

Site visit 1: Hard to reach or easy to ignore?

Glasgow Collaboration shows the way on empowering disabled people in Scotland's communities

In partnership with Glasgow Disability Alliance (GDA)

GDA is a vibrant organisation led by disabled people with 4,500 disabled members and growing. It is the biggest community-led groundswell of disabled people in Scotland, the UK and Europe and a proud example of a community of interest. GDA supports disabled people to participate and be leaders of their own lives. It connects people with each other, with opportunities and decision makers. In this way, GDA influences policy and service reform, drawing on lived expertise and analysis to produce solution-oriented suggestions and insights. GDA believes in the social model of disability: it is barriers in society and not conditions or impairments that disable people. GDA focuses on human rights and community development which put disabled people at the centre of finding solutions to the barriers they face. GDA supports people to take control over their lives, build voices and claim rights.

Site Visit: Budgeting for Equality

In 2018, GDA's team of disabled action researchers found that their fellow disabled Glaswegians face a range of barriers to participating locally. As well as the removal of these barriers, disabled people overwhelmingly called for a meaningful say in decisions about mainstream budgets and services which impact on their lives - see GDA's [Budgeting for Equality](#). In response, the Glasgow City Council and the Scottish Government are supporting Glasgow Disability Alliance to take forwards disabled people's recommendations on how a truly inclusive and deliberative participative approaches can meaningfully address inequality, utilising Participatory Budgeting (PB).

As well as working alongside GCC and partners to build and support disabled people's participation in Glasgow's 4 initial PB Pilot areas, GDA is piloting an approach to explore 'Second generation' PB - supporting diverse, hard-to-reach and unheard disabled people as a city-wide community of interest, to have their say and help shape planning and decisions around significant mainstream issues they have prioritised: health and social care, transport, the built environment, employability and financial inclusion. As well as directly building the capacity and empowerment of disabled people in Glasgow to help shape local decision making, the learning from this pilot is also adding value to wider conversations on Local Democracy and Community Empowerment.

The collaborative approach is to harness the momentum of PB to spark fresh dialogue on actions and solutions to deeply ingrained barriers and inequalities: hoping to demonstrate that the principles of PB can revolutionise the way decisions are taken with and alongside empowered communities.

The site visit will explore how this collaborative approach works in practice to reduce the inequalities disabled people face, ensure meaningful participation and improve life outcomes:

1. Learning from the pilot on Participatory Budgeting through dialogue, film and an entertaining programme
2. Working together to explore possible solutions to current social challenges facing cities in relation to the inclusion of disabled people who experience multi-faceted inequalities and whose life outcomes are frequently poorer.

Questions for reflection:

- What is the situation of disabled people in your city? What is their standard of living and life outcomes?
- How are their voices heard?
- What innovative approaches or lessons can you share about how your city works for the inclusion of disabled people?

Contact: Tressa Burke, Chief Executive, Glasgow Disability Alliance, tressaburke@gdaonline.co.uk

Site visit address: Suite 301, White Studios, Templeton Business Centre, Templeton Court, G40 1DA
Delegates will travel by coach departing at 15.30 from Grand Central Hotel on Tuesday 26 March

Website: <http://www.gda.scot/>

Site visit 2: New Scots - rights, resilience and refugee integration in Glasgow

In partnership with Scottish Refugee Council & Cranhill Development Trust

Scottish Refugee Council is an NGO run by, with and for refugees. Refugee involvement is one of the core values of the NGO whose vision is for a Scotland in which all people seeking refugee protection are welcome. Women, children and men should be able to find safety and support, have their human rights and dignity respected and achieve their full potential. The NGO is based within the community and has been working with local community-based organisations such as Cranhill Development Trust to promote local activities and improve opportunities for new refugees to integrate in the community.

With Glasgow being the largest dispersed area since 2000, the city has developed policy and practice to integrate refugees within the local communities as equal citizens. In 2018, Scotland published its second edition of the **New Scots Refugee Integration Strategy (2018-2022)**, which is an internationally recognised approach to supporting refugee integration. Built on indicators of integration, the strategy is co-produced by the Scottish Government, Convention of Scottish Local Authorities (COSLA) and the Scottish Refugee Council and involves many other partners.

The strategy has four key objectives:

1. Refugees and asylum seekers live in safe, welcoming and cohesive communities and are able to build diverse relationships and connections.
2. Refugees and asylum seekers understand their rights, responsibilities and entitlements and are able to exercise them to pursue full and independent lives.
3. Refugees and asylum seekers are able to access well-coordinated services, which recognise and meet their rights and needs.
4. Policy, strategic planning and legislation, which have an impact on refugees and asylum seekers, are informed by their rights, needs and aspirations.

The strategy's guiding principles are: integration from day one, rights-based approach, refugee involvement, inclusive communities, and partnership and collaboration.

Site Visit: Learning from the Scottish Refugee Council's work

Scottish Refugee Council offers holistic advice and advocacy services to asylum seekers and refugees to ensure they can exercise their rights, access their full options and get support for integration from day one. It works with refugee communities who are able to identify and respond to their needs and aspirations and influence policy and practice that impact on their lives and, vibrant, welcoming receiving communities embracing diversity and nurturing solidarity, enabling refugees to rebuild their lives in Scotland. The community work and direct services provide the evidence for policy and campaigning work and inform Glasgow City Council's strategic direction.

The site visit will focus on Learning from Scottish Refugee Council to work on inclusive measures to shape national narratives and agendas and promote the socio-economic integration of refugees.

Questions for reflection:

- What is the situation of refugees and migrants in your city?
- What is their standard of living and life outcomes?
- How are refugees and migrants involved in decision making?
- When does tailored support stop and when do mainstream services need to start? How can we include refugees and migrants into current structures and how to adapt those structures?
- Do you have innovative approaches or lessons to share from your city on refugee integration?

Contact: Wafa Shaheen, Head of Asylum, Integration and Resettlement, Scottish Refugee Council wafa.shaheen@scottishrefugeecouncil.org.uk; Gary Christie, Head of Policy, Communications and Communities gary.christie@scottishrefugeecouncil.org.uk; Elodie Mignard, Refugee Integration Service Manager, Elodie.mignard@scottishrefugeecouncil.org.uk

Site visit address: Scottish Refugee Council, 6th Floor, Portland House, 17 Renfield Street Glasgow, G2 5AH

Delegates will enjoy a 5-minute walk to this site visit departing at 15:30 from Grand Central Hotel.

Website: <http://www.scottishrefugeecouncil.org.uk/>

Site visit 3: No Wrong Door - preventing and combating homelessness

In partnership with: Glasgow Homelessness Network

Following a national review of how homelessness is prevented and addressed in Scotland, the findings showed that achieving success still too often relies on someone finding the 'right door' at the 'right time'. People experiencing homelessness explain how difficult this situation is:

"This is ... a small sense of what it's like to go to a service for help and find out you're in the wrong place. Often travelling for miles to get to the right place with no money to get there. What are we saying about people's value and self-worth by doing this? We are asking for a bit more communication from people, we can all do it."

To counter this situation in Glasgow and across Scotland, the Glasgow Homelessness Network is working together to generate a shared understanding of how to start, stop or change to ensure an approach to homelessness built on the principles of **No Wrong Door**. This includes:

- Collaboration across sectors, 'hardwiring' multi-agency approaches into everything we do and sharing responsibility
- Empowering frontline workers through better use of personal budgets, by-name lists and embedding psychologically informed environments
- Reconsidering commissioning to ensure it does not unintentionally create competition, silos and barriers
- Targeting strategies at those most at risk and building a better understanding of particular life experiences (e.g. domestic abuse, adverse childhood experiences)
- Changing legislation where it acts as a barrier to homeless people achieving positive outcomes.

Questions for reflection:

- How can we best design approaches to homelessness to ensure our response is rapid, sensitive and successful?
- How can we make homelessness support systems simpler for everyone that needs them?

Contact: Claire Frew, Programme Manager, The Homeless Network (GHN), cfrew@ghn.org.uk

Site visit address: Unit 16a, Adelphi Centre 12 Commercial Road Glasgow G5 0PQ

Delegates will travel by coach departing at 15.30 from Grand Central Hotel.

Website: www.ghn.org.uk

Site visit 4: Supported Employment Services - building inclusive labour markets by delivering Project Search with key partners in the city

In partnership with: Glasgow Supported Employment Services, NHS Greater Glasgow and Clyde; University of Strathclyde; City of Glasgow College and Glasgow Clyde College

Glasgow Supported Employment Service:

- delivers an all-age supported employment service which is a personalised approach to working with people with significant disabilities, including people with learning disabilities and autism, to access and retain open employment;
- is a key partner in the development and delivery of **Project Search**. Project Search is an intensive year of job searching and work experience within the premises of a host business.

The services are targeted at people with learning disabilities and / or autistic spectrum conditions. People with learning disabilities are among the most excluded in today's labour market. Learning Disability Statistics Scotland 2017 reports that only 5.3% adults with a learning disability known to the local authority are in employment.

Project Search originates from Cincinnati Children's Hospital where it was developed as a model to support young people with learning disabilities into full time employment in 1996. There are now over 500 Project Search sites worldwide, 15 of them are in Scotland and 2 are in Glasgow.

The rules that guide the development and delivery of Project Search require a minimum of three partners to be involved on each site:

- the host business
- a supported employment provider
- a college

In Glasgow, the Project Search sites are based within Glasgow Royal Infirmary and the University of Strathclyde. Participants are interns who spend up to nine months with the host business in a full-time programme with over 20 h/week work experience and 10 h/week improving employability skills.

Each site aims to achieve 100% success rate for participants to gain and stay in employment. As a minimum, each site must achieve 70% of all participants each year entering full time employment. The two Glasgow sites are among the highest performing sites in the country.

Site visit: Exploring the Project Search model

Those attending this site visit will get the opportunity to hear from the partners delivering Project Search in the city and also young people who have completed the programme and gained employment.

Questions for reflection:

- What are the main barriers faced by people with learning disabilities and / or autistic spectrum conditions when looking to enter and remain in the labour market in your city?
- How can we raise employers' expectations of what people with disabilities and / or autistic spectrum conditions can achieve in the workplace?

Contact: Angie Black, Service Manager, Supported Employment Service, Glasgow City Health and Social Care Partnership, Angie.black@glasgow.gov.uk

Site visit address: Martyr's School, 17 Parson Street, Glasgow G4 0PX

Delegates will travel by coach departing at 15.30 from Grand Central Hotel

Website: www.glasgow.gov.uk/supportedemployment | www.nhsggc.uk

Site visit 5: Women and Children First - keeping women in custody closer to their families

In partnership with: The Women's Centre Glasgow, Tomorrow's Women community justice project and Scottish Prison Service (SPS)

Tomorrow's Women Glasgow (TWG) is an innovative and unique multi-agency centre based in the Gorbals area, Glasgow. The organisation was initiated with funding from the Scottish Government, but it is now supported by its partners. TWG works with women who have complex needs and are involved in the criminal justice system. TWG offer a safe women-only space to talk about their needs and to address issues that prevent them from living positive healthy lives. TWG is unique in that it is a multidisciplinary team with social workers, a seconded prison officer, a consultant psychologist, a housing officer, mental health nurses and access to other core services from partners.

The Women's Centre was opened in 1994 as a result of local women campaigning for the provision of a safe environment for women experiencing domestic abuse and other issues in their lives which made them vulnerable. They secured funding to build what is the first women's centre in Scotland. The Centre offers a safe, positive and accessible environment to empower women to develop confidence, raise aspirations and fulfil their potential. The aim is to bring women together and enable them to tackle issues relevant to them and find ways to improve their lives. The centre offers:

- One-to-one support
- Daily drop-in sessions with access to breakfast and lunch
- Social work support with advice, mentoring and guidance
- Direct access to mental health support from nurses and consultant psychologist in a mental health group
- Housing: advice, support and advocacy to access adequate housing
- Activities for confidence building, assertiveness training, relationships and stress and anger management
- Feel good activities
- Adult literacy activities: creative arts and writing with a literacy focus
- Walking group and cycling group
- Creative drama with citizens theatre
- Safe and healthy cooking group

TWG have access to shared information systems for care and treatment purposes which enables the team to reach women faster and they continue to seek to engage with women for as long as it takes. TWG offer prison gate pickups. They also work very closely with care managers, Scottish Prison Service and third sector providers to ensure appropriate supports are in place.

Questions for reflection:

- How did the partnership commitment to women in Glasgow evolve and how is it maintained?
- How are these approaches improving the lives of women and adding to community safety?
- Why are the SPS investing in small, community-based custodial units?
- What will be different in the approach to managing women in custody?
- What role will the community play in supporting the community approach to justice services?

Contact: Tom Fox, Head of Corporate Affairs (Scottish Prison Service), Tom.Fox@sps.pnn.gov.uk
Tom Jackson, Community Justice Glasgow, thomas.jackson@glasgow.gcsx.gov.uk

Site visit address: The Women's Centre Glasgow, 17-33 Shawpark Street, Glasgow, G20 9DA
Delegates will travel by coach departing at 15.30 from Grand Central Hotel

Website:

Criminal Justice Social Work Service: <https://www.glasgow.gov.uk/index.aspx?articleid=17256>
Women's Centre: <https://www.glasgow.gov.uk/index.aspx?articleid=17256>