



Annual Review 2019-2020

Our Mission

To be driven by the belief that everyone has the right to be in,
and belong to community.

To resist ideas, approaches and places that segregate people
from ordinary life.

To deeply listen to what people want from their lives, and be
inspired to use our collective creativity and resourcefulness to
make the vision of ordinary living a reality.

Our Vision

A world in which everyone's potential, to achieve a great life, is
fulfilled.

Our Values

Do the right thing

Make a difference

Take responsibility

Challenge the status quo

Look at the world from other perspectives

Find joy in the ordinary



Chair's Statement Stewart Gibb



SOL has achieved a lot in the past year. The Board have worked well with SOL's Leadership Team, **Donna, Ashleigh, and Bernard**



The Board have 3 new members. Suzanne, Patrick, and Linda. **They will bring a lot of great experience and ideas to SOL's Board.**



We held an away day in May. The Board and Leadership Team looked back on **what had been really good** for the organisation over the past year and **what we could be doing in the future.**



We are also **really proud** of the great work that has been done in writing our new **Mission, Vision, and Values Statement.**



During the past year there has been **big changes in SOL Connect** to make them even better.



Our **People Team** have also worked on our **People Strategy**, so we continue to recognise the **great work our staff do**.



I want to say a big **thank you** to all of the team for doing a **great job** through the pandemic.



Make sure you **keep up-to-date** with everything SOL is doing by reading their newsletters and visiting their website.



Directors Report Donna Thompson



I joined SOL **8 years ago** and I feel really lucky to work with such great people.



Our staff really understand what SOL stands for. **They show this through the great work they do.**



We also work for some brilliant people who have **shared some great stories** about their recent **achievements**.



The past year has seen us continue to look at **new ways to support people** to live the life that they want.



This great work was **highlighted by the Care Inspectorate**. In our inspection we received some great scores.



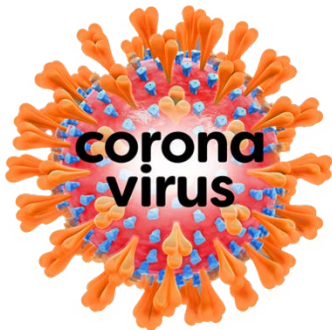
A big highlight for me was when **Peter Fleming** was **Highly Commended** at the Scottish Learning Disability Awards.



Peter was entered into the **Skills and Learning** category for all of the great work he has done with SOL. Peter is very well known in SOL as **he works as our part-time receptionist**.



Over the past year we have been **working closely with other organisations and councils** to look at new ways we can support people.



Unfortunately, **the coronavirus has caused a lot of disruption** over the past year. Everyone in SOL have been working really hard to ensure they can continue to offer really good support.



It's been tough but we are getting there as a team. **We will continue to work hard** during next year so we can make sure people receive the sort of support they want and need.



Supported Living Ashleigh Niven



Last year was really busy but we done **some really great work.**



Jeannie Clough started her new job in SOL as our **Person Centred Approaches Facilitator**. Her job is to make sure the people we work for tell us what they want to do in their lives.



Health and
Social Care
Standards
My support, my life.

Jeannie also makes sure we meet the **standards required of SOL.**



We also created our **Mobile Support Team** who support a lot of people at different times in the day. This team have helped people **get the support they want** but **make the most of their money.**



During our Care Inspection, the people we work for said they were **happy that we had created The People Team.**



The People Team try to make sure **people are supported by regular members of their team.**



We created a new job called **Senior Support Workers** to help do this. They also help our Practice Leaders so we can offer great support to people.



The Senior Support Workers are a **great bunch of people.**



I'm really happy with my team in SOL. They are hard working and **always put the people we work for at the heart of everything they do.**



Our **great staff** will help us **get over any difficult times** we may face next year.



SOL Connect Laura Doidge



It's hard to believe that SOL Connect is **8 years old**.



My great team always do their very best for the people we work for. **They work really hard** to make sure people are receiving great support from us.



SOL Connect has gotten a lot bigger over the past year. **We now support over 150 people across Scotland.**



We have **continued to listen** to what people want from their support.



The **team work all day and all night** to ensure people have access to everything they need.



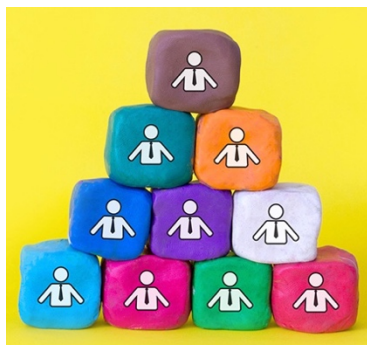
During the past year we have taken part in the '**Connecting Neighbourhoods**' project based in **Glasgow**. As part of the project we've been asked to look at how people can be supported during the night with the use of technology.



As part of Connecting Neighbourhoods we have worked with people **receiving support, other organisations and the council**. We've also been working with organisations such as the **Care Inspectorate** and the **Fire Brigade**.



As we are getting bigger, we decided to **change how the team work** so we can handle more work.



We now have **8 full time Advisors**

2 part time Advisors

2 Flexi Advisors



They are supported by our **technology team**. They provide **technical help** to the people who use SOL Connect.



These new changes will see us **continue working as a team** but we're going to be able to **support more people**.



The People Team

Jan Gordon



If SOL looks after its staff, they can focus on **supporting people to have the best possible lives.**



The work of The People Team is based on a document the team in SOL produced called '**The People Strategy**'.



Getting the **best people to join SOL** and making sure our **staff are happy**, has been a big part of our jobs over the past year.



We now have a **member of our team** who makes sure **more great people join SOL**. They work across the whole organisation.



When someone applies for a job, a member of The People Team **guides them through what they need to do.**



We have also introduced **new training** that all new staff members must attend. This new training lets people know what our **mission, vision and values** are.



Our team works closely with all of the other members of SOL to make sure the people we work for get **the correct staff for them**.



We want to make sure our staff know that we are still here for them when they are unwell. We hold '**Keep in Touch**' meetings to find out how the person is.



Before they return to work we hold '**Return to Work**' meetings. This makes sure people are happy and well enough to return to work.



We also want to make sure that our staff are **taking all of their holidays** so they can have time off to relax. We have a new system in place that makes sure people receive the correct number of holidays.



During next year we are going to **continue to work on all of the things mentioned in the People Strategy**.



Business Support Team **Bernard Ruddy**



We have continued to **offer really good support** and we have made sure that this **support has been fully funded**.



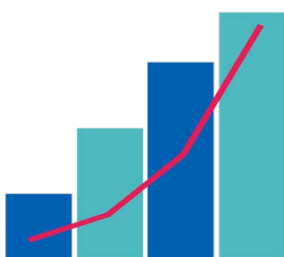
Each person who receives support has an **Individual Support fund** that **pays for their support from SOL**.



We provide supported living services in **4 different local authority areas** in Scotland and SOL Connect provide support in **12 different local authority areas**.



SOL Connect continues to **support more people** across Scotland.



The amount of money we received **went up by 11%** from last year. **Most of the money we earned was spent on our staff**.



We have continued to **invest in our staff and our technology** to make sure we can continue to offer really good support to the people we work for.



We also **manage the money of people who don't have the capacity** to do this. We also work with a lot of people to manage their weekly spending money.



To help us do this, we follow the **latest government guidance**.



My own team, the Business Support Team, continue to **work really hard**. They make sure **people get paid** on time and make sure **people pay us in time** as well.



I want to say a very big **thank you** to my team for all of their hard work.



Partnership Working



SOL has always worked with **other organisations** that share the **same values as us**.



Over the past year we have been really pleased to have worked with the **health and social care partners** in:

North Lanarkshire
South Lanarkshire
East Renfrewshire
Edinburgh
Glasgow



One of the best projects we have been part of is **Connecting Neighbourhoods**. This project looks at how people can use technology to receive support at night time.



We have worked with lots of **organisations and Glasgow health and social care staff** to find out how we can make a positive impact on people's lives.



We have also been working closely with an organisation called **CCPS**. This stands for **Coalition of Care Providers Scotland**.



CCPS brings similar organisations together so they can talk about **issues that are affecting all of them**. They also encourage organisations to work together so they can make their support even better.



Next year we will be taking part in a review in social care. This project is called the '**Independent Review of Social Care in Scotland**'.



There will be other organisations taking part in it as well. We all want to **make social care in Scotland even better** than it already is.



It's **going to be a busy year next year** but we're sure that it's going to be a good one.



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