

# connect

CapabilityScotland

The Magazine for People we Support





# WELCOME

**H**ello and welcome to the very first issue of **Connect**, our brand new customer-focused newsletter!

If we haven't met, my name is Brian Logan and I am the Chief Executive of Capability Scotland. I started leading this charity just over three years ago. My goal is to build Capability Scotland into an organisation that puts your voice first and supports you to live the very best life with the assistance you might need.

One of the ways we move to that goal is to ensure we are speaking to you, the people we support, in as many ways as possible - and this includes telling you regularly what's happening in our charity across the country, as well as locally.

And that's the reason we're launching our new customer newsletter. We have specific staff newsletters where we tell our teams about changes and new information that relates to their work, and we have our new magazine, CS Matters, that goes out to the general public (and many of you read!) - but

we have saved the best for last, sharing news and information in a way that works for you, is accessible in a way you need it. This is something we will change and grow over time, to ensure we are making our news stories as accessible as you need and want them to be. With that in mind, we've organised this very first issue as a kind of "test" issue, to hear your feedback on if it's something you like and enjoy, if the format works for you, and what you would like to see.

We've got a small selection of stories so you can get a flavour of the things we'd like to include, and I hope you enjoy them.

**Please do let us know what you think - you can email us at [hello@capability.scot](mailto:hello@capability.scot) or speak to a member of our staff.**

*Brian*



**Brian Logan**  
Chief Executive



Peter, The Studio, Perth

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Would you like to contribute  
a story, article or news to this  
magazine?  
Please email us and let us know!  
We are happy to take photos and  
interviews from your ideas.  
Reach us on  
[hello@capability.scot](mailto:hello@capability.scot)

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# Notes

In every issue of Connect, we will bring you the notes and key messages from Capability Scotland's leadership teams. This is so you are kept updated and informed about the decisions we make as a charity.

## Our Future

Capability Scotland's leadership team have started developing our new strategy for 2023 to 2028. This will determine what Capability Scotland focuses on over the next few years and we want to hear what your thoughts are on this strategy. We've already completed a large survey for your input - and had 91 customers respond from 12 services! Keep an eye out for requests for your thoughts coming your way soon.

## Our Values

In May 2022, we launched our new values statement about what we stand for as a charity. We now have five values that make the foundations of our work with you. They are: kind, creative, open and honest, aspirational, and inclusive. If you see a member of our staff displaying any of these values, please let us know by emailing [hello@capability.scot](mailto:hello@capability.scot)

## Thank You!

A big thank you to Fiona and Martin from Wallace Court for coming along to meet our Leadership Team in Edinburgh this year and sharing about your amazing virtual cruise to make lockdown more exciting - it looked fantastic!

## Fundraising

You may have seen on social media that Capability Scotland held its first ever virtual fundraising event called "Pedal with Power". We challenged people to cycle 100 miles during May and to fundraise for us. Together with our charity partners, Heriot's Rugby Club, we've raised over £9,000! Heriot's organised their own physical cycle of 56 miles from Glasgow to Edinburgh to raise funds too.

Our Dundee Services also secured a £10,000 donation from Northwood Charitable Trust, which is going to be used to develop a new digital media suite at the City Quay day opportunities service!



# Our 75 Poem

1946

2021



**Ellen Renton**  
Poet

You may know that Capability Scotland recently celebrated their 75th anniversary. One final celebration happened recently with completion of a 75th anniversary poem, marvellously created by Ellen Renton. Ellen is a Scottish poet, who is disabled herself. We're excited to present her work, a poem looking at Capability Scotland through the lens of turning 75.

## An Anniversary Poem

There is no named gift for a 75th,  
but you are the sum of sapphire and tin:  
permission given to turn up the volume  
and the doors to Scotland always held open.

You are coral and ruby combined,  
celebration given its rightful range.  
You are the taste of a hobby first time tried  
and every shade of a day at the beach.

You are somewhere between platinum and oak,  
solid and certain but stretching for more,  
confidence shining as it comes out of hiding  
and the thud of an old fear freely let go.

You are emerald and china together,  
the richness of life lived at its fullest.  
Every texture that comes with independence  
and the furniture chosen to build a new home.

You are the winning pairing of silver and gold –  
a plan B in place and the will to adapt,  
the ease of moving through  
an accessible building  
and a smile through a screen  
when its needed most.

You are diamond kindness and crystal clear,  
you are the fairness of every voice heard,  
giving weight to new ways of understanding  
and the dignity that everyone deserves.

# Making Our Mark

## Capability Scotland's New Vision, Mission & Values

**A**s **Capability Scotland** comes near the end of our current five-year business strategy, we've been thinking about what we stand for as a charity, how to make our mark.

Our new strategic plan is still under development but we wanted to share with you, our community, our new vision, our new mission, and most importantly, the values that provide the foundation of our **Caring Support**.

### Our Vision

We will strive to deliver the **highest quality services**, tailored to the individual needs of disabled people.

We will work in partnership to create **innovative solutions** which enable our people to **achieve their goals**.

We will put our customers and learners at the **heart of everything we do** and will make sure their voices are heard **loud and clear**.

### Our Mission

An inclusive Scotland where everyone has the opportunity to have their voice heard, contribute to society and fulfil their potential.

### Our Values

#### Kind



We will show all of our people kindness, dignity and compassion through our actions and words.

#### Inclusive



We will treat people with respect, value the opinions of others and celebrate diversity.

#### Open & Honest



We will always strive to do the right thing and will build trust by being transparent.

#### Aspirational



We will enable one another to achieve our ambitions and will seek to always do better.

#### Creative



We will push boundaries, explore alternatives and seek new innovative solutions.

## We Need YOUR Help!

If you recognise any of Capability Scotland's staff displaying any of these values, we want to hear about it!

**You can speak to any of the management in your local service through email, phone, or in person and tell us all about it - tell them you'd like to nominate them in the "Make Your Mark Scheme".**

Any of the Team Leaders or Service Managers would be delighted to hear feedback on how our staff have displayed our values in working with you.

**Thank you to the people who took part in creating our new values video!**

**You can watch this on our YouTube channel.**





# Customer Advisory Group: A History

**O**ur Customer Advisory Group is a group of the people we support who meet regularly to provide advice, direction and ideas to our Board of Trustees, from the perspective of our customers. Kitty Joyce has been on the Customer Advisory Group since its creation, and shares with us some thoughts on her time there and its history, in her own words.

“I left Capability Scotland’s Board of Trustees after 10 years. I felt it was time for new blood. Dana O’Dwyer joined Capability Scotland in 2011 as the new Chief Executive, I had already left the Board by then. At the time, I was attending Junction 52 as a customer.

When I was in Junction 52 one day, Sean Donachie (Service Manager at the time, now one of Capability Scotland’s Operations Managers) said someone wanted to see me in his office, it was Dana.

We chatted for an hour or more about a disabled person being on the Board. I admitted that at times it was hard work as I was not business-minded because I think as a customer and we as customers do not think of Capability Scotland as a business.

After a long discussion, Dana felt she wanted input from customers but needed to think about how to do this. Then the idea of the Customer Advisory Group (CAG) was born and began in 2012. She asked me if I would be Chairperson, as I knew the working of the Board of Trustees. Dana then spoke to Alan Dick, another customer of Capability Scotland, and after another long discussion with him, asked him to be Vice-Chairperson which delighted me as Alan and I got on well and I knew he would be a great help.

Through the Have Your Say meetings, this was how we got customers from other services interested in the CAG. By now, Dana had asked me if I would like to come to the office in Glasgow to help out and I have been there ever since and I love it. Our work can come from the Board or the customers themselves.





Dana has now retired and Brian Logan is now our Chief Executive. I am glad to say, he still wants the CAG to continue and comes to every meeting. The Chairperson of the Board, Professor Sandy Cameron, joins the CAG meetings twice a year to catch up with us and what we have been doing.

I have been Chairperson of the CAG for almost 11 years. I did speak about stepping down as Chairperson but after a long discussion, Sean asked me to stay on as I am an independent Chairperson, as I no longer attend a Capability Scotland service. Alan still attends Junction 52, which is great as he can point out things he agrees or disagrees with, and we can chat about items as a group. I think this is what CAG should be all about.

We now have Bridget Johnstone, Customer Experience Adviser. Bridget helps customers give their point of view or if they need help with anything.

Brian and Sean come to our meetings along with other senior members of staff. I feel this is great as it makes staff aware of how customers feel.”

## Have Your Say

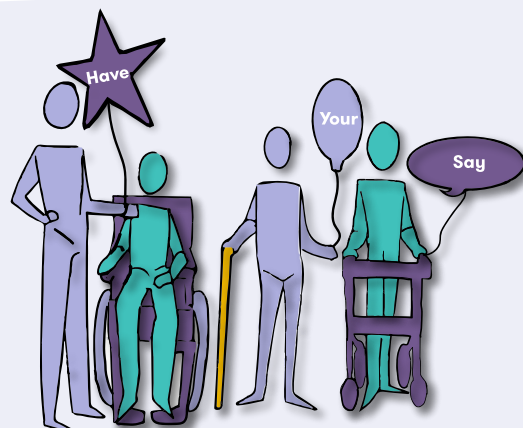
Have Your Say meetings for those who use Capability Scotland Services are held four times a year, these meetings are generally held at the Capability Scotland office in St John's Road, Edinburgh and occasionally at a Capability Scotland service for those that are unable to travel to Edinburgh.

The meetings provide the people we support with a platform to raise any issues they may have, make suggestions for improvement, and give feedback or updates on their service with Capability Scotland. If a suggestion or a request is made, this will be passed to a responsible manager to take forward and feedback given to the person raising the matter.

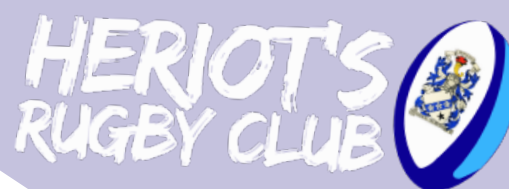
Topical disability matters are also discussed and information passed on.

These meetings are a great opportunity for people who use Capability Scotland to meet up and socialise over lunch.

**If you'd like to get involved in the Have Your Say meetings, please get in touch by email: [hello@capability.scot](mailto:hello@capability.scot)**



# Top of the League: Heriot's Rugby Club



In October 2021, **Capability Scotland** were delighted to become Heriot's Rugby Club charity partner. This two-year partnership will see the team at Heriot's take part in several fundraising events as well as delivering accessible rugby coaching across our services.

Staff at **Capability Scotland** and members of Heriot's took part in a massive cycle from Glasgow to Edinburgh in summer, which we also turned into a virtual cycle for everyone to take part in. We raised over £15,000 for the charity!

Iain Duckworth, President of Heriot's Rugby Club said: "We are absolutely delighted to partner

with **Capability Scotland**. Not only are we partnering with the charity themselves, but we are also engaging in many activities. The players are so excited to get started with some rugby training with some of the customers."

Later in our partnership, some of the team from Heriot's will be visiting a range of services, meeting with you and exploring how rugby can be adapted to be accessible to all those interested in learning about the sport.

We look forward to sharing more about the forthcoming visits and keeping you updated with fundraising activities.





## Your Feedback is Important

We hope you enjoyed our test issue of Connect. It's important we receive your feedback on this magazine, what you liked and didn't like, if the format worked well or not.

We would be most grateful if you could take a few minutes to provide your feedback. If you need any help in completing the feedback form online, one of our staff members would be delighted to help you - just ask!

**You can access the online form by scanning this QR code:**



**Or accessing this website:**

<https://bit.ly/csconnectmag>


**Or emailing:**

[hello@capability.scot](mailto:hello@capability.scot)

**Or calling Kate on:**

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Connect is our magazine for the CS customers. It is written by our Improvement & Quality Team, with the help of our guest contributors and produced by Capability Scotland.

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