



Annual Report

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Annual Report

2024

Welcome to the ALLIANCE's annual report for 2024. This year has seen continued growth in membership, reach and impact, through our delivery of a diverse range of programmes and activities across health and social care.

This was the second year of our strategic plan for 2023 – 2028, '[Strengthening Our Collective Voice](#)' and saw progress against all six of our priorities. Our members are at the heart of the ALLIANCE, a collective voice which has grown by over 200 more new members this year. With over 80% of those members expressing satisfaction, ALLIANCE membership continues to be highly valued.

Ensuring meaningful involvement and impact of people with lived experience is a key part of that strong voice. [The Scottish Sensory Hub](#) worked with over 400 people who are Deaf, Deafblind or who have visual impairments, and healthcare professionals specialising in sensory support, to inform research, facilitation packs and consultation responses. Our [Digital Health and Care](#) programme meanwhile carried on work to widen digital inclusion and put the voice of lived experience at the heart of digital service design and delivery.

We continued to scale up and embed successful development work in a range of areas. Our [Women's Health](#) Programme has raised awareness of women's health priorities, challenged myths and stigma, and facilitated lived experience input. It reached over 500 webinar participants, with 13 events throughout the year, and several new resources. At the same time, [Person Centred Voices](#) continued to reach a broad audience through over 300 talks, engaging with around 13,000 people building capacity for person led care and support.



We were pleased to celebrate 10 years of delivery of the **Community Links Worker Programme** in GP practices, which plays a crucial role in addressing health inequalities. Since 2014, the programme has grown from 7 Community Links Workers in Glasgow to over 80 across Glasgow and West Dunbartonshire, with additional thematic posts relating to fuel poverty, asylum seekers and homelessness. **The Self Management Programme** invested £1.8 million to projects across Scotland through the Self Management Fund, alongside highly rated Self Management Reflective Practice training for health professionals.

Human rights are central to the ALLIANCE's work, and we modelled and promoted human rights in action across our programmes this year. **Humans of Scotland** continued to champion people's voices, publishing the "H is for Human" series of perspectives on HIV in partnership with the Terrence Higgins Trust. Our **Health and Social Care Academy** programme worked to further promote the "Five Ambitions for the future of Health and Care", including through the ongoing 'Being Human' series which spotlights human rights approaches in action.

Our **Annual Conference** was a highlight of the year, bringing together hundreds of delegates with diverse experiences to work towards a brighter future. In the context of the UK General Election, our Policy team worked to present a positive vision in our '**Rights, Wellbeing, Fairness**' manifesto. Teams across the ALLIANCE continue to build and strengthen connections with policy makers, our members, and the wider third sector, reflecting our role as a trusted partner. All of this work, and more, has contributed towards developing a stronger ALLIANCE, ready to take on the challenges of 2025.

We hope that you enjoy reading about our work in 2024 and we look forward to collaborating with you in 2025.



A handwritten signature in black ink that reads "Sara Redmond".

Sara Redmond
Chief Officer, Development



A handwritten signature in black ink that reads "Susan Young".

Susan Young
Chief Officer, Operations



A handwritten signature in black ink that reads "Jim Hume".

Jim Hume
Chair of the Board

Membership¹



Throughout 2024, the membership team has been working to enhance the ALLIANCE membership experience. By actively reviewing, renewing, and refreshing our approach, we've ensured that the needs of our 3,600+ members remain at the heart of everything we do, delivering meaningful support and fostering a stronger, more connected community.



80%

of members felt satisfied or very satisfied with their ALLIANCE membership



219

new members in 2024

▶ **38** new organisations

▶ **181** individuals and professional associate members

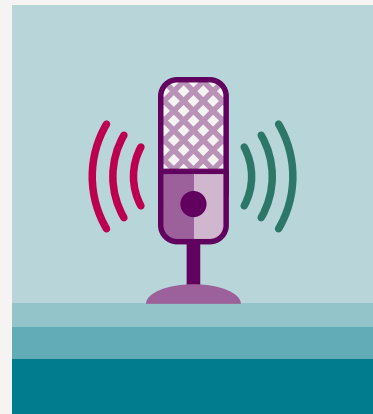
3,692

 members overall

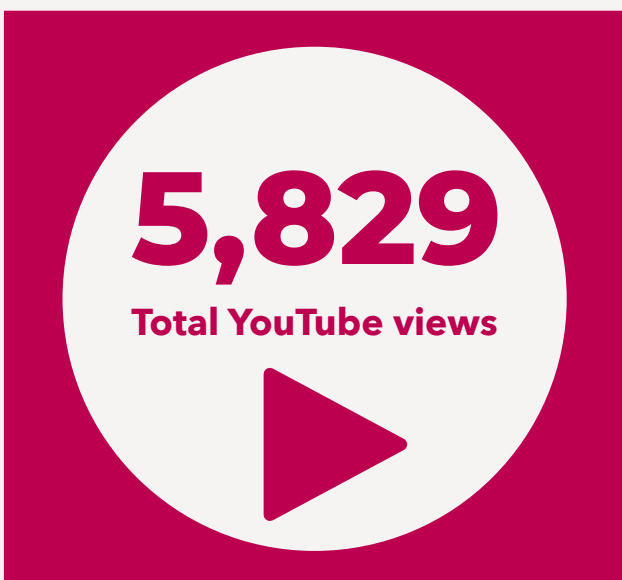


ALLIANCE

Live



ALLIANCE Live captured digital stories, impactful change and insights in health and social care. Partnering with our members, third sector organisations and health and social care professionals we collaborated to highlight good practice and amplify the voice of lived experience. We have produced several video resources including the [Self Management 101 series](#), and the [GIRFEC overview series](#), and continued [interviewing people](#) to gain insight into leadership, lived experience and a collaborative approach within health and social care.





Digital

ALISS²

The ALISS programme continues to grow in strength, successfully achieving its four core objectives: more data, better data, improved user experience, and increased user engagement. This year, it has introduced a fifth objective: generating deeper insights. A notable enhancement is the addition of the **Help Centre**, a new section of the ALISS website designed to provide users with practical advice and guidance on making the most of the platform.

Total number of services on ALISS is

6,180

During the year, there were

117,677

visits to aliss.org

Digital Health and Social Care³

The Digital Health and Care Programme worked to positively impact digital inclusion by improving people's access to digital tools and service. Furthermore, impact was made by improving the accessibility of digital services by ensuring the voice of people with lived experience is at the heart of digital service design and delivery.

Health and social care integration

Person Centred Voices⁴

Person Centred Voices inspired meaningful change within health and social care, both in the UK and internationally. The team launched 'Stories of Caring – A Concert for Caring Special', a publication offering a glimpse into the lives of attendees and their experiences of love, care, and support, along with two Concert for Caring films. Looking ahead, the programme aims to broaden its outreach, building partnerships to embed compassion, kindness, and a 'What Matters To You' approach across sectors and roles.

Over
310
talks

Engaging with
13,100
people

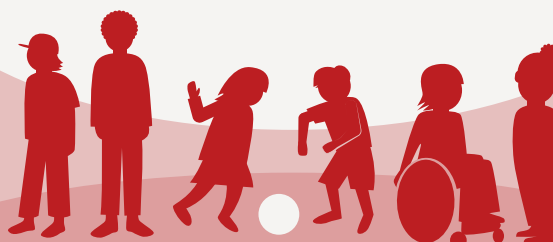


Children and Young People Programme⁵

The Children and Young People Programme remains committed to empowering disabled children and young people, those living with long term conditions, their families, carers, and the third sector organisations that support them. Our goal is to enhance their capacity to influence the local implementation of *Getting It Right for Every Child* (GIRFEC).

This year, we were pleased to offer CPD accreditation for our GIRFEC training. Our training has enabled us to expand our reach across Scotland, strengthening knowledge and understanding within the children and young people's sector.

GIRFEC Regional
Gathering Insight events
brought together over
300
professionals within
Scotland's children and
young people sector



Community Links Worker Programme⁶

In 2024, we celebrated a decade of delivering the Community Links Worker (CLW) Programme, which began in Glasgow in 2014 with just seven Community Links Workers. Over the past ten years, the programme has grown significantly, now boasting more than 80 CLWs with a reach extending far beyond Primary Care.

This year, the ALLIANCE achieved a major milestone by securing the full contract in Glasgow, covering 80 Deep End GP practices. Additionally, we secured thematic posts focusing on Asylum Seekers and Homelessness, enabling us to work across both Primary Care and specialist services.

Welcomed

34+

new staff
in April



Our CLW provides an invaluable service. She has a wealth of knowledge which enhances patients' lives and provides access to resources that we would not be aware of.

- Primary Care Clinician

Health and Social Care Academy⁷

The Academy offers a safe space for collaborative thinking, the sharing of evidence and promoting the voice of lived experience. The Programme has provided people with knowledge, resources and evidence to support long term, meaningful and sustainable change in health and social care. The Academy produced a series of films to highlight how to implement the Five Ambitions for the Future of Health and Care in action. The 'Ambitions in Action' video case series was published to showcase practical examples of the Ambitions in a variety of contexts: Measure Outcomes in Scotland, Reimagining Investment in Scotland and Being Human in Scotland.



Meaningful conversations centered around the 5 ambitions for health and social care. Inclusive, good pace and questions to consider. Great to work in collaboration and re-connect with the lovely colleagues from the ALLIANCE.

- Unfolding the Future session participant

Women's Health Plan⁸

Our women's health programme continued to raise awareness of key areas of women's health, challenging myths and stigma through positive dialogue, and facilitated lived experience input to innovation and developments.

Over
500
webinar participants

7
online and
print resources

13
events
(webinars, workshops and
community sessions)

17,600
total video views of
Women at the Centre
YouTube video playlist



What I have learned will be considered and included in the work with women we are doing for better self management.

- Women's health webinar participant

Humans of Scotland⁹

Humans of Scotland champions the voices of disabled people, people living with long term conditions, unpaid carers and those providing support and services across Scotland. Through the art of storytelling, this campaign raises awareness, challenges, misconceptions, and sparks vital conversations about health and social care in Scotland.



Stories of strength, courage and hope

Four decades of HIV in Scotland

In partnership with the Peer Support Scotland project at Terrence Higgins Trust, the ALLIANCE have released the third volume of the Humans of Scotland series. It is a special edition sharing a diverse range of perspectives on HIV, from people across Scotland living with HIV, as well as health professionals who have worked in the field. The contributors to this book have shown incredible bravery, resilience and courage in sharing their stories.



It's been a pretty stressful time recently with transition and guardianship at the forefront.....thanks again for shining a light on our daily struggles as Additional Support Needs families.

- Humans of Scotland contribution



Lived Experience

We continue to build strong relationships within the third sector, champion integrated ways of working, sharing learning and highlighting the voice of lived experience to influence and shape the future of health and social care. We launched the Knowledge Hub, a library of resources and guides to support organisations to deliver more meaningful engagement with lived experience. We have recently recorded an interview with Scottish Recovery Network, about their Peer Recovery Hub, sharing the purpose of our hubs, hopes for future development and promoting third sector integration and collaborative working.

Scottish Reducing Gambling Harm¹⁰

This programme provides an important space to facilitate connections between different people working to reduce gambling harm in Scotland. We regularly hear about the value of having space to come together, think, learn and generate solutions. People describe the feelings of hope and inspiration they gain through being in a shared space, where people are taking the time to listen and look for solutions in partnership. Forum members have also shared that through the Forum, roundtables and the ALLIANCE's intermediary role, they have been able to directly access and connect with people they otherwise wouldn't have had the opportunity to meet.



Today was a really positive challenge, with lots of serious thinking, discussion and decisions, which are necessary if we want to move forward and see change.

- Participant at Changing the Narrative roundtable

Partnerships

This year, we provided person led recommendations for the Scottish Government's Medicines Homecare Review and contributed to the Prescribing Medicines Consultation. We played a key role on the Advisory Committee for the Patient Safety Commissioner legislation, advocating for a strong, independent voice for individuals and families.

We remain committed to championing the voice of Scotland's third sector in Europe through active representation on the UK Domestic Advisory Group (DAG) and hosting the Scottish Advisory Forum on Europe (SAFE). This year, SAFE was honoured to be shortlisted for the EmpowerEU Awards by the EU Delegation in the UK, recognising its contribution to strengthening Scotland-EU relations.

IFIC Scotland

We continued as a strategic partner in IFIC Scotland, the country hub for the International Foundation for Integrated Care (IFIC) - a global network on people-centred integrated care policy and practice. Collaborative activities for 2024 include successful workshops at conferences in Belfast and Calgary, four virtual Roundtables with colleagues from IFIC Scotland, Canada, Ireland and Wales, and Integrated Care in Action webinars on the Five Ambitions for health and social care. We lead IFICs international special interest group on Self Management and recently contributed to a policy and practice convention on culture and leadership for integration.



International Foundation
for Integrated Care
IFIC Scotland

Policy and public affairs

Policy¹¹

The Policy and Public Affairs programme influenced government policy in social care, human rights, finance, social security, mental health, COVID-19 and much more during the year. Human rights continues to be a key policy priority for the ALLIANCE. We expressed our disappointment at the Scottish Government's decision not to include the Human Rights Bill, which we have long campaigned for, in the Programme for Government. Following a proposal by the ALLIANCE however, the Programme for Government contained a commitment to accelerate action to mainstream human rights and equality in all government and public sector work.

Invited to give oral evidence to Scottish Parliament Committees nine times

Organised a candidate hustings event ahead of UK general election



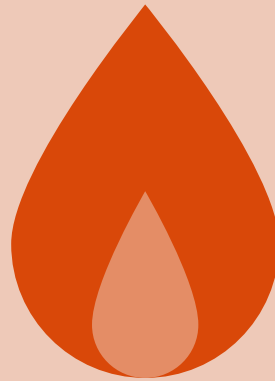
Given extensive written and oral evidence on the National Care Service



Our evidence on Self-directed Support was mentioned eight times in the Scottish Parliament Health, Social Care and Sport Committee's report of its post-legislative scrutiny of the Self-directed Support Act

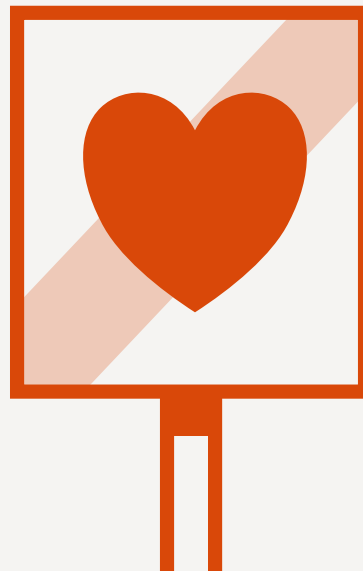


Our evidence was cited 17 times in the Scottish Government's Analysis of Pension Age Winter Heating Payment (PAWHP) Consultation Responses



Invited to give oral evidence to two Scottish Parliament committees as part of their pre-budget scrutiny, and on the National Performance Outcomes

The Scottish Parliament Equalities, Human Rights and Civil Justice Committee specifically sought out our advice on conducting their inquiry on the Suicide Prevention Strategy



Scottish Sensory Hub¹²

The Scottish Sensory Hub has worked to raise sensory awareness and influence systems change, grounded in lived experience. We have started a new joint short life working group between the Cross-Party Groups on Deafness and Visual Impairment, centred on dementia and sensory care.

Received feedback from over

434

people who are Deaf, Deafblind or who have visual impairments and healthcare professionals specialising in sensory support

Written

6

research reports and facilitation packs and submitted

2

consultation responses based on this evidence



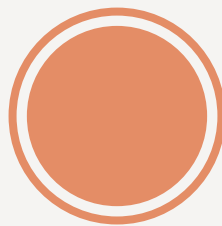
**The Scottish
Sensory Hub**

Self Management ¹³

The Self Management Programme delivered another successful round of the Self Management Fund, granting

£1.8
million

to projects across Scotland, alongside delivery of highly rated Self Management Reflective Practice training for health professionals, a self management awareness raising campaign throughout summer and a diverse range of events during Self Management Week, including the Self Management Awards at the Scottish Parliament.



Additional information

¹ Membership

<https://www.alliance-scotland.org.uk/blog/news/membership-roundup-2024/>

² ALISS

<https://www.alliance-scotland.org.uk/blog/news/aliss-roundup-2024/>

³ Digital Health and Social Care

<https://www.alliance-scotland.org.uk/blog/news/the-digital-health-and-care-programme-roundup-2024/>

⁴ Person Centred Voices

<https://www.alliance-scotland.org.uk/blog/news/person-centred-voices-round-up-2024/>

⁵ Children and Young People

<https://www.alliance-scotland.org.uk/blog/news/children-and-young-people-programme-roundup-2024/>

⁶ Community Links Worker Programme

<https://www.alliance-scotland.org.uk/blog/news/38764/>

⁷ Health and Social Care Academy

<https://www.alliance-scotland.org.uk/blog/news/health-and-social-care-academy-roundup-2024/>

⁸ Women's Health Plan

<https://www.alliance-scotland.org.uk/blog/news/womens-health-programme-roundup-2024/>

⁹ Humans of Scotland

<https://www.alliance-scotland.org.uk/blog/news/humans-of-scotland-roundup-2024/>

¹⁰ Scottish Reducing Gambling Harm

<https://www.alliance-scotland.org.uk/blog/news/scotland-reducing-gambling-harm-roundup-2024/>

¹¹ Policy

<https://www.alliance-scotland.org.uk/blog/news/policy-roundup-2024/>

¹² Scottish Sensory Hub

<https://www.alliance-scotland.org.uk/blog/news/the-scottish-sensory-hub-roundup-2024/>

¹³ Self Management

<https://www.alliance-scotland.org.uk/blog/news/self-management-roundup-2024/>

Communication statistics

Instagram



183
new followers

186
posts/stories/reels

10.4k
views

LinkedIn



490
new followers

239
posts

47k
views

X



-403
followers

Facebook



202
new page
likes

296
posts

YouTube

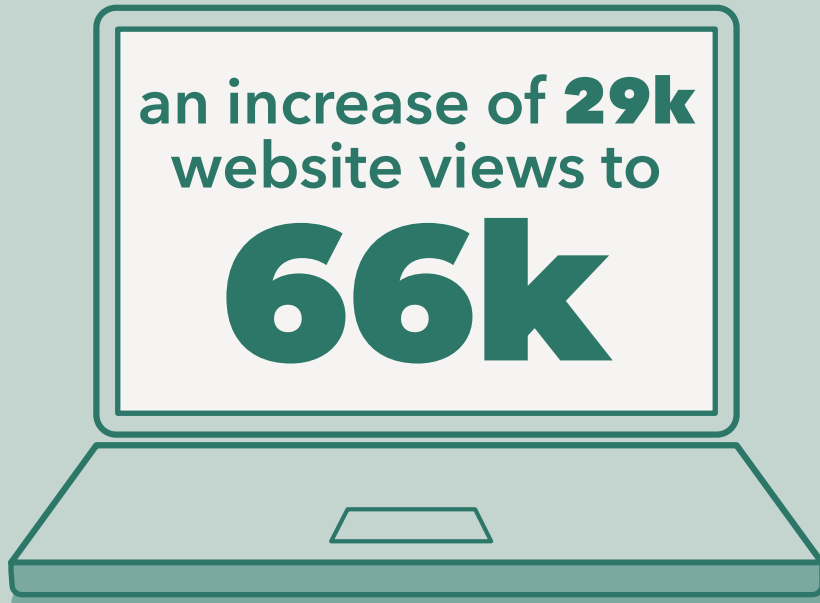


252
subscribers

65
videos

71.5k
views

Website statistics



Annual Conference 2024: Our Voice, Our Rights, Our Future



282

delegates

9

expert
speakers

12

workshops

3

creative
projects

16

exhibitors

Feedback



The conference “renewed hope and inspiration to make change for the better in health and social care”.



The workshops were an “opportunity to hear from others and listen to concerns of those with lived experience”.



Great to have electronics note takers and BSL interpretation at the ALLIANCEConf24. Accessible for everyone in the room today. Fantastic!



Insightful, engaging workshops and discussions.

Finance

The Health and Social Care Alliance

HEADLINES FIGURES

For the year ended 30 June 2024

Statement of Financial Activities

	2024	2023
Incoming Resources	£	£
Grant to support operational costs	4,546,592	5,175,268
Membership events and conference income	3,614,381	3,174,827
Investment income	304,361	152,578
Other income	18,069	5,197
	8,483,403	8,045,766
Resources Expended	£	£
Costs of generating voluntary income	445,504	765,928
Charitable activities costs	7,610,885	5,975,907
Governance costs	195,420	232,676
Support costs	251,925	394,451
	8,503,734	7,368,962

	2024	2023
	£	£
Net incoming/(outgoing) Resources	(20,331)	1,138,908
Balance brought forward	13,430,760	12,291,852
Balance carried forward	13,410,429	13,430,760
	£	£
Allocated:		
Unrestricted funds	5,923,259	9,821,849
Restricted funds	7,487,170	3,608,911
	13,410,429	13,430,760

	2024	2023
Balance sheet	£	£
Tangible fixed assets	10,156	11,425
Investments	1	1
Current assets	15,704,941	14,687,880
Creditors, falling due in less than one year	(1,620,713)	(1,268,546)
Creditors, falling due greater than one year	(683,956)	0
Net assets	13,410,429	13,430,760
Represented by	£	£
Unrestricted funds	5,923,259	9,821,849
Restricted funds	7,487,170	3,608,911
	13,410,429	13,430,760

About the ALLIANCE

The Health and Social Care Alliance Scotland (the ALLIANCE) is the national third sector membership organisation for the health and social care sector. We bring together over 3,700 people and organisations dedicated to achieving our vision of a Scotland where everyone has a strong voice and enjoys the right to live well, with dignity and respect. Our members are essential in creating a society in which we all can thrive, and we believe that by working together, our voice is stronger.

We work to improve the wellbeing of people and communities across Scotland by supporting change in health, social care and other public services so they better meet the needs of everyone in Scotland. We do this by bringing together the expertise of people with lived experience, the third sector, and organisations across health and social care to shape better services and support positive change.

The ALLIANCE has three core aims.

We seek to:

- **Empower people with lived experience:** we ensure disabled people, people with long term conditions, and unpaid carers are heard and that their needs remain at the heart of the services and communities.
 - **Support positive change:** we work within communities to promote co-production, self management, human rights, and independent living.
 - **Champion the third sector:** we work with, support and encourage co-operation between the third sector and health and social care organisations.
-



ALLIANCE

HEALTH AND SOCIAL CARE
ALLIANCE SCOTLAND
people at the centre

The ALLIANCE is committed to upholding human rights. We embed lived experience in our work and aim to ensure people are meaningfully involved at every level of decision-making.

Working together creates positive, long-lasting impact. We work in partnership with the Scottish Government, NHS Boards, universities, and other key organisations within health, social care, housing, and digital technology to manage funding and develop successful projects. Together, our voice is stronger, and we can create meaningful change.

