



Participation of Disabled People: A model for Involvement

Annual Impact Report
2018 - 2019



Glasgow Disability Alliance
Confident Connected Contributing

Contents

Welcome and introduction	1
Convenor's Report	2
Chief Executive's Report	4
Key Stats 2018 - 2019	6
GDA Staff	7
Learning for fun, confidence and connections	8
GDA programmes for wider participation	10
A Community of Interest: the importance of peer support	12
Participation in local communities	14
Year of Young People 2018	16
Participate in your own life: Rights Now!	18
Participation in local decision making: Participatory Budgeting	19
Participatory Glasgow: Leave no-one behind	20
Participate in your own life: Future Visions for Social Care	22
Participation: Driving forward solutions – GDA's Drivers for Change	24
Participation and making contributions: Disabled people's voices	26
Participating together: Partnership working	28
Finance report and financial statement	30
Future Plans	32
Thank you	33



Welcome to our Annual Review and Impact Report for 2018-19

Disabled people's Participation is prolific and sustained when support is available.

This includes access e.g. transport, personal assistance, equipment, communication support and peer support including connections to other disabled people. And we also need connections to people in power as well as opportunities. **These ingredients are GDA's recipe for improving the lives of disabled people and the policies, services and decisions which affect us.**

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

Our mission is to build confidence, connections and contributions of disabled people, recognising and building on talents and strengths and informing disabled people about their rights and entitlements.

Controlled by our members (4689 at end of March 2019) - disabled people and disabled people-led organisations across Greater Glasgow – GDA is the biggest grassroots, disabled people's organisation (DPO) in Europe. We also have a thriving network of Associate Members which includes people, partners and allies who support our aims.

What we do

GDA supports disabled people and people with long term conditions to come together, to build confidence, social connections, and make their vital contributions. We do this by delivering fully accessible programmes of learning and events, peer support and capacity building, sharing and drawing on lived experience to influence change. Our Rights Now project provides accessible welfare rights information, support and representation to disabled people. Find out more throughout this report.

Disabled people have told us what they need to be able to participate. Look out for **"Essentials for participation"** throughout this report!



Essentials for Participation: The Social Model of Disability

The Social Model is a different way to understand disability. It sees disabled people's impairments as a normal part of life. It is the barriers in society that cause disadvantage and exclusion.

Instead of trying to fix or change disabled people, we need to fix and change the barriers we face. These include negative attitudes, inaccessible buildings, and systems designed without disabled people in mind.

When these barriers to participation are removed, disabled people can flourish and live ordinary or extraordinary lives like anyone else!

Convenor's Report



It is my pleasure to introduce GDA's Annual Report 2018-2019 to you which illustrates the breadth of our work to empower disabled people to participate and be leaders – especially of our own lives.

With over 1,000 disabled people learning new skills and getting together and over 1000 supported to attend events, this year, GDA continued to empower disabled people to take part by building their confidence and skills, offering peer support opportunities and providing the chance to have their voices heard.

Participation for us is not just about consulting or giving information – of course we do those things but as part of a whole range of activities up to and including disabled people making vital contributions and having control of GDA at CEO and Board level. Having empathy as disabled people ourselves helps establish trust with members and means that we listen and act on their input. Our model of involvement is based on empowering disabled people by telling them about their rights and building skills, knowledge and peer support.

We make sure that our members are in a constant dialogue with GDA through Drivers for Change, our BAME and LGBT disabled Networks, our Young Drivers, Star Clubs and general membership. Members shape what we do not just by sharing experience and ideas but as importantly, by leading and controlling the organisation.

With an additional 550 members over the year, we now have a strong collective voice of over 4,500 members (4,689 at the end of March 2019) which demonstrates the strength of the organisation and the genuine “buy-in” from disabled people to come together and support one another in a vibrant and powerful community of interest that we can all be proud of.

2018 was the year of Young People and as a result, the whole organisation has worked hard to bring the experiences of young disabled people to strategic partnership groups and where appropriate, support young disabled people to participate in their own right.

The work culminated in our Youth Summit, held in November to celebrate International Day of Disabled People. This was attended by around 250 young disabled people, parents/carers and partner agencies. Most importantly, young disabled people participated in the organisation and running of the event - a real team effort!

We continue to work in a challenging operating environment: Welfare reform, austerity policies and cuts to devolved administrations have meant another difficult financial year. Our CEO and GDA's Board have worked extremely hard to secure funding to offer a full range of activities and programmes.

The Board also reviewed Governance arrangements including GDA's Articles and related policies, our election processes prior to the Triennial meeting in 2018.

Independent training and support was provided for the Board including one to one support for new Trustees. Our CEO as

Company Secretary supports us to keep on top of Governance in relation to legal duties and compliance, identifying risks and managing these.

From our learning programmes to Future Visions and Activate, employability to Participatory Budgeting as well as our work on hate crime, public realm and social security, GDA works on a range of policy areas that impact on disabled people. Throughout all, we make sure disabled voices are heard and priorities shared.

My thanks to our funders – Scottish Government, Glasgow City Council and the Big Lottery, Impact Funding Partners (Glasgow HSCP funding) for their continuing support and confidence in our unique delivery model.

My thanks also to the board and staff for their dedication to the vision of equality, human rights and social justice and in particular to Tressa, our Chief Executive, who's outstanding leadership and commitment drive GDA continually forward, despite overwhelming challenges at times.

GDA Board 2018-2019

Convenor Angela Mullen

Vice Convenor Iain Montgomery

Treasurer Morag MacKay

Member Directors

Jim Berrington *resigned October 2018*

Alan Dick

Bridie Gallagher *resigned October 2018*

Professor Bill Hughes

Morag MacKay *Treasurer*

Billy McFarlane

Maureen McHugh

Helen O'Brien *from October 2018*

Nancy Welsh *from October 2018*

Finally, thank you most sincerely, to our members for your continued support and participation in the organisation. We couldn't do it without you and I look forward to increasing disabled people's participation in the coming year, improving lives and benefitting all of society.

Angela Mullen, Convenor

Essentials for participation: Value Lived Experience

GDA is a Disabled People's Organisation, a DPO. This means the majority of our Board are disabled people. Our Board is elected by our disabled members, so we are truly run by disabled people, for disabled people.

We believe disabled people are the experts in their own lives and this lived experience should be valued in any process that affects us.

GDA board member Iain shares his experience with GDA members



Chief Executive's Report

It is my privilege to report to you on the many successes and impact that GDA has had over 2018-19.

Participation is at the heart of all we do, backed up by access and support. GDA wants all disabled people in Glasgow to participate fully in their own lives, to reach their potential and take up rightful places in families, communities, workplaces, politics and society at all levels including decision making.

2018-19 was the Year of Young People. This gave us the opportunity to focus on disabled young people in our membership and bring a spotlight to some of the very real issues they face.

Our young people's Summit event was a huge success and highlights the amazing things that our young people can achieve, with support.

Our membership continues to grow to over 4,689 members - I want to thank all those who have joined us this year and emphasise, as a disabled people's led organisation, the collective strength that brings to GDA.

Members are at the forefront of all we do. 1032 learners took part in over 5,000+ learning opportunities that GDA arranged. Over 500 people attended our Learning Festival in 2018 and participated in discussions about their experiences with GDA, sharing ideas for new learning they'd like to see. Members also told us what else they felt we could do to make sure disabled people can enjoy their rights. The resounding message was to keep doing what we're doing and keep getting the funding to enable their participation—because this is missing in almost every other organisation and service they know. GDA delivered 16 longer term



programmes as well as 85 Taster courses spanning 261 total days of activities and events. We supported 7 community clubs and brought over 700 disabled people together with services across a range of areas. We supported 20 Peer Support networks and have connected people to each other as well as to information, services and opportunities.

An example is that we listened to our BAME members who identified particular barriers and issues to participation. We supported people to come together and through peer support, access and some capacity building, the Group came into existence, enabling us to work together to better meet their needs.

108 disabled people were supported via 1-2-1 personal development and coaching – enabling them to further raise their own expectations of themselves and work together with others to remove barriers to participation.

We launched our welfare rights project – Rights Now! this year with much the same accessible and person led approach as

GDA's wider learning. The project provides accessible information, learning sessions, talks to groups, home visits, consistency of adviser, appointment based approach – all with transport, personal assistance and communication support built in. We look forward to seeing the impact that our newly appointed welfare rights officers will make for the membership facing challenging circumstances and welfare reforms.

We began our work—Future Visions for Social Care- to help the Scottish Government with the National Reform Programme for Social Care. We're hopeful that this can also inform Glasgow City Council and other Local Authorities.

We worked with Glasgow City Council on the development of the city centre Avenues project – and have continued our partnership work with Scottish Government and Glasgow City Council developing our work around Participatory Budgeting: we supported work in 4 pilot areas in Glasgow – including developing local bids to put forward at voting events. We encountered interlocking barriers which prevent disabled people's participation and worked with local disabled people and partners to enable involvement. Disabled people maintain that their most serious priorities require access to mainstream services and we will continue to work on priorities moving forwards.

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 committing resources to tackle inequalities and give disabled people more control and this has been backed up by funding towards GDA's core and projects.

Glasgow's Strategic Plan puts 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. Connecting empowerment and resilience is essential if disabled people are to reach their potential and take advantage of Glasgow's opportunities.

I am extremely grateful alongside GDA's Board that the Scottish Government, Glasgow City Council and others have listened to UN Recommendations that disabled people's organisations should be funded to enable meaningful participation. I'd like to take this opportunity to thank our funders for their commitment to invest and for showing confidence in GDA's work.

It is my privilege to work alongside GDA staff who are dedicated, extremely hard working and bring alive "Team Work makes the Dream Work!"- thanks for all they do. My thanks also to the board for their continuing support and direction. Finally, my gratitude to Angela Mullen, GDA's Convenor, for her wisdom, guidance and leadership.

This year, we have built an even more confident, connected membership – with benefits small and large and many of these immeasurable. I look forward to continuing our work together in the coming year.

Tressa Burke, CEO

Key Stats

Summary of key activities and achievements 2018 – 2019

- **1032** disabled learners supported from age 14-102.
- **5000+** learning opportunities - an average of 5 per person.
- **550** new members engaged.
- **5000+** reached through postal mailings (less than a third of members have access to broadband and IT).
- Over **1000** disabled people supported to attend events.
- **261+** days of learning activities and events delivered.
- **85** taster activities.
- **16** longer term programmes.
- **8** Performances of Purple Poncho Players.
- **15+** GDA events held with and for disabled people.
- **10** partnership events delivered.
- **7** community clubs supported.
- **108** disabled people received personal development coaching.
- **45** disabled people received 1-2-1 employability coaching support.
- **700+** disabled people brought together with services.
- **20+** Peer Support networks supported.
- **100+** partnerships: influence across a range of policy and service areas.
- Daily website updates.
- **2500** Facebook likes.
- **5000** Twitter followers by 31.03.19.
- **12** Newsletters.
- **10+** films produced (including 8 by young disabled people).
- **14** E-Bulletins sharing learning and information.
- **4689** members by 31.3.19.



Essentials for participation:

Accessible information. All GDA information, reports, and short films are produced in multiple accessible formats.



GDA Staff 2018-2019

Linda Algie	Finance Manager (p/t)
Charlotte Bamford	Development Assistant (from June 2018)
Tressa Burke	Chief Executive Officer
Ruth Hart	Community Development Coordinator
Alison Hill	PA to Chief Exec (p/t)
Laura Keogh	Administration & Finance Officer (from February 2019)
Richard Leckerman	Development Coordinator Social Care (p/t) (from Feb 2019)
Ian MacCorquodale	Welfare Rights Officer (from October 2018)
Cara MacDowall	Communications and Policy Officer (February 2019)
Lynn McEwan	Office Manager (from May 2018)
Isla McIntosh	Community Development Manager
Noreen Paterson	Development Officer (until June 2018)
Sylvia Pearson	Development Officer (until April 2018)
	Admin Officer (temp - until August 2018)
Hannah Reynolds	Development Coordinator (from February 2019)
Marianne Scobie	Depute CEO
Brian Scott	Development Manager
Siobhan Smith	Welfare Rights Officer (secondment) (from September 2018)
Nadia Stuart	Development Officer (p/t) (from October 2018)
Sandra Stuart	Development Manager
Naheem Waheed	Administrator (temp – until April 2018)

Essentials for participation: Level the playing field.

Many GDA staff are disabled people, including the CEO and Depute CEO.

GDA supports them by meeting their access needs, so they can do their job on an equal basis to their non-disabled colleagues.



Most adjustments that disabled people need in the work place to carry out their job are minor, inexpensive

Learning for fun, confidence and connections!

Our learning programme is often the first step for our members to participate.

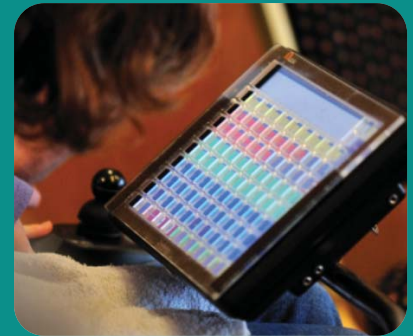
GDA's fully accessible, free, fun learning is open to all.

During 2018-19 GDA supported over 1000 disabled learners aged 14 -102.

From Art appreciation to Tai Chi, our learning programme offers members the chance to try something they may never have dreamed of doing.

Essentials for participation: Make learning accessible!

- ✓ Fully accessible venues
- ✓ Transport provided
- ✓ Support to take part
- ✓ Personal assistants to help with personal care
- ✓ Communication support
- ✓ Accessible information
- ✓ Lunch provided
- ✓ Fun and interesting!



Relaxation day feedback

"I enjoyed the hand massage. I found it relaxing – I also enjoyed the company and the conversation."

"Very relaxing and enjoyable – made me feel good."

"Enjoyed my head and shoulder massage so much and I slept well that night."

"I learned ways to relax and de-stress. It was great."



Impact: the value of participation and learning

MOT4Men - what I learned

"It's ok to talk about men's body parts and it can save your life if checked at early stages"

"It helped me know how to assess myself without being embarrassed."

"Men should have regular check-ups with medical professionals."



Menself MOT for men

"It's given me confidence to try other local groups i.e. walking group and an exercise group. Also I had never used a bus before coming to GDA but someone there encouraged me to try and I went on a bus about 3 weeks ago which was a great achievement to me."



Dancercise

"Before joining GDA, I was stuck in the house with nothing to do, nowhere to go and nothing to look forward to. Now the help is there to let me attend."



Book Week session in the Mitchell Library



Cycling for all



GDA members attended the opening of Glasgow 2018 Euro Championships

"As I disabled person, I'm hardly ever outside, so it was brilliant to be outdoors and back in touch with nature.

I really enjoyed how well the day had been planned. It was very inclusive and it was great to relax and feel so comfortable with a group of strangers.

I have more confidence, I met new people, and it made me want to be more active."

GDA programmes for wider participation

As well as learning taster courses, GDA offers longer term programmes that enable people to build skills for wider participation. Here's a flavour of some we delivered during 2018-19.

Employability Support

Our programme of employability support takes different forms:

- ✓ Learning sessions to build knowledge and skills
- ✓ Certificated training
- ✓ Intensive 1-2-1 phone and face-to-face sessions
- ✓ Support to navigate job searches, complete application forms and practice for interviews.

Employability expertise

GDA is a key partner in **Working Together for a Fairer Glasgow**, a co-production group to ensure that those with lived experience of being supported by employability services or looking for support to find employment, are involved in the accreditation and assessment of the Quality Standard. This involved support and training, access audits of services and working with other organisations such as One Parent Families Scotland, homelessness and drug and alcohol services based in Glasgow.

Employability support Key stats

- ✓ 108 disabled people received personal development coaching
- ✓ 45 disabled people received 1-2-1 employability coaching support.



Circle programme for young disabled people

Circle is a confidence building and personal development programme for young disabled people.

It covers topics that matter to young people:

- Confidence
- Independence
- Rights, Risks & Responsibilities
- Control
- Leadership
- Empowerment



Activate

Activate is a certificated 12 week programme delivered in partnership with the University of Glasgow.

The course is an introduction to Community Development and includes topics such as:

- Globalisation
- Inequality
- Community Activism
- Working together for change

GDA provides lots of support to enable disabled people to take part. We deliver specific sessions on Disability Equality as part of the programme so our members can set their learning in a disability context. We also work with the University to make their learning materials accessible to participants.

Activate includes working in small groups on a research project chosen by participants.

Themes for the group included:

- ✓ Access at NHS Glasgow Outpatients Departments
- ✓ Survey of men's groups for carers in the community
- ✓ Accessibility of LGBT+ pubs, clubs and venues in Glasgow
- ✓ Privacy at reception desks in public buildings
- ✓ The use and abuse of Blue Badge parking



Activate group at Glasgow University

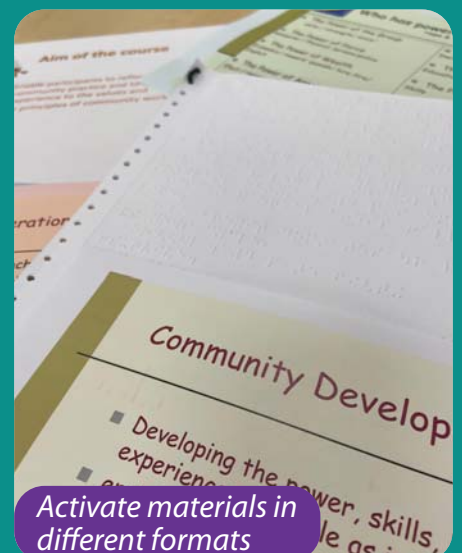


Activate group hard at work!

"Activate really made me think and challenged my perspective on key issues. It was such an achievement getting the certificate from the university."

Essentials for participation: Flexibility and adaptability.

When we work with partners to deliver programmes, we spend time working out how best to make the experience accessible for disabled people. Often we assist partners to develop accessible materials, we may co-deliver sessions or add in additional support. It may also require additional sessions to be added so disabled people can work at their own pace. Partners welcome this practical "can do" approach!



Activate materials in different formats

A Community of Interest: the importance of peer support

When GDA members participate in our activities as a community of interest, peer support is a key element.

With a membership of 4689 members, there are plenty of opportunities for our members to get together and learn from one another. Peer support helps us learn about our rights, raise consciousness about barriers and increase skills and motivation to challenge inequality.

Our events, learning and networks provide opportunities for disabled people, to develop and explore their identity and build their own support networks – within GDA and beyond.



"I have developed more awareness about looking after my mental health and I've been telling friends some of the skills learned on the course.

I learned how important it is to try and stay in contact with people, try to join groups like GDA. Speak to someone, try to share.

With GDA I can relax and be me! I don't feel stupid, awkward or alone and I don't have to apologise for being different or needing help."

Disabled Women and Girls

Our disabled women and young women network supports the CEO's role on the First Minister's Advisory Group on Women & Girls and their lived experience informs the Advisory Group recommendations. Members of this network are supported to attend the FM Circle events, which bring wider groups of women and girls together from across Scotland, to network, share experiences and influence policy and decisions.

Our 2019 International Women's Day events were really popular, with disabled women of all ages coming to celebrate their achievements, learn about disability history, feminism and identity. They learned about Glasgow's Suffragette movement and handled some amazing artefacts from the time.



GDA's CEO sharing the voices of disabled women at FM Circle event



Disabled women at Kelvinhall handling suffragette artefacts

Embracing Diversity: GDA's peer networks

Disabled people face multiple barriers as a consequence of discrimination. For some disabled people, the challenges are even greater due to their diversity, identity and personal characteristics. Policy makers call this "Intersectionality". This is why we support some specific groups of disabled people to come together for peer support, learning, policy work and links to external organisations.

LGBTQIA+ network

Our LGBTQIA+ network continues to be developed, led by a small core group who organise and support group events. These core members were supported as a group by GDA staff and one of our disabled community development degree students.

There was a varied programme of events, activities and learning sessions for the disabled LGBTQIA+ peer network, with outreach stalls, peer led sessions at Free Pride and specific consultation sessions for Participatory Budgeting and the new Scottish Social Security Agency.

During 2018-19, there were 12 meetings of the Disabled LGBTQIA+ network.



Black, Asian, and Minority Ethnic (BAME) disabled people's network

Our "What Matters to You?" event, led by some of our BAME members helped us identify their particular issues, barriers and how we could best meet their needs.

This led to the development of a BAME Disabled People's Network. Reps from this group are supporting the development and delivery of resources and activities, acting as informal interpreters and advocates and helping us to make links with more BAME organisations, which will enable us to reach and support more BAME disabled people.



"I've been made to feel so welcome. We can talk to each other about all sorts of problems. Now I don't feel so alone."

Essentials for participation: Recognise Diversity.

Access should be considered in all community spaces - disabled people are not a homogenous group.

Participation in local communities

As well as being a community of interest, GDA works with local communities to support clubs and activities in various local areas in Glasgow.

We recognise the additional barriers faced by disabled people when they try to get together at local community level – lack of accessible spaces, no transport provided, no support assistance and a general lack of awareness of rights. That's why we support local groups – existing and new – to come together for mutual support and learning.

STAR clubs

GDA supports existing clubs for older people to come together through 'lunch, learning and a laugh'. We also support older people to self organise: to set up and take control of their club with support to form a committee, set up bank accounts and apply for their own funding.

Star club programmes are varied – arts & crafts, relaxation, healthy eating, exercise, dance, and talks from local groups and services.

"GDA support meant our group could survive and thrive."

"GDA gave our group access to committee skills and support to be self-sufficient. It was a difficult process and we could never have done this on our own."

"Getting out the house and meeting others gives me something to look forward to. There's nothing in my area I can get to as there's no transport provided."

Star club chair based exercise



GDA worked in partnership to support GAMH's 'Later Life Matters' Project, a project for older people who have experienced mental health issues. GDA sessions included hugely popular seated dancing sessions and Mind & Draw activities. Sessions provided ways to manage anxiety and relax. The sessions offered tools to take home and try.

A number of the GAMH group joined GDA and have since participated in wider GDA activities.



GAMH Mind and Draw session

Spotlight: Gorbals - Men's Group

In 2018-19 we were active in developing a disabled men's group in the Gorbals area of Glasgow. This was supported by a GDA staff member on placement from the Community Development degree course at the University of Glasgow. Initial contact with organisations in the area helped identify members who were disabled and who might benefit from a men's group – coupled with a mail drop of hundreds of leaflets.

The men's group initially met in the café of the Adelphi Centre and they agreed to meet weekly to keep the momentum going and build bonds. After a few weeks the group established itself and the Co-op meeting room on Crown Street in the Gorbals became the group's HQ.

Towards the end of the Group's first year, GDA identified another men's group at Tramway in the south side of the city and provided support with transport so the groups could become connected.

The men are now also participating in GDA's wider learning programme including our Drivers for Change, Rights Now and Future Visions. One member has gone on to do a masters degree at University of Glasgow.

"Linda, the GDA staff member, kept phoning me for a year before I got involved. I'm so glad I did!" **Billy**

"It gets you out of the house and socialising once again. No-one judges and you meet likeminded people." **James**

In June, the men's group went on a barge trip to celebrate their achievements.



A Menself event at Hampden brought together men from the GDA membership as well as the Gorbals group. The tour of the football stadium was a highlight!

"Without the backing of GDA, the group would never have formed. There is no support and no funding to self-organise as a group of disabled people. The barriers are just too many and overwhelming." **Gorbals mens group member**

Year of Young People 2018

GDA hosted various #YoYP18 activities for our younger members. We worked hard to bring the lived experiences, voices and priorities of young disabled people to strategic partnership groups, supporting young disabled people to participate in their own right.

One of the highlights of our year was GDA's #YoYP18 Youth Summit, held during November 2018 to celebrate International Day of Disabled People, attended by 250 disabled young people and supporters including parents, carers and families.

Our Young Drivers for Change co-designed and co-delivered the event, which involved planning sessions, 1-2-1 and group coaching, practical sessions and lots of pizza! Young disabled people chaired the event, spoke on stage about their issues and helped to facilitate round table conversations to gain the views of wider groups of young disabled people. We were treated to an amazing performance of the PPPs.



Those GDA brollys come in handy



We were supported to share our experiences

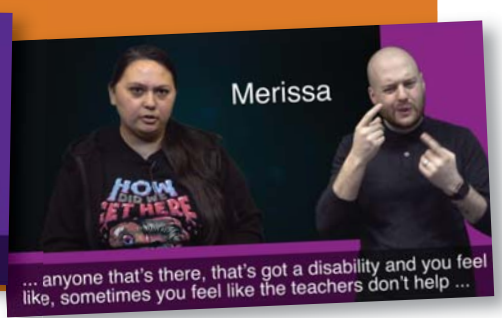
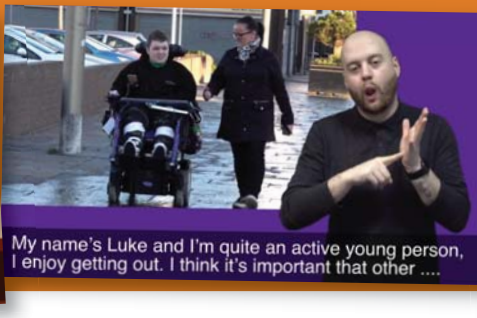


We made our own films



We had a great time dancing at our Prom!

Young disabled people made 8 short films about their lives and experiences.



#YoYP18

Went to Dundee to give our views at a national forum meeting



We told the Scottish Government our views and made suggestions for making things better for young people



We did an amazing Circus skills programme!

Year of Young People 2018 saw a host of activity for Young Drivers for Change.

This included young disabled people contributing to and participating in lots of important issues that affect them:

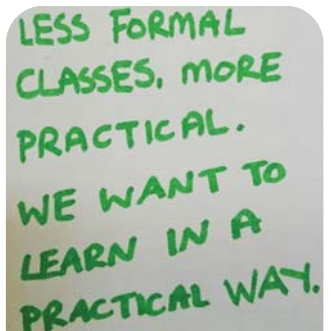
- ✓ Accessible Glasgow – Public Realm
- ✓ Death, dying & bereavement services for young people consultation
- ✓ Disabled Children and Young People Advisory Group and National Forum
- ✓ Online Abuse evidence (for UK Govt.)
- ✓ Participatory Budgeting
- ✓ Scottish Social Security Agency – Job Grant, Young Carers Grant, Disability Assistance, SSSA recruitment.
- ✓ Whole school approach focus group
- ✓ Year of Young People Equalities and participation working groups
- ✓ And of course, GDA's Youth Summit!



We did courses to build our confidence



We ate loads of pizza!



We said what we need



We had chilled out art sessions



We made our own comics

Participate in your own life: Rights Now!

Rights Now! officially launched mid October 2018 in an effort to mitigate the impact of Universal Credit on disabled people in Glasgow.

Our Rights Now! Project offers a free, fully accessible welfare benefits advice and representation service to disabled people and those with long term conditions in Glasgow.

Social security is an important right for disabled people – helping them to participate fully in their own lives.

The service is fully accessible, with accessible information, learning sessions, talks to groups, home visits, consistency of adviser, appointment based support – all with transport, personal assistance and communication support built in.

In the six months since the project started our two welfare rights officers made financial gains of £379,555.83 for disabled people.

Claim your Rights Now!
Before it's too late!

RIGHTS NOW!

If you claim disability benefits:
ESA PIP DLA Attendance Allowance

You may be entitled to disability premiums to help meet the extra costs of being disabled.

But when Universal Credit rolls out, premiums will be scrapped!

UC Universal Credit

Get help to claim them now before it's too late!

GDA Glasgow Disability Alliance
0141 556 7103
RightsNow@gdaonline.co.uk

Funded by and delivered in partnership with Glasgow



Essentials for participation: Remove financial barriers.

Disabled people are more likely to live in poverty, so we remove financial barriers to taking part. Membership of GDA is free and there is no charge to attend any learning, events or activities. Rights Now supports people in a holistic way meaning they have access to wider GDA supports and gain more than just financially.



"Through the support I got from Rights Now! I found out about some of the other learning that GDA offers. GDA really helped me to get away from alcohol, plus being out of the house gets you around people and talking.

At GDA events, other members are friendly, offering advice and sign posting me to other services in the city. Not thinking about alcohol and being around people keeps you happy. I think GDA's absolutely brilliant." Suzanne

Participation in local decision making: Participatory Budgeting

In 2018 GDA members conducted Action Research – research designed and led by disabled people – to gather evidence of the experience disabled people face when trying to participate have their voice heard in their local communities.

With training and support our team of peer researchers heard from 243 people in local areas. There were 13 focus groups, 149 face-to-face interviews and 94 responses to our online survey.

"I'd be completely invisible in my community if it wasn't for GDA taking an interest in me and my potential as a citizen of Glasgow."

Our report "Budgeting for Equality" highlighted three key findings from the research:

1. Disabled people overwhelmingly want to be involved in deciding how public money is spent but are prevented from doing so by a web of complex barriers.
2. A cycle of exclusion prevents communities across Scotland from accessing disabled people's insights and expertise.
3. Structural inequality cannot be addressed at the local level alone: wider culture change is essential if participation is to have meaningful impact.

Key research stats:

- 78% feel disabled people do not have enough say in how money is spent.
- 71% said they struggle to take part in things in their community.
- 76% said they do not feel listened to.

"We got lots of training in research skills so we felt confident and comfortable going out and asking people for their views."



Recommendations from the research

- ✓ **Planning & design:** work with Communities of Interest, including disabled people, to set Equality Outcomes. Make sure there are enough resources and time to do this in a meaningful way.
- ✓ **Delivery:** Empower and encourage those who are easily ignored to participate. Create space and value lived experience. Enable time to reflect and discuss outcomes that meet everyone's needs.
- ✓ **Learning & Culture Change:** Empower people to do things differently and test out new ways to achieve participation. Resource equalities groups to be involved.

Participatory Glasgow: Leave no-one behind

Glasgow's participatory budgeting pilot scheme began in 2018, spending one million pounds on specific priorities within four council wards in Glasgow: Calton, Pollok, Canal, Pollokshields.

GDA was funded as a strategic community of interest to partner and work across all four areas. Groups of disabled people in these areas participated in information, learning and development sessions, including developing local bids to put forward at voting events.

Using the learning from our Action Research, our local PB pilot area work supported over 1000 people across the 4 areas to come together, to share their experiences, priorities and solutions to mainstream service planning, design and reform.

As local communities start having more say about pots of money, decisions and services, it is essential that disabled people are supported to participate widely to help make sure no-one is left behind in both local communities and mainstream services.

Pollokshields Priorities

- ✓ Access map of the area
- ✓ More local accessible facilities
- ✓ Activities for disabled children
- ✓ Social care services and funding for personal care support
- ✓ Accessible community activities that bring different cultures together
- ✓ More accessible housing, transport and streets



Pollokshields group took part in consciousness raising sessions



Pollokshields group made a short film about the barriers they face in their area



Calton disability equality session



Calton group screen printing session

Calton Priorities

- ✓ More accessible housing
- ✓ Homecare budgets
- ✓ Support to get jobs
- ✓ Peer support
- ✓ Support for independent living
- ✓ Better public transport
- ✓ Inclusive childcare

Canal Highlight:

In January 2019, GDA members secured funding for the 'Big Milton Fun Day' to be held in May 2019!



Canal group members celebrate their successful bid for funding

Canal group discussion



With Connecting Milton and Bob Doris MSP in the Scottish Parliament



Young people in Pollok checking out their local area



Pollok steering group meeting



Young disabled people at Pollok voting event



Pollok Highlight:

After lots of work in early 2019, our Young GDA members in Pollok secured £18,000 from Youth Access Fund in April 2019 to improve facilities for young disabled people in Pollok!

Participate in your own life: Future Visions for Social Care (FVSC)

Social Care is a right that is fundamental to participation. Without it, we can't access rights to education, health and work.

In June 2018, to mark the end of our original 3 year Future Visions project, we held a conference to celebrate the achievements of participants and share key learning with agencies and partner organisations. The PPPs premiered new materials based on project learning, including a new song, "Dare to Dream", complete with choreography! We were sad to say goodbye to Future Visions Development Officer, Noreen Paterson who left after 4 years in the post and many more working with GDA. We wish Noreen good luck and best wishes for her next venture.



Future Visions group with Noreen

"I've been supported to develop my own goals, been able to test out some options with the right support, and been referred to further support to keep the momentum going once I move on from the project."

"Coaching pushed me to open up: I wanted to get a job, get married and deal with my anger and frustration. I was supported to get a personal trainer. I've got fitter. I've gained confidence and found a volunteer job. I've also done an SQA."



Learning to cook was just one goal for Amy!

Future Visions for Social Care (FVSC) began in November 2018

Evolving from Future Visions and contributing to the Scottish Government **Adult Social Care Reform Programme**, the project delivers capacity building, collective voice, and collaboration activities with disabled people and Social Care stakeholders in Glasgow and Scotland. In the period so far, FVSC has provided:

- ✓ Individual casework, coaching and group coaching to explore and resolve blockages to independent living, build confidence and set personal goals. Help to achieve personal goals includes a personal budget for accessing support & removing barriers.
- ✓ An Expert Group of disabled people to share lived experience and contribute to policy and decisions - in line with Audit Scotland's recommendations for the future of social care in Scotland.
- ✓ Support to partners and stakeholders to hear directly from disabled people, and engage in dialogue about the accessibility of their services, and their role in future Social Care in Glasgow and Scotland.

Participation and Expert Voices

In November 2018, FVSC supported GDA members to meet with Glasgow's Convenor for Health & Social Care and Chair of the Integrated Joint Board, Cllr Mhairi Hunter, to share their own experiences of the impacts of ongoing social care cuts.

150 disabled people who use social care services completed our "How are we doing Glasgow?" survey at the event. The results show experiences of Social Care in Glasgow fall far short of national ambitions, rights and legislation:

- 89%** do not get the support they need to stay safe and well.
- 92%** do not get the support they need to be included in the community.
- 84%** do not feel valued as part of society.
- Less than 30%** feel they are treated with dignity and respect when accessing services.
- 82%** of those who do get social care rated it average, poor or very poor.

In December 2018 GDA members then called on our Health and Social Care's Integrated Joint Board (IJB) elected representatives to:

- ✓ Take a stand for human rights.
- ✓ Create conditions to open up collaboration for a better solution.
- ✓ Give strength to the belief that as a city we can and we must do better.

FVSC is demonstrating the value of flexible, preventative, user-led community based support and is a model in itself.

FVSC identifies and addresses lower level unmet needs – while simultaneously building capacity for disabled people to share this learning, to challenge, strengthen and improve existing and emerging local policies related to new and existing models of care.



How Are We Doing Glasgow event discussions

"We believe Social Care needs more investment and to be valued by wider society."

"I used to get social care that kept me connected - now it's wash, dress, feed. What about participation?"

"Only support I've ever had is from GDA and I tried everywhere."

"For the first time I feel a sense of control in my life, thanks to Future Visions."

"Being involved with the Expert Group means I'm helping to shape policy that will benefit others. I've moved from passive recipient to active participant!"

Participation: Driving forward solutions

Drivers for Change (DfC) and Young Drivers for Change (YDfC) work together with the GDA team and others to deepen their understanding, share their experience, build skills and voices and come up with priorities and solutions.

By being involved in these networks, disabled people are participating in wider society – contributing their time and sharing their experience. Most importantly, they are developing and sharing ways to improve the lives of disabled people and, as we always say, ***“If you make things better for disabled people, you make them better for everyone!”***

“There’s no understanding that if we just got the help we need, we could then be out and about being part of society like anyone else. If I was to do it all myself, I’d be fit for nothing but going back to bed!”

“Home care put me to bed at unreasonable hours, I get no choice.”

DfC facilitators training



DfC receive lots of learning and support to build confidence, knowledge and skills for participation, representation and making contributions. 2018-19 sessions included:

- ✓ Accessible transport
- ✓ A Healthier Glasgow for all
- ✓ Accessible Glasgow
- ✓ Briefings and facilitators training
- ✓ Budgeting for equality
- ✓ ‘Democracy Matters’ to disabled people
- ✓ Employability
- ✓ Festive fun
- ✓ Participatory budgeting
- ✓ Social care
- ✓ Social security
- ✓ Universal credit

See Young DfC feature in middle pages!

DfC feedback session



A Healthier Glasgow for All

Over 350 disabled people came together with Health and Social Care Partnership (HSCP) colleagues to discuss experiences of HSCP services and contribute to GDA's response to the Glasgow HSCP draft Plan for 2019-22. The PPPs highlighted the experiences of disabled people seeking to access health and social care support. DfC members facilitated discussion groups, along with HSCP and Third Sector reps, to enable everyone to participate in the conversations. Main barriers reported were:

- inaccessible facilities, lack of accessible information, lack of communication support.
- inflexible services that don't take account of our lives outside of our needs.
- long waiting times for healthcare appointments.
- cuts to essential services that keep people well.
- "independent living" misunderstood to be doing everything yourself – rather than with the support we need. This incorrect understanding leads to the wrong solutions.

"Social work think it's enough to get up and dressed. But then there is no support to meet people or go out. Days are long and nights are worse because I know the next day will be the same with no purpose and nothing to look forward to."



Some key GDA recommendations for the HSCP Plan

- ✓ Involve disabled people and their organisations in planning, design, delivery and evaluation of services. This includes GDA's Expert Group on Social Care.
- ✓ Review the lack of consideration of needs and rights of disabled people aged 18-64.
- ✓ Create holistic services around people's needs rather than restrictive care groups.
- ✓ Firmly embed the UN definition of Independent Living - the right to the support necessary to participate in our own lives, families and communities.
- ✓ Develop innovative models of support with disabled people - particularly preventative support services. Work in partnership to improve health and life outcomes.
- ✓ Progress the review of Care Charging and Self Directed Support.
- ✓ Review wider policies and practice that may discriminate, e.g. housing allocations, cuts to services, charging policies, limiting access to aids and adaptations.
- ✓ Develop a learning and empowerment culture in HSCP agencies - founded on dignity, respect and human rights - to encourage and enable staff to be kind to each other, be more empowered and improve outcomes for disabled people.

Participation and making contributions: Disabled People's Voices

Public Realm

A key aspect of Glasgow's City Deal funding is improvements to the public realm. During 2018-19, GDA worked with planners and designers to make the consultation and engagement process of this multi-million pound redevelopment more accessible to disabled people. We supported over 80 disabled people with a wide range of impairments and access needs to participate in consultations across the city, including Clyde Gateway, M8 Footbridge, City Avenues, Byres Road, as well as local public realm projects in Yorkhill and Woodside.

Hate Crime

Hate Crime awareness week remains an important date in the calendar for GDA to promote the need to speak out, especially as statistics show that hate crime against disabled people is on the rise. During 2018-19 GDA chaired the Third Party Reporting Network meeting as part of Hate Crime Awareness Week. GDA staff supported disabled people to learn about Hate Crime, how to report hate incidents and supported disabled people, via our Third Party Reporting service to make reports and meet with Police Scotland.

GDA Members Voices

A record breaking 500+ people attended our 2018 Learning Festival participating in conversations about their experiences with GDA. We received lots of great feedback and fantastic ideas for learning sessions, many of which we've added to our learning programmes and some we're still working on.

Members were asked what else GDA could be doing to make sure disabled people can know about and access their rights – "more of the same" was the answer, requiring ongoing resources.



GDA is a valued partner in GCC's multi-agency approach to tackling hate crime. Working with GDA gives the opportunity to engage with a range of its members so the perspectives of disabled people are incorporated into strategies and action planning to address hate crime. This strengthens delivery on our strategic outcomes to address Hate Crime.

GCC Community Safety & Regulatory Services



Social Security

Scottish Government's new social security agency Social Security Scotland came into being on 1 June 2018 following Royal Assent.

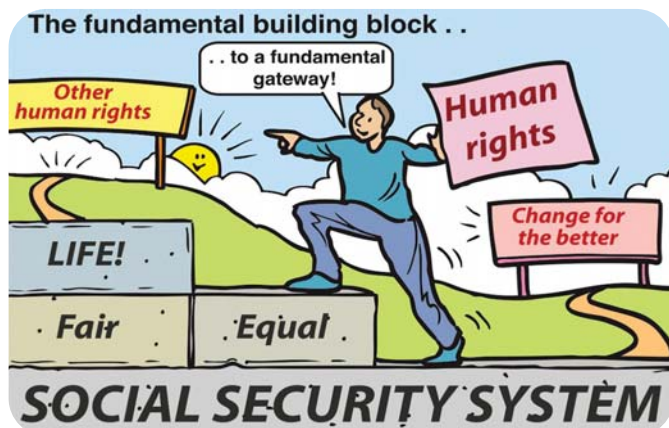
GDA has worked closely with the Scottish Government and the new Social Security Scotland to ensure that disabled people are involved and have fed into the development of the organisation and its processes, to make it fairer and equal. GDAs Chief Executive, sits on the Expert Ministerial Advisory Group for Scotland's new Social Security System.

We held large and small events, focus groups, 1-2-1 meetings and user testing sessions with disabled people to feed into the Social Security Scotland's development, including in-depth sessions with Drivers for Change and Young Drivers for Change.

There were multiple sessions around the application process, examining the actual physical form and the online process that disabled people will use when they apply.

GDA supported disabled people of all ages, and parents/carers of young disabled people, to participate in a series of inclusive communications workshops looking at:

- ✓ Recruitment of staff.
- ✓ Informing the public of its offer.
- ✓ Application forms.
- ✓ Support they give, for example, customer services / advisory support.
- ✓ The layout and content of letters that claimants will receive.
- ✓ The accessibility of the buildings that will be used by Social Security Scotland.



Social Security Scotland are committed to recruiting a diverse workforce that reflects the people of Scotland. Our partnership work with GDA has been key to gaining a better understanding of the challenges faced by disabled people in the workplace... workshops have helped us refine our recruitment approach to ensure it is as accessible as possible.

Jennifer Lewicki, Resourcing Partner, Social Security Scotland

Essentials for participation: Value and support contributions.

We ensure GDA members are regularly updated on progress and any actions taken as a result of their contributions. We recognise that some subjects are difficult to discuss so we include debrief and support sessions so people feel looked after.

Feedback and relaxation session



Participating together: Partnership working

Community Development and Human Rights principles underpin GDA's work. We firmly believe that those experiencing inequality, should lead the changes and decisions that address such inequality.

To achieve this GDA works collaboratively with others through partnerships & coproduction: working together, working differently, being leaders and demonstrating innovation and a culture of learning which we share with others, collaborating to make the most of our combined energy and resources.

GDA has a lot to offer partners:

- ✓ We have a wealth of knowledge across the spectrum of disability equality.
- ✓ As a pan-impairment organisation, with a diverse membership reaching 5000 disabled people, we can support organisations on a multitude of policy and service areas.
- ✓ We are able to bring disability equality expertise, disabled people's voices, involvement and practical support to public, third sector and community organisations in Glasgow and across Scotland.
- ✓ We bring creative methods and innovative solutions - developed and delivered in partnership with disabled people themselves.

The staff and members of GDA are an invaluable support and resource to our efforts to develop and deliver inclusive volunteering services and we look forward to continuing this partnership in the years to come. Volunteer Glasgow

Employerability

Employerability addresses the fact that most of the activities geared towards employment of disabled people focus on the perceived lack of capacity and capability of disabled people. This



Congress on Disability & Employment with keynote address by FM

fails to address the changes that many employers still need to make to become more accessible and inclusive employers. This year, we've worked with a number of employers to support their employerability efforts.

Employers in all sectors no matter how large or small, should aim to improve their own employerability. This means taking positive steps to employ, retain and promote more of us as disabled people.

**Inclusion Scotland
Situations Vacant Report**

GDA have provided valuable support and guidance to help us ensure all our services are accessible to disabled people, as well as helping us get it right for our disabled employees. They delivered excellent training highlighting the issues facing disabled people and how even minor adjustments can have a positive impact for disabled people.

Skills Development Scotland



The Purple Poncho Players: Partnership and participation

The PPPs are the theatrical wing of GDA's drivers for change, drawing on their lived experiences and working with a professional creative team to produce sketches, poetry and songs which reflect the real life experiences of disabled people.

The PPPs participated and performed in a variety of venues this year, including their largest performance yet!



PPPs with First Minister at SECC

"We talk a lot about Equality, Human Rights, dignity and respect, but I've never seen these things better expressed than by the Purple Poncho Players tonight. Communities doing it for themselves and in the lead."

FM Nicola Sturgeon, March'19.

International Forum on Quality and Safety in Healthcare

The opening event held in the SECC with an audience 1500+ international delegates featured a live streamed full performance of the PPPs, address by GDA's CEO, followed by keynote speech from First Minister Nicola Sturgeon, who was experiencing the PPPs for the first time. The PPPs received a

standing ovation, including from the First Minister who highlighted in her speech GDA's powerful model of peer support, participation and empowerment.

'Eurocities Social Affairs Innovation Lab'

GDA was delighted to host a visit from international delegates attending the Eurocities Social Affairs Innovation Lab, in March 2019. Our site visit session "Hard to reach or easy to ignore?" explored GDA's collaboration with Glasgow City Council and how this empowers disabled people. The visiting delegates were treated to a short PPP performance at the official evening dinner reception with headline song, "People make Glasgow".



PPPs at Scottish Parliament Human Rights Day

Finance Report 2018-2019

GDA has been successful once more in significantly increasing our income during 2018-19 – this is not something we take for granted and we are aware of the backdrop of austerity and cuts. For the first time ever, our income was over a million totalling £1,215,495. This demonstrates the sheer hard work done by GDA, continued confidence to invest and overwhelming scale of needs of disabled people.

Funding from Big Lottery, Glasgow City Council, Scottish Government and Glasgow Health & Social Care Wellbeing for Longer enabled us to provide much needed programmes to tackle isolation, build confidence, skills, strengths and individual and collective capacity to bring about changes: GDA has

utilised funding to empower disabled people as a collective community of interest to assert human rights and collaborate on actions towards these.

A Financial Statement is presented opposite and full Audited Accounts are available on request. These comply with Regulations for Statement of Recommended Practice (SORP).

In 2018-2019, income totalled £1,215,495 demonstrating continued confidence in investment. GDA worked hard to make sure that the bulk of our income funds direct project delivery– 79% against 21% when taking into account that a third of our premises is used for delivery, 75% of staffing costs are direct delivery and 75% of Administration is direct delivery and telephone support. This means disabled people benefit most from our projects and programmes.

GDA provides a fabulous return on investment: with 1032 individual participants taking part in 5000+ learning opportunities, unit costs were £213 per learning opportunity.

GDA Directors recognise that **financial reserves are required** to ensure organisational sustainability and to ensure that all outstanding commitments may be met.



GDA must be equipped to cope with unexpected fluctuations in staffing as well mitigate risks such as cessation of a grant unexpectedly, a cut to a grant or an application being turned down which had previously been awarded for some time. All of these might cause cashflow problems, and it is necessary to act as responsibly and pre-emptively as possible.

A clear Reserves Policy is in place and reviewed annually by the Board. Reserves are currently set at 3-6 months running costs and the Board has been successful at achieving the lower end of this.

In line with our ongoing commitment to diversifying income, GDA generated 2% of funding through partnership working, donations and consultancy. We also carried forward funding from multi-annual grants into 2019-20.

Moving forward, GDA will make all efforts to secure ongoing investment for our programmes so that we can continue our vital supports to disabled people.

Morag MacKay, Treasurer

Financial Statements 2018-2019

Income & Expenditure Statement

1st April 2018 to 31st March 2019

Income

£

Big Lottery	Change the Way (Restricted Funds)	166,667
Scottish Government		
	Strategic Intermediary Core (Restricted)	225,000
Community Choices	Budgeting for Equality PB (restricted)	100,000
People & Communities	Change the Way (restricted)	133,500
	Future Visions for Social Care (restricted)	187,076
	Strategic Funding (restricted)	100,000
Glasgow City Council	Disability Equality Programme (IGF) (restricted)	74,000
	Community Budgeting for Equality (restricted)	50,000
	Invest to Improve Fund Rights Now Welfare Rights (restricted)	79,541
Glasgow HSCP	Wellbeing for Longer for disabled people (restricted)	30,000
Other		
	Partnership Working (Restricted Funds)	19,509
	Activities for Generating Income	15,000
	Donations	15,000
	Deferred capital grant release for premises refurbishment (restricted)	30,071
	Refunds	139
	Total	£1,215,495

Expenditure

Staffing	458,869
Premises & Overheads	115,576
Access Facilitation	165,625
Programme Costs	287,901
Governance & Legal	10,567
Capital	4,150
Sundries	298
Depreciation	31,861
Total	£1,074,847
Net Income (income less expenditure)	£140,648

Future Plans

GDA is ambitious and hopeful that we can continue to secure investment in our programmes and supports to mitigate the UN declared “Human Catastrophe” of disabled people’s lives.

GDA’s membership continues to grow, demonstrating an ongoing need for the support and services we provide.

In particular, disabled people continue to highlight the lack of free, fully accessible services and supports across the city.

In the coming year, we will continue to deliver excellent and cost effective support to disabled people, meeting their needs and delivering the outcomes expected by our funders. As well as direct support to individual disabled people, we will ensure that people are skilled and confident about contributing their lived experience, ideas and voices to influence decisions that affect them – both as individuals and collectively. We will:

- Support disabled people to learn, to come together, build confidence and be more active and visible citizens.
- Strengthen our DPO Network, developing collective voice, visibility and influence.
- Increase our support to intersectional groups of disabled people - e.g. LGBT, BAME and younger people’s Networks.
- Develop our Rights Now project and evaluate and report the impact.
- Share learning from our PB Project.
- Share learning from our young disabled people Summit.

- Further develop local and national collaborations and contribute disabled people’s views and priorities to shape policies, services and decisions around:

- Poverty, Deprivation & Regeneration including Communities of Interest
- Social Isolation
- Participation, Democracy, PB & Local Governance
- Reform of Adult Social Care
- Accessible Glasgow: Public Realm
- Employability & Employer-ability
- Hate Crime
- Social Security
- Intersectional Disabled People
- Equality & Human Rights.

- Produce more regular and targeted communications to share learning, celebrate successes and support our members to tell their own stories.

- Continue ongoing focus on securing a broad funding base, wide stakeholder support and investment in our core business model, sharing evidence learned about the economic and social value of GDA’s programmes and approach to enable organisational sustainability.

Above all, GDA will continue to remain true to equality, community development and human rights principles and be always mindful that the most sustainable asset remains - the increased confidence, connections and contributions of disabled people themselves.

Thank you

GDA board, members and staff would like to thank and acknowledge the following:

For large projects and one-off funding:

Big Lottery, Glasgow City Council, Scottish Government, Glasgow Health & Social Care Partnership as managed by Impact Funding Partners.

For ongoing support, partnership and allies:

We have abundant supporters and too many to mention by name: many thanks and appreciation to all partners, supporters and allies, including elected members who are greatly valued.

Special thanks to...

- GDA PPPs, Drivers for Change and Young Drivers for Change – all give enormous amounts of time, energy and, commitment challenging discrimination, tackling inequality and demonstrating the rich and valuable contribution people can make with support.
- Learning tutors and partners who deliver learning events, courses and programmes to build the capacity and confidence of disabled people.
- Simon Bain, Darren Brownlie, Kate Chambers, George Drennan, Nadia Drennan, Scott Fleming, Janice Keddie, Sandy Nelson, AMG Training & Consultancy, Peter Patterson and Sign Language Interactions for professional expertise and personal devotion to the GDA cause.
- Our fabulous PAs who make our learning, events and programmes accessible, running smoothly for learners, members and partners.
- Allander Group, William Pearson, Margaret Sinclair, those who gave via My Donate and others who wish to remain anonymous – for fundraising and kind donations.
- Jenny Speirs and Graham Ogilvie, fabulous artists who worked with us to create a range of wonderful GDA illustrations – many included in this report.

And finally...

...thank you to our members who support us to be a strong collective voice for disabled people in Glasgow.



GDA members with international Eurocities guests

Let's get participatory!!



Glasgow Disability Alliance
Confident Connected Contributing

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