, this starts with having a say in your own life, overcoming barriers and isolation to improve wellbeing and resilience.

The publication of the Feeley Review in February 2021 is anticipated to have a great impact on our work, particularly our Future Visions for Social Care project and the Social Care Expert Group who were involved in the review: they remain keen to see recommendations enacted. Key to this will be the consultation on a National Care Service, expected later in 2021, and conversations on the NCS with disabled people will be vital to our organisational response.

National and local authority approaches towards social renewal and recovery are encouraging with both Scottish Government and Glasgow City Council engaging throughout the past year. GDA is taking an active and leading role on the disability workstream of the recovery taskforce in Glasgow and will continue to ensure the involvement of Glasgow DPOs and disabled people in this work.

Key priorities moving forward

Taking into account the policy considerations set out above as well as our continued delivery planning, we have several key areas of work to take forward in the coming year:

- **Delivering vital supports to disabled people who continue to be adversely affected by the Covid19 pandemic.** Needs have not lessened and new needs are emerging. We will continue to deliver all elements of our response: information, learning, digital inclusion, welfare rights, wellbeing supports, capacity building and voices programmes. While our Lifeline service is no longer having to meet acute food shortages, we are still continuing to respond and deliver food and essentials to small numbers of people for whom other services cannot be secured. Our service is much reduced, but our learning is that it does not take too much of a crisis for these supports to be urgently required again.
- **Continuing to develop and deliver creative ways to engage and support people who are 'easy to ignore'.** This includes disabled people who face multiple, intersecting barriers and disabled people who struggle to engage in online activities.
- **Working with disabled people to define, prioritise and codesign our ongoing Resilience Response.** We know that the dealing with the pandemic is a long term endeavour – both in a public health capacity and in terms of the enduring effects on disabled people. Therefore we must continue to respond to the needs of disabled people and these will inevitably change over

time. For example, we know people's mental health and confidence will take a great deal of time to recover, and this means we cannot simply expect to open our doors and expect people to come flooding back. Many people are traumatised, others are grieving, many are living with increased levels of physical and mental health impairments so our response must take this into consideration.

- **We will work with our Board to regularly review our Risk Register in light of the ongoing pandemic.** This is an ongoing standing item at board meetings but the urgency and impact of pandemic measures means an increased frequency is required, especially in terms of funding, staffing and safety. Similarly we will work with our **Board to review Governance and the Articles of Association** and to make sure these are fit for purpose in a Covid context.
- **Reviewing our staffing structure.** The response from our existing staff team over the past year has been outstanding – everyone has stepped up and taken on new roles, often on top of existing work, and the staff team has more than doubled, with many new roles created. This necessitates increased support to staff, which impacts on all of the senior managers. The SMT and Board will review the staffing structure at their yearly review and development planning event to seek ways to balance responsibilities and workload, particularly that of the CEO.
- **We will review and reframe our Future Visions for Social Care project in light of the ongoing pandemic.** Social care has been hugely impacted by the pandemic, with resultant measures negatively affecting disabled people who require social care supports. We have had to be flexible in responding to the needs of disabled people we support and found that we urgently need to have a distinct Community Navigator role, alongside a Policy Officer as the needs of disabled people are so urgent and the lived experience of disabled people is so vital to recovery policy moving out of the pandemic crisis – never more needed than ever before. These two distinct roles will greatly enhance the delivery and outcomes for the project and disabled people.
- **Continuing to provide quality support to our staff team.** We firmly believe that looking after our staff team is not only the right thing to do, but is an investment in our organisation's ongoing culture of kindness, dignity and respect. This strong ethos has meant we have provided equipment, training, wellbeing support and practical assistance to staff as they cope with the effects of lone working at home for a substantial period of time. We will continue to monitor this situation, and provide support, including external professional support when required (e.g. sports coaching, counselling, physio). Staff were gifted a mental health day by the board in recognition of their efforts and have been encouraged to take regular annual leave, and 'toil' where appropriate.
- **We will lead work with our DPO partners and allies on the Disability Workstream of Glasgow Social Recovery Taskforce.** This workstream will be a vital element in highlighting the barriers and needs of disabled people as we codesign solutions that deliver a recovery programme that focused on the human rights of all citizens. Four key themes have been identified: Participation; Poverty & Work; Social Care; Mental Health & Wellbeing, and we will organise themed events and working groups around these themes with the intention of producing guides to what works to deliver better outcomes for disabled people.
- **Continuing to work collaboratively with partners and allies across all areas of GDA's work.** We have delivered partnership working approaches since the first days of GDA. Building on this work and growing codesign opportunities will be essential to social recovery and

renewal in all our work across Scotland and locally. Of particular note will be the anticipated National Care Service consultation and ongoing work around Scotland Social Security Agency.

- **Our CEO continues to co-chair the Disability and Carers Benefits Equalities Advisory Group** bringing disabled people's lived experience to the heart of deliberations and decision making around social security assistance. We will bring groups of disabled people together to discuss policy issues and feed these directly to DACBEAG when needed.
- **Securing sustainable funding for core and project activities.** Core funding and strategic intermediary status from the Scottish Government has enabled GDA to step up into national roles over the past few years, and never more so than during 2020-21, when our ability to bring direct, lived experience expertise into the heart of Government has resulted in opportunities to inform several national policies that affect the lives of disabled citizens across Scotland. However, we never take this for granted and will work hard to continue securing this level of investment through the Scottish Government's new Equality and Human Rights Fund.

We will continue efforts to secure core investment from Glasgow City Council, in particular in relation to ongoing pandemic recovery plans. Such investment is necessary to enable us to mitigate the "Human Catastrophe" which has been exacerbated by the pandemic. We will continue our significant efforts to secure grants and trusts towards our wide-ranging and vital work. While emergency grants have been most welcome, the short term nature of these means we are not in a strong sustainable position despite enduring and, in some areas, increasing, needs being identified.

In particular, securing longer term funding for our Wellbeing and Connects programmes is an urgent priority

- **We will continue to seek to continually improve, develop and strengthen our DPO Network.** The support and involvement of DPO partners is vital to the success of Social Recovery planning and implementing of future programmes to ensure disabled people are never left behind again, particularly in emergency planning.
- **We will build the visibility and voices of disabled people to ensure they are included in Climate Change actions,** particularly in relation to COP26, Spaces for People, Transport strategies, Active Travel and other key local, citywide and national strategies that have potential to have cumulative negative effects on disabled people.
- **We will build on the appointment of a dedicated Development Officer for our BAME Network** to increase and enhance the support and activities we deliver to disabled people of colour. We hope this work enables us to build more partnerships and reach more people who can benefit from been connected to their peers and receive services that meet their needs.
- **With the Scottish Parliament Elections due to take place in May 2021, we worked with disabled people to produce our Manifesto for Equality Now.** We will share this Manifesto with election candidates and organise Hustings so that disabled people can quiz candidates on their understanding of and commitment to the issues that matter to disabled people.
- **Following the Scottish Parliament elections we will organise meetings to bring disabled people together with new Ministers and elected members.** This will enable us to bring lived experience and disability equality issues directly to decision makers.
- **We will deliver Disability Equality Training sessions to key partners and leaders across Glasgow and beyond.** We have plans in place to deliver DET with elected members in

Glasgow, Glasgow HSCP staff and Community Planning Partners. We will continue to offer this expertise to partners and organisations, particularly those keen to improve outcomes for disabled people following the lessons of the pandemic.

- **We will continue to share learning widely, including with academic institutions across Scotland, UK and beyond.** We are contributing to the Scotland in Lockdown research by Glasgow University and Office of the Chief Scientist and have been asked to present at the International Public Policy Observatory Action on Inequalities event later this year.
- **Our continued participation in the National Strategic Participatory Budgeting Group** is another key opportunity to bring disabled people's lived experience and our organisational learning from GDA's PB pilot projects directly to those agreeing the strategic direction for PB in Scotland. It is essential that disabled people's lived experience should shape the direction of Glasgow's budgets and plans to build back better through the pandemic.
- **As always, we will use creative and innovative approaches in all our work, making sure it is accessible to disabled people and able to bring a grassroots authentic perspective to policy and leadership groups across Scotland and beyond.** This includes making films, podcasts, PPP drama performances and creative arts as well as training, publications, reports and media appearances / articles.
- **Finally, we will continue to value each and every member of our organisation, and the disabled people we support more widely.** As a disabled person led organisation we firmly believe that everyone, with the right support, can lead ordinary, or extraordinary lives. Our continued mission is to ensure that disabled people's opportunities for participation are as open and accessible as any other citizen and that their lived experience matters.

Nothing About Us, Without Us.

7. Statement on disclosure of information to the auditors

The Trustees confirm and are confident that all relevant audit information was provided to the charitable company's auditors, and are not aware of any audit information that has not been provided to or given access to the auditors.

Each Trustee has taken all the steps required by the Trustee's duty to exercise due care, skill and diligence and that he or she ought to have taken in his or her duty as a Trustee in order to make himself or herself aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

Statement of trustees' responsibilities

The trustees (who are also directors of GDA for the purposes of company law) are responsible for preparing the Trustees' Annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law, the trustees have prepared the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law, the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

They are also responsible for safeguarding the assets of the charitable company must take reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charitable company's website.

Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Independent Auditors

The auditors, Key Professional Partnership limited, will not be seeking reappointment.

The Trustees' report, including the Strategic Report, is approved by the Board of Trustees in their capacity as company directors and signed by order of the Board by:

Signed on behalf of the Board:



Angela Mullen, Convenor

Date: 28 December 2021

Report of the Independent Auditors to the Trustees and Members of
Glasgow Disability Alliance

Opinion

We have audited the financial statements of Glasgow Disability Alliance (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and Regulation 8 of the Charities Accounts (Scotland) Regulations 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Report of the Independent Auditors to the Trustees and Members of
Glasgow Disability Alliance

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members.

We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion. We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006, The Charities and Trustee Investment (Scotland) Act 2005 together with the Charities SORP (FRS102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty. The laws and regulations we considered in this context were, General Data Protection Regulation (GDPR), and employment legislation.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to making enquiries of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of income and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the OSCR and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Report of the Independent Auditors to the Trustees and Members of
Glasgow Disability Alliance

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the charitable company's trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and the trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Stephen Usher (Senior Statutory Auditor)
for and on behalf of Key Professional Partnership Limited
Chartered Accountants
Statutory Auditors
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Suite 4F, Ingram House
227 Ingram Street
Glasgow
G1 1DA

Date: 28 December 2021

Glasgow Disability Alliance

Statement of Financial Activities
for the Year Ended 31 March 2021

	Notes	Unrestricted funds £	Restricted fund £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Grants, donations and other income	3	30,464	1,203,025	1,233,489	1,221,000
EXPENDITURE ON					
Fundraising and operating activities	4	27,218	1,151,689	1,178,907	1,027,493
Other		-	13,146	13,146	35,942
Total		27,218	1,164,835	1,192,053	1,063,435
NET INCOME		3,246	38,190	41,436	157,565
Transfers between funds	14	97,447	(97,447)	-	-
Net movement in funds		100,693	(59,257)	41,436	157,565
RECONCILIATION OF FUNDS					
Total funds brought forward		227,692	512,117	739,809	582,244
TOTAL FUNDS CARRIED FORWARD		328,385	452,860	781,245	739,809

The notes form part of these financial statements

Glasgow Disability Alliance

Statement of Financial Position
31 March 2021

	Notes	Unrestricted funds £	Restricted fund £	31.3.21 Total funds £	31.3.20 Total funds £
FIXED ASSETS					
Tangible assets	11	-	74,493	74,493	18,490
CURRENT ASSETS					
Debtors	12	-	157,117	157,117	104,149
Cash at bank and in hand		<u>328,385</u>	<u>235,998</u>	<u>564,383</u>	<u>636,458</u>
		328,385	393,115	721,500	740,607
CREDITORS					
Amounts falling due within one year	13	-	(14,748)	(14,748)	(19,288)
NET CURRENT ASSETS		<u>328,385</u>	<u>378,367</u>	<u>706,752</u>	<u>721,319</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>328,385</u>	<u>452,860</u>	<u>781,245</u>	<u>739,809</u>
NET ASSETS		<u>328,385</u>	<u>452,860</u>	<u>781,245</u>	<u>739,809</u>
FUNDS	14				
Unrestricted funds				328,385	227,692
Restricted funds				<u>452,860</u>	<u>512,117</u>
TOTAL FUNDS				<u>781,245</u>	<u>739,809</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 28 December 2021 and were signed on its behalf by:

M. Mackay

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M Mackay - Trustee

The notes form part of these financial statements

Glasgow Disability Alliance

Statement of Cash Flows
for the Year Ended 31 March 2021

	Notes	31.3.21 £	31.3.20 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(2,926)</u>	<u>158,123</u>
Net cash (used in)/provided by operating activities		<u>(2,926)</u>	<u>158,123</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		<u>(69,149)</u>	<u>(44,290)</u>
Net cash used in investing activities		<u>(69,149)</u>	<u>(44,290)</u>
		<hr/>	<hr/>
Change in cash and cash equivalents in the reporting period		(72,075)	113,833
Cash and cash equivalents at the beginning of the reporting period		<u>636,458</u>	<u>522,625</u>
Cash and cash equivalents at the end of the reporting period		<u><u>564,383</u></u>	<u><u>636,458</u></u>

The notes form part of these financial statements

Notes to the Statement of Cash Flows
for the Year Ended 31 March 2021

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.21 £	31.3.20 £
Net income for the reporting period (as per the Statement of Financial Activities)	41,436	157,565
Adjustments for:		
Depreciation charges	13,146	35,942
Increase in debtors	(52,968)	(36,321)
(Decrease)/increase in creditors	<u>(4,540)</u>	<u>937</u>
Net cash (used in)/provided by operations	<u>(2,926)</u>	<u>158,123</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20 £	Cash flow £	At 31.3.21 £
Net cash			
Cash at bank and in hand	<u>636,458</u>	<u>(72,075)</u>	<u>564,383</u>
	<u>636,458</u>	<u>(72,075)</u>	<u>564,383</u>
Total	<u>636,458</u>	<u>(72,075)</u>	<u>564,383</u>

Notes to the Financial Statements
for the Year Ended 31 March 2021

1. GENERAL INFORMATION

The accounts are presented in pounds sterling (GBP) as that is the currency in which the organisation's transactions are denominated.

Glasgow Disability Alliance is an incorporated charity limited by guarantee in the UK and is registered in Scotland with the company registration number SC248467. It is recognised as a charity by HMRC for taxation purposes and is registered with the Office of the Scottish Charity Regulator (OSCR) the registered charity number is SC034247.

It exists to alleviate difficulties faced by people with disabilities in Glasgow in everyday life.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements have been prepared in accordance with the Charities and Trustee Investment (Scotland) Act 2005 and Charities Accounts (Scotland) Regulations (as amended).

Critical accounting judgements and key sources of estimation uncertainty

In preparing the financial statements, management is required to make estimates and assumptions which affect reported income, expenses, assets and liabilities. Use of available information and application of judgement are inherent in the formation of estimates, together with past experience and expectations of future events that are believed to be reasonable under the circumstances. actual results in the future could differ from such estimates.

The board is satisfied that the accounting policies are appropriate and applied consistently. Key sources of estimation have been applied in determining the depreciation rates which have been based on the expected useful lives of the assets.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Government grants

Government grants are included as income when they have been awarded and conditions of the awards have been met, it is probable that income will be received and the amounts can be reliably measured.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office improvements	- 15% on reducing balance
Computer Equipment & Fixtures	- 15% on reducing balance

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

2. ACCOUNTING POLICIES - continued

Tangible fixed assets

The assets are being written off over expected useful life after allowance for any residual value. Leasehold improvements are written off as they are acquired as leases are on one year rolling contracts.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Going concern

The trustees consider that the going concern basis is appropriate. The management have looked forward twelve months from the date of signing this report and the Charity has sufficient projected income to cover the next twelve months trading. The reserves policy set by the board of 4 months costs ongoing has not been attained within designated funds but this is common among charities of this nature and it is expected that any shortfall would be covered by government funding.

Debtors

Debtors are measured at transaction value less any expected impairment.

Creditors

Creditors are included in the accounts where a future obligation exists from a past event that will probably result in the transfer of funds to a third party and the amounts can be measured or estimated reliably.

Cash and Cash Equivalents

Cash and cash equivalents include all cash and bank balances and funds held at the payroll bureau on behalf of the charity. These are recorded at their closing balance. The funds held by the payroll bureau are shown as debtors within current assets.

3. GRANTS, DONATIONS AND OTHER INCOME

	31.3.21 £	31.3.20 £
National Lottery Community Fund - Change the Way, Covid Uplift (restricted funds)	42,019	166,666
National Lottery Community Fund - Awards For All (restricted funds)	10,000	-
Scottish Government - Equality & Human Rights Winter Funding Package Social Isolation	80,000	-
Scottish Government - Strategic Intermediary Core (restricted funds)	300,000	200,000
Scottish Government - National PB Programme Community Choices (restricted funds)	100,000	100,000
Scottish Government - Social Justice & Regeneration Covid 19 Immediate Priorities Fund	85,800	-
Scottish Government - Social Justice & Regeneration Covid 19 Transitional Response	106,866	-
Glasgow City Council - Community Budgeting (restricted funds)	-	50,000
Glasgow City Council - Glasgow Community Fund City Wide Impact Funding (Health & Social Care) Wellbeing for Longer (restricted funds)	49,396	-
	<u>47,767</u>	<u>40,000</u>
Carried forward	821,848	556,666

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

3. GRANTS, DONATIONS AND OTHER INCOME - continued

	31.3.21	31.3.20
	£	£
Brought forward	821,848	556,666
Scottish Government - People & Communities (restricted funds)	-	66,750
Glasgow City Council - Community Budgeting (restricted funds)	-	19,972
Scottish Government - Future Visions for Social Care (restricted funds)	156,000	192,519
Scottish Government - Strategic Funding (restricted funds)	-	100,000
Other - Partnersip Working (restricted funds)	26,290	25,080
GCC - IGF (restricted funds)	37,000	74,000
Refunds	25	234
Activities for Generating Income	3,126	15,000
Scottish Government - Inclusive Design (restricted funds)	25,000	25,000
Glasgow City Council - Invest To Improve Fund (restricted funds)	34,695	138,229
Donations	7,313	2,621
Glasgow City Council - Financial Services - Lifeline Food	12,000	-
Glasgow City Council Capital Grant (restricted funds)	-	35,000
Impact Funding - Winter Social Wellbeing Fund	3,000	-
Deferred Capital Grant Release	-	(30,071)
DPO Covid 19 Emergency Fund	18,750	-
Bank of Scotland REACH - Rights Now	25,000	-
SCVO - National Lottery Community Fund - Communities Recovery Fund	25,000	-
Corra Foundation Wellbeing Fund	38,442	-
	<u>1,233,489</u>	<u>1,221,000</u>

4. FUNDRAISING AND OPERATING ACTIVITIES**Raising donations and legacies**

	31.3.21	31.3.20
	£	£
Charity operating costs	<u>1,178,907</u>	<u>1,027,493</u>

5. SUPPORT COSTS

	Operational and support costs £	Governance costs £	Totals £
Raising donations and legacies	<u>1,169,584</u>	<u>9,323</u>	<u>1,178,907</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

6. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.21	31.3.20
	£	£
Auditors' remuneration	6,000	6,000
Depreciation - owned assets	<u>13,146</u>	<u>35,942</u>

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

Board Expenses were re-imbursed in the year as incurred totalling £322 (2020 £2,167). These were for expenses incurred on behalf of the Charity.

8. STAFF COSTS

	31.3.21	31.3.20
	£	£
Wages and salaries	<u>774,902</u>	<u>569,126</u>
	<u>774,902</u>	<u>569,126</u>

The average monthly number of employees during the year was as follows:

	31.3.21	31.3.20
Management	7	3
Administrative (delivery)	3	4
Development and delivery	16	12
Access Facilitation (delivery)	5	9
Access Facilitation (lifeline)	<u>8</u>	<u>-</u>
	<u>39</u>	<u>28</u>

Staff costs include the salaries of key management. Key management is comprised of; the finance manager, the chief executive officer and the depute CEO and 4 additional members of the Senior Management team required to co-ordinate GDA's Covid Response. Total costs of employment and benefits is £254,098 for the year (2020 £160,138). One person was paid between £60,000 and £70,000 including pension contributions.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

9. MATERIAL TRANSFERS

During the year the Charitable company released surplus funds arising from management fees received within restricted funds to the unrestricted funds towards the reserves policy set by the Trustees at the annual board review. The cash balance in restricted funds is analysed in Note 16. In line with recommended Charity management guidelines the reserves policy has been developed to provide running and support costs for a 4 month period as well as redundancy costs in the unlikely event that the Charity is unable to continue. The reserves policy has not been met within unrestricted funds. The management are not concerned as, in the unlikely event of a closedown, assistance would be sought from existing funders and government bodies.

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Grants, donations and other income	17,855	1,203,145	1,221,000
EXPENDITURE ON			
Fundraising and operating activities	42,625	984,868	1,027,493
Other	-	35,942	35,942
Total	42,625	1,020,810	1,063,435
NET INCOME/(EXPENDITURE)	(24,770)	182,335	157,565
Transfers between funds	17,138	(17,138)	-
Net movement in funds	(7,632)	165,197	157,565
RECONCILIATION OF FUNDS			
Total funds brought forward	235,325	346,919	582,244
TOTAL FUNDS CARRIED FORWARD	227,693	512,116	739,809

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

11. TANGIBLE FIXED ASSETS

	Office improvements £	Computer Equipment & Fixtures £	Totals £
COST			
At 1 April 2020	78,501	30,245	108,746
Additions	-	69,149	69,149
At 31 March 2021	78,501	99,394	177,895
DEPRECIATION			
At 1 April 2020	73,550	16,706	90,256
Charge for year	743	12,403	13,146
At 31 March 2021	74,293	29,109	103,402
NET BOOK VALUE			
At 31 March 2021	4,208	70,285	74,493
At 31 March 2020	4,951	13,539	18,490

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
G.C.V.S - Payroll	143,925	98,010
Prepayments	13,192	6,139
	<u>157,117</u>	<u>104,149</u>

The debtors relate to funds held by the payroll services company GCVS and amounts prepaid for rent.

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
Accrued expenses	<u>14,748</u>	<u>19,288</u>

14. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
Designated	<u>227,692</u>	<u>3,246</u>	<u>97,447</u>	<u>328,385</u>
	227,692	3,246	97,447	328,385
Restricted funds				
Restricted	<u>512,117</u>	<u>38,190</u>	<u>(97,447)</u>	<u>452,860</u>
TOTAL FUNDS	<u>739,809</u>	<u>41,436</u>	<u>-</u>	<u>781,245</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

14. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Designated	30,464	(27,218)	3,246
	30,464	(27,218)	3,246
Restricted funds			
Restricted	1,203,025	(1,164,835)	38,190
TOTAL FUNDS	<u>1,233,489</u>	<u>(1,192,053)</u>	<u>41,436</u>

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
Designated	235,325	(24,771)	17,138	227,692
	235,325	(24,771)	17,138	227,692
Restricted funds				
Restricted	346,919	182,336	(17,138)	512,117
TOTAL FUNDS	<u>582,244</u>	<u>157,565</u>	<u>-</u>	<u>739,809</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Designated	17,855	(42,626)	(24,771)
	17,855	(42,626)	(24,771)
Restricted funds			
restricted	1,203,145	(1,020,809)	182,336
TOTAL FUNDS	<u>1,221,000</u>	<u>(1,063,435)</u>	<u>157,565</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
Designated	<u>235,325</u>	<u>(21,525)</u>	<u>114,585</u>	<u>328,385</u>
	235,325	(21,525)	114,585	328,385
Restricted funds				
Restricted	<u>346,919</u>	<u>220,526</u>	<u>(114,585)</u>	<u>452,860</u>
TOTAL FUNDS	<u><u>582,244</u></u>	<u><u>199,001</u></u>	<u><u>-</u></u>	<u><u>781,245</u></u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Designated	<u>48,319</u>	<u>(69,844)</u>	<u>(21,525)</u>
	48,319	(69,844)	(21,525)
Restricted funds			
Restricted	<u>2,406,170</u>	<u>(2,185,644)</u>	<u>220,526</u>
TOTAL FUNDS	<u><u>2,454,489</u></u>	<u><u>(2,255,488)</u></u>	<u><u>199,001</u></u>

15. RELATED PARTY DISCLOSURES

Other than the expenses re-imbursed post incursion to board members there were no other related party transactions that require disclosure.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

16. DETAILS OF RESTRICTED FUNDS

Fund Name	Opening Balance £	Income £	Expenditure/ Transfers £	Closing Balance £
Scottish Government (SG) Core Fund	100,288	300,000	350,408	49,880
SG New Future Visions	92,746	156,000	176,797	71,949
SG Budgeting For Equality	79,036	-	79,036	-
GCC Rights Now	58,654	34,695	93,349	-
National Lottery Change The Way,Covid Uplift	134,408	42,019	172,037	4,390
Partnership Working Pollok	15,987	-	42	15,945
SG Inclusive Design	8,926	25,000	33,926	-
GCC Community Budgeting	16,211	-	16,211	-
GCC Capital Refurbishment	520	-	520	-
SG National PB Programme	-	100,000	1,500	98,500
SG Covid 19 Immediate Priorities Fund	-	85,800	85,800	-
SG Covid 19 Transitional Response	-	106,866	104,283	2,583
Corra Foundation Wellbeing Fund	-	38,442	38,442	-
SG Social Inclusion	-	80,000	28,635	51,365
GCC IGF	-	86,396	78,925	7,471
GCC Lifeline Food	-	12,000	12,000	-
Impact Funding Wellbeing For Longer	-	47,767	47,767	-
Impact Funding Winter Wellbeing Fund	-	3,000	3,000	-
DPO Covid 19 Emergency Fund	-	18,750	910	17,840
National Lottery Awards For All	-	10,000	-	10,000
Bank of Scotland REACH Rights Now	-	25,000	-	25,000
SCVO Communities Recovery Fund	-	25,000	-	25,000
Partnership Working Others	-	6,290	6,290	-
Balance held in cash or debtors				379,923
Prepayments				13,192
Assets				74,493
Amounts due to be paid				(14,748)
Balance of restricted funds at 31-3-21				452,860

The Funds are described in detail in the Trustees Report. The transfers include an adjustment for last years closing restricted balance of £2,139 in respect of the Core Fund and £16,211 for GCC Community which were used up in the prior years.

Glasgow Disability Alliance

Detailed Statement of Financial Activities
for the Year Ended 31 March 2021

	31.3.21 £	31.3.20 £
INCOME AND ENDOWMENTS		
Grants, donations and other income		
National Lottery Community Fund - Change the Way, Covid Uplift (restricted funds)	42,019	166,666
National Lottery Community Fund - Awards For All (restricted funds)	10,000	-
Scottish Government - Equality & Human Rights Winter Funding Package Social Isolation	80,000	-
Scottish Government - Strategic Intermediary Core (restricted funds)	300,000	200,000
Scottish Government - National PB Programme Community Choices (restricted funds)	100,000	100,000
Scottish Government - Social Justice & Regeneration Covid 19 Immediate Priorities Fund	85,800	-
Scottish Government - Social Justice & Regeneration Covid 19 Transitional Response	106,866	-
Glasgow City Council - Community Budgeting (restricted funds)	-	50,000
Glasgow City Council - Glasgow Community Fund City Wide	49,396	-
Impact Funding (Health & Social Care) Wellbeing for Longer (restricted funds)	47,767	40,000
Scottish Government - People & Communities (restricted funds)	-	66,750
Glasgow City Council - Community Budgeting (restricted funds)	-	19,972
Scottish Government - Future Visions for Social Care (restricted funds)	156,000	192,519
Scottish Government - Strategic Funding (restricted funds)	-	100,000
Other - Partnership Working (restricted funds)	6,290	25,080
GCC - IGF (restricted funds)	37,000	74,000
Refunds	25	234
Activities for Generating Income	23,126	15,000
Scottish Government - Inclusive Design (restricted funds)	25,000	25,000
Glasgow City Council - Invest To Improve Fund (restricted funds)	34,695	138,229
Donations	7,313	2,621
Glasgow City Council - Financial Services - Lifeline Food	12,000	-
Glasgow City Council Capital Grant (restricted funds)	-	35,000
Impact Funding - Winter Social Wellbeing Fund	3,000	-
Deferred Capital Grant Release	-	(30,071)
DPO Covid 19 Emergency Fund	18,750	-
Bank of Scotland REACH - Rights Now	25,000	-
SCVO - National Lottery Community Fund - Communities Recovery Fund	25,000	-
Carried forward	1,195,047	1,221,000

This page does not form part of the statutory financial statements

Glasgow Disability Alliance

Detailed Statement of Financial Activities
for the Year Ended 31 March 2021

	31.3.21 £	31.3.20 £
Grants, donations and other income		
Brought forward	1,195,047	1,221,000
Corra Foundation Wellbeing Fund	<u>38,442</u>	<u>-</u>
	<u>1,233,489</u>	<u>1,221,000</u>
Total incoming resources	1,233,489	1,221,000
 EXPENDITURE		
Other		
Depreciation	13,146	35,942
Charity operating costs		
Operational and support costs		
Staff (including personal assistance & access support)	774,902	569,126
Recruitment costs	878	601
Staff Training	7,745	2,605
Sessional costs	-	5,638
Premises & Overhead Costs	61,451	73,658
Administration Costs	35,441	35,014
Covid Lifeline	59,810	-
Training, Development & Consultancy	108,778	92,849
Marketing & Events	31,756	77,709
Intersectional Development	-	2,500
Access Needs	71,169	121,247
Board Expenses	322	2,167
Repairs & Maintenance	8,891	7,666
SDS Coaching Activities	-	4,060
Evaluation Costs	-	750
Miscellaneous	3,677	1,431
Newsletter	3,500	7,000
Volunteer costs	<u>1,264</u>	<u>1,750</u>
	1,169,584	1,005,771
 Governance costs		
Auditors' remuneration	6,000	6,000
Legal and professional fees	<u>3,323</u>	<u>15,722</u>
	<u>9,323</u>	<u>21,722</u>
Total resources expended	<u>1,192,053</u>	<u>1,063,435</u>
Net income	<u>41,436</u>	<u>157,565</u>

This page does not form part of the statutory financial statements