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or call 0131 228 9441.

# Welcome from Chief Executive Officer Emma Whitelock and Chair of Lead Scotland Paul Smith



We would like to thank our staff, volunteers and the organisations we work with for their hard work.

Everyone has worked together to make sure our services changed and kept going when the coronavirus restrictions made things difficult.



We would like to thank all our **funders** and supporters who helped us this year.

**Funders** are people and organisations that give money to Lead so we can do our work.



We are pleased to have a lot of good news in this report.

We plan to do more good work next year.

We will support more people to learn and move forward in their life.

## What do we do?

We give learning and **befriending** support to meet what each person needs.



A **befriender** is a trained volunteer who gives a supportive relationship to someone who is lonely or does not have much contact with people.

Our support can include:

- learning skills that help people with reading, numbers and communicating.
- skills to use the internet and getting access to a digital device like a computer or laptop.
- skills to help people get a job
- advice on learning for disabled students and carers who are 16 or over
- things that help people to get more confident
- support to do qualifications like Adult Achievement Awards
- befriending support



## Where do we work?



- adult learning projects in the community in Fife, Dundee, Perth and Kinross, North Lanarkshire, Moray, Highland, Aberdeen City and Aberdeenshire.
- 2 befriending projects in Fife.
- a national phone helpline and information service.  
call 0800 999 2568  
or email: [info@lead.org.uk](mailto:info@lead.org.uk)

- online **webinars** and training in staying safe online and **accessibility**.

A **webinar** is an online event.

**Accessibility** means making sure something is available and usable by everyone.

## How our work changed because of the coronavirus pandemic.



A pandemic is an infectious disease that has spread across the world.

We followed Government guidance to keep staff, volunteers and service users safe.



All our services moved to phone and online support.

Some people needed extra support now that most parts of life had moved to being online.



We had webinars for carers and support workers who wanted:

- extra support to be safe online
- or to help someone else to be safe online during the pandemic.



We made [lists of free online learning](#) so people could keep learning from home.



We supported people to get access to the internet through **Connecting Scotland**.

**Connecting Scotland** is a Scottish Government project to get everyone online.



We had extra befriending support across our learning projects.

We got more befriender volunteers from Edinburgh University.



From August 2021 we are working in the way that suits each learner.

We are working in both a face-to-face way and online.

Most learners told us they like this way of working.

**The work we wanted to see happen from 2020-2021.**

**The work that has happened.**



We wanted 700 people to use our learning and befriending services.

1396 people used our services.



We wanted 150 disabled people and carers to take part in their communities.

We supported 123 people to take part in their communities.

Coronavirus made this difficult.





**We wanted our learning and helpline services to reach 27 council areas.**

We reached all 32 council areas with online learning and our helpline supported people from 24 council areas.



**We wanted to raise £45 thousand.**

We raised more than £58 thousand.

## Learning



Each of the learners that work with us has their own things they want to achieve and things they are interested in.

Here are some examples of what learners did this year:



- went to a college course after leaving school without qualifications.
- learnt how to use Zoom and share their screen.
- started an online course to help with mental health problems.



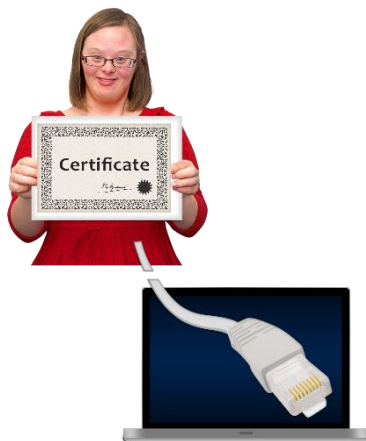
- got support on how to use **assistive technology**.



**Assistive technology** is any system or equipment that helps people with how they do things in everyday life.

Examples are:

- screen readers that read out the information,
- or ways to make writing bigger on a screen.



55 learners worked on an Adult Achievement Award

68 learners were given a computer tablet and internet access.

267 learners were given support with assistive technology.

## Transitions



A transition is a change from one thing to another.

This could be things like:

- when someone leaves school and goes to college
- when someone gets a job after not working for a long time



When they start with us learners:



- might have found it difficult to get other services
- have not had the confidence to get services
- have not known what services are available.



Here are some examples of where learners have transitioned to this year:

- started a part-time job after working on anxiety and doing an Adult Achievement Award



- applied to a local college



- started a hairdressing course



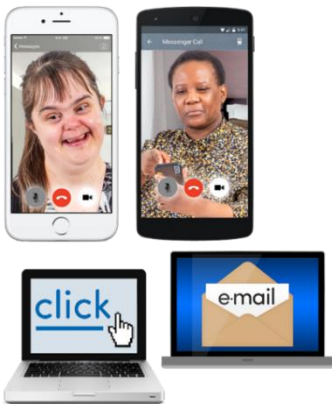
- set up local support groups to help their community during coronavirus lockdowns

## Befriending



We have 2 befriending projects in Fife for adults and young carers.

They help people to feel less lonely by have weekly chats and trips.



During the coronavirus pandemic our staff and volunteers kept in touch with people who are being befriended by phone, online and by email.

We offered extra befriending across our learning projects.



We asked people who had befrienders how Lead Scotland helped them during the Covid19 outbreak?

People said:

- they looked forward to chatting
- they did not feel so lonely or isolated
- they felt more able to cope
- they were given information about other services that could help.



## Volunteers



Volunteers are very important in making our work a success.

The work they do includes:

- supporting learners with reading and writing
- giving online help to groups of learners doing their Community Action and Leadership Awards
- supporting people to feel less lonely
- checking if Lead Scotland's information and courses are accessible.

## What do volunteers get from volunteering with us?



Volunteers told us they:

- get to meet new people
- are more involved in the community and have a better quality of life
- get experience to help get a job
- get more understanding of what makes things difficult for disabled people and carers

## Information Service



Our helpline and information service gives free advice on learning and education to:

- disabled people who have left school
- carers
- families and friends of disabled people and carers



We also have [guides](#) that people can download from our website.

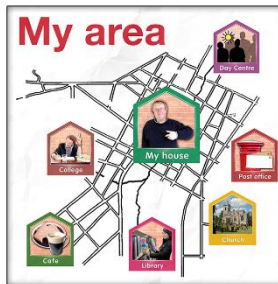


Some things we have helped with:

- Supporting disabled people to work out benefits before going to college or university.
- Guidance to parents on learning for young people with additional support needs who have left school.
- Supporting disabled students to challenge **discrimination** on their course and get the right support.



**Discrimination** means treating someone worse than other people for some reason – in this case because the student is disabled.



- Telling people about support in their local area.

## Policy work



We give information to national policy and plans and support disabled people and carers to have a say.

Some of our work has included:



- giving feedback on Scottish Government plans about:
  - adult learning
  - using the internet and staying safe online.
  - a new law about transitions



- Being part of national groups with disabled people to work on human rights and make life better.



## Computer Projects



We got to the final of the Scottish Charity Awards 2021 and Scottish Cyber Awards 2021 for our computer projects.



We made an [everyday computer skills course](#) with disabled learners and volunteers in partnership with the Open University in Scotland.



We had 18 webinars from April to October 2020 about staying safe online.



In Cyber Scotland Week 2021 we:

- had 24 online safety webinars
- made 10 infographics and short videos that went online
- made and shared Easy Read information.





We made information in alternative formats about staying safe online.

You can find more information here:  
<https://www.lead.org.uk/alt-formats/>

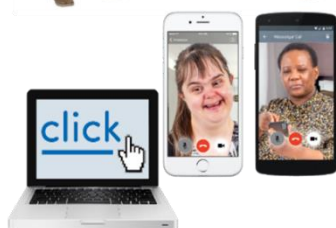
## What will we be doing in the future?



- do more work in the parts of Scotland we already work in.
- work with more people and organisations



- have a mixture of meeting people and groups in real life and telephone and online services



- make sure more disabled people and carers are involved in how we design and deliver our services



- look for new funding to have online services that can reach people in different parts of Scotland.



- make new ways for people to learn online and get more qualifications.



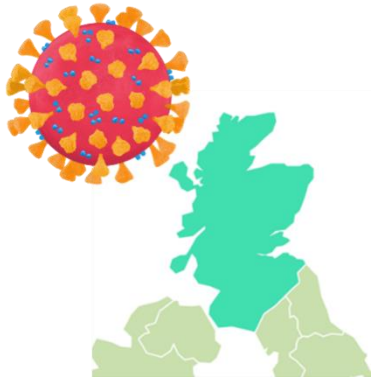
- tell more people about staying safe online

- keep our Cyber Essentials Accreditation.

This is a Government scheme that shows our organisation and the work we do online is safe and secure



- give information to policies and plans from the Government and other organisations



- support work on how Scotland will recover from coronavirus



- support our staff and volunteers to keep learning and finding new skills.



- support more people to be involved and make changes in their communities.



Thank you to our supporters, our Board members and project staff.