



Fairdeal

my support my choice

Annual Report

2024 - 2025

www.fair-deal.org

Learning Disability Support

Pier Pressure? A Shore thing!



Donnie, Michael and Laura



Betty

The holiday goes

In July, a group of friends got together for a memorable seaside trip to Blackpool. People we support and staff organised the trip and came home full of funny, memorable holiday stories!!

The team at the Bond Hotel welcomed our group of eleven with open arms and exceptional service, and everyone enjoyed a truly special getaway filled with laughter, connection, and community spirit.

The hotel proved to be the perfect base to explore Blackpool — fully equipped with everything needed, offering delicious food, and hosting top-notch entertainment each evening.

The days were just as exciting, with sightseeing adventures to all the main attractions, walks along the promenade, ice creams in hand, and plenty of banter.

The joy and camaraderie were clear to see, with friendships strengthening and new bonds forming.

Team Leader Suzanne Mulheron said of the trip:

“What stood out most was the way our team embodied the values and qualities that Fair Deal stands for. The dedication, teamwork, people-focussed approach shown by everyone was inspiring and led to an unforgettable holiday

Shaping change together



CEIS
ENTERPRISE SUPPORT



Connor McKenna

This year Fair Deal commissioned a scoping study to explore a new activity programme to complement our current social and leisure offerings.

Led by independent experts CEIS, the study aimed to develop a diverse, self-sustaining programme focused on social inclusion, wellbeing, and independence. The involvement of CEIS helped ensure the voices of the people we support remained at the heart of the process.

A key priority throughout the study was ensuring that the people we support were actively involved and had a leading role in shaping the work.

Several inclusive focus sessions were facilitated by Maggie Frazer of CEIS, where participants shared feedback, ideas, and suggestions.

Visual aids such as graphics and pictures were used to support communication and ensure everyone could express themselves fully. The result was a rich and diverse range of insights!

CEIS compiled these findings into a final report, which has been submitted to our Leadership Team for review. This report is now guiding our planning for the coming year and will play a vital role in shaping Fair Deal's broader organisational strategy.

Participant Connor McKenna is keen to push forward the recommendations and said **“I would like to see the return of sports days and would be interested to see how we can make happen”**.

Chief Executive's Report



Welcome to our 2024/25 Annual Report. This past year has been a very busy year at Fair Deal, and we have achieved so much against a challenging financial backdrop in the sector.

We are all aware of the current economic landscape and the fact that the world can seem quite a dark place at times, however at Fair Deal our focus has been on trying to mitigate the impact of this on our people and support their aspirations despite the challenges.

We have spent time revising our internal structure to ensure we can deliver the highest quality service and better support our staff, with the addition of a new role of Operations Manager.

In addition to this we invested in an external evaluation where the People we Support worked alongside CEIS to take the lead in giving feedback and helping shape Fair Deals programme of support and activities for the future.

We have kept a close eye on our finances with efficiency savings achieved across a number of key areas. Importantly these efficiency savings have not directly impacted our staff or the people we support, and I am very pleased to say that we end the year in a positive financial position as you will see later in the report.

Fiona Dunwoodie
Chief Executive

Fair Deal collected our Gold Certificate at this years Investors in People Award Ceremony in Edinburgh following our latest assessment, and we also received a Silver Award for Investors in Young People.

The Care Inspectorate completed their unannounced inspection where we received all grades 5: Very Good and 4: Good. These achievements are significant during one of the most challenging times the social care sector has faced.

Looking ahead, our next important piece of work will be launching a strategic plan in early 2026, to help steer us through the next few years and ensure we deliver services based on what people tell us they need.

There is so much to be proud of and none of this would have been possible without our team of skilled and dedicated staff, and the support we receive from those we support and their families.

I would also like to thank our Chair, Tracey McFall and our Board of Trustees for their steadfast support and giving up their time to provide excellent governance and direction.

VISION:

To be a dynamic and innovative organisation which challenges and champions people to reach their full potential in their community.

MISSION:

To empower people to live full and happy lives by supporting them as they:

Develop abilities:

1. We will support people to learn new skills
2. We will support people to access training and development opportunities to be all they can be
3. We will invest in our people to achieve their objectives

Sustain relationships:

1. We will commit to working with people to develop and sustain friendships and relationships
2. We will encourage and support people to develop relationships within their community
3. We will challenge discrimination and promote the contribution people make

Make a positive contribution:

1. We will advance the contribution that people make within their community
2. We will encourage and support volunteering opportunities
3. We will encourage and support employment and self employment opportunities

Training & Development

We are delighted to report that 5 of our staff completed an SVQ 3 in 2024/25 and 2 people completed their SVQ level 4 management award.

We now have over 80% of our support staff who have achieved their qualifications and a training plan in place to get the remaining newer staff through their qualifications within the next 2 years.

Chairperson's Report

It is my pleasure, as Chair and on behalf of the Board of Trustees to introduce Fair Deal's Annual Report for 2024/25. This report provides an overview of current projects and celebrates our achievements over the past year. Whilst we have faced challenges like all similar organisations, it is clear there is much to celebrate and reason to be optimistic for the future.

The Board and I remain committed to working closely with Fiona and the wider team to provide strong governance, leadership, and strategic direction. Our shared goal is to build on the successes of this year and position Fair Deal for continued growth and impact in the years ahead.

While challenges are inevitable, the Board is confident that Fair Deal is well-equipped to adapt and respond effectively to whatever lies ahead. We've seen resilience, creativity, and dedication across the organisation—and these qualities will continue to guide us as we introduce Fair Deals strategic plan in early 2026, following consultation with stakeholders.



I would like to extend heartfelt thanks to our key partners and the organisations that work alongside us to support the people, families, and communities we serve. Your collaboration is vital to the success of Fair Deal, and we deeply value the relationships we've built together.

On behalf of the Board, I also want to express our sincere appreciation to our CEO Fiona Dunwoodie and the entire staff team. Their tireless dedication and drive have been instrumental in advancing the developments needed to ensure Fair Deal remains agile and responsive in Scotland's ever-evolving landscape.

To my fellow Board members, thank you for your continued support, commitment, and the wealth of skills and experience you bring to the organisation. I look forward to working with you all in the coming year as we continue to guide Fair Deal toward a strong and sustainable future.

Tracey McFall
Chairperson



New Role

In response to staff feedback and our strategic ambitions for the future, we introduced a new Operations Manager role in early 2025. This key leadership position was created to enhance service delivery, support regulatory compliance, and ensure our services continue to meet the highest standards.

Following a recruitment process in late 2024, Liz Connor was appointed to the role and began in March 2025. Liz brings a wealth of experience from her 28 years in social care, and several years at Fair Deal, having previously served as a Senior Support Worker and Team Leader. Her deep understanding of our values and operations makes her ideally placed to lead this next phase of development.

The introduction of the role marks a return to a dedicated operational leadership structure, previously held by a Director of Operations. This change allows the CEO and wider Leadership Team to focus on strategic growth and innovation, while Liz takes the lead on day-to-day service delivery.

Liz will work closely with Anne Marie Borthwick, our Quality and Development Manager, and the Team Leaders to ensure excellence in support services, staff development, and training. She will also play a key role in identifying and developing new business opportunities, helping Fair Deal build capacity for the future.

Liz said this of the role:

"I'm absolutely thrilled to step into the role of Operations Manager at Fair Deal—a place that has shaped so much of my professional journey. Having worked across various roles here, I feel deeply connected to our mission and values. I'm committed to strengthening our support services, enhancing staff development, and ensuring our teams are equipped to deliver the highest standards of support. I'm especially excited to collaborate with the team to drive quality improvements and explore new opportunities that will help Fair Deal grow sustainably and confidently into the future."

"Positive Feedback"

Fair Deal have not only supported our family member but also guided us in making informed decisions. Their insight, open communication, and adaptability give us confidence that our family member is living an independent and fulfilling life.

Isobel and Angela, family carers.

Fair Deal has been a wonderful asset to my sister Judith. Her support workers, Anne, Sandra, Carol, Sharon have looked after my sister for many years and are doing an AMAZING job. They always keep me informed of her routine, including outings and appointments. If I have any queries I contact their Manager, Suzanne, who worked with my sister in the past and has always been a positive influence on my sister's life. Please keep up the good work - you are all invaluable.

Tanny Haughey, Family Carer for Judith.

I love Fair Deal and the staff.

Christine (Person We Support).

Graham is absolutely raving about the cooking classes!! I'm really impressed!! I wanted to thank you again for the fantastic opportunity you've given Graham which he'll benefit enormously from.

Paul Hughes, parent of HYG trainee.

Seeds of Excellence



Our busy trainees in the Kitchen

It's been a really busy year for Help Yourself Grow! We have just wrapped up our 8th year of cooking and social & therapeutic gardening training, and it's been full of energy and growth.

We also ran our numeracy courses funded by a Multiply grant right up until August this year, when the funding sadly came to an end. Over the past two years, we have delivered 17 "My Money" and 12 "Cooking with Numeracy" courses — and the feedback has been fantastic! These sessions were fun, interactive, and very well received.

Thanks to that feedback, we've made some changes along the way — like extending the length of the courses and adding new topics like time, measurement, and distance. We'd love to keep this going and offer numeracy courses over 48 weeks of the year, just like our cooking and gardening programmes. We're currently looking for funding to make that happen- watch this space! Our Additional Needs Schools programme continues to flourish and will be expanding in 2025–2026, which is brilliant news.

The cooking and gardening courses are still ever popular — cooking has been fully booked since early 2025, and there are just a couple of spots left in gardening. We've now moved all cooking sessions to Parkhead Schoolhouse, which has a fantastic training kitchen that works perfectly for our trainers, trainees and pupils.

Meanwhile, we continue to develop the Fair Deal training Garden which continues to grow — quite literally! We are excited about the installation of a new Arts & Crafts garden room which should be complete early 2026 keep your eyes peeled for updates! Gail Cochrane our Team Leader and Scott Green our trainer have done an excellent job in leading HYG through another successful year!



Fairdeal

my support my choice

Address: 355 Tormusk Road,
Glasgow G45 0HF
Telephone: 0141 634 4996
Email: info@fair-deal.org



This year we had our re-accreditation assessment for Investors in Young People. We were delighted to be awarded silver status again with a number of key themes assessed showing significant improvement. Our IYIP Assessor Christopher had this to say:

"The mood amongst the young people I spoke to is more positive than it has been since before the pandemic. There is a sense in which the organisation feels like it has turned a corner. The young people I spoke to enjoy working at Fair Deal and feel valued, supported, and included. This has always been an organisation where older staff support younger staff. Young people really do value the supportive working environment provided by their inspirational, more senior colleagues."

Here are some quotes from our young people in the report:

They are so supportive and really want me to go to university.

We support people the way they want to be supported.

Everyone is so nice.

They're really understanding and very supportive about things.

There's a monthly supervision and check in and they check how you're doing and your mental health.

Everyone in Fair Deal knows each other quite well, so you can always find a manager to help.

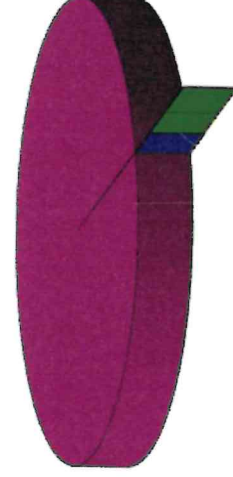
I really enjoy helping people, being able to support people and give them a good time.

I enjoy making a difference.

If you would like to view a copy of our Investors in Young People Reports please email info@fair-deal.org

Fair Deal Summary of Financial Information for the year ended 31 March 2025

Income - year ended 31 March 2024	
Donations and fundraising	£3,006
Income from charitable activities	£4,005,126
Other Trading Activities	£158
Bank Interest	£26
Total Income	£4,008,316



■ Donations and fundraising
■ Income from charitable activities
■ Other Trading Activities
■ Bank Interest

Expenditure - year ended 31 March 2024	
Expenditure on charitable activities	£3,938,600
Expenditure on raising funds	£14,707
Total Expenditure	£3,953,307



■ Expenditure on charitable activities
■ Expenditure on raising funds