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STRENGTH IN NUMBERS



ANNUAL REPORT 2008

QUEENSFERRY CARE

SUPPORTING PEOPLE IN QUEENSFERRY,
DALMENY, KIRKLISTON & RATHO

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QUEENSFERRY CHURCHES' CARE IN THE COMMUNITY

Hon.President Dr J Douglas Stuart

Hon Vice-President Margaret Smith MSP

OUR MISSION

Queensferry Churches' Care in the Community was established in 1993 as a registered charity dedicated to providing quality support services to older people and carers within the communities of rural north-west Edinburgh. Our mission is to enhance the quality of life of those we support, and to enable them to maintain an active independent lifestyle.

WHAT WE DO

Our current services include:-

Daycare:

for older people with dementia or who are otherwise confined to their homes due to stroke or other illnesses and conditions.

Befriending:

We provide trained volunteers to visit clients living alone at home to offer companionship, a friendly ear and contact with the wider community.

Home Support:

We provide trained staff to help clients remain active and independent within their own homes and communities.

Carer Support:

We provide support, information and learning opportunities to all carers within rural north-west Edinburgh

Volunteer Services:

We actively support volunteering and provide volunteering opportunities for members of the communities we work in. All volunteers are supported and receive specialist training.

CHAIRMAN'S REVIEW

OF 2007/08



I have often had some difficulty conveying to "outsiders" not so much the kind of work Queensferry Care does as the scale on which we do it. And though it may seem perverse to reduce an activity concerned with providing care for those in need to a mere numbers game, at the end of the day it's largely numbers that myself and my fellow directors have to grapple with. More often than not, these

numbers relate to what may be called "inputs". These are things like income sources, fundraising plans, facilities requirements, staffing levels and structures, recruitment, training, transport, back-up services and so on. So I thought in preparing this review it wouldn't go amiss to attempt some quantification of our "outputs". In other words, what do all our "inputs" actually produce? Of course, there are many outputs that defy measurement, most especially because they relate to quality of life issues. Nonetheless, there are many quantifiable measures, and you will find them featured overleaf in the reports of our management team. I hope you will agree that the figures are both illuminating and impressive. Along with an ever-improving financial position, they certainly back up the chosen theme for this year's report, "Strength in Numbers".

FINANCIAL SITUATION

It is instructive to reflect on how we now find ourselves in this healthier financial position. I have referred before to the old adage that, when one is up to one's armpits in alligators, it is neither easy nor helpful to ponder dispassionately on what a good idea it would be to drain the swamp. Mere survival is the name of the game. Short-term considerations hold sway. Yet, tellingly, and it is very much a sign of real progress, in the past twelve months, Board discussions have been increasingly concerned with planning for the longer-term. This would imply, of course, that all the alligators (to continue the analogy!) have been overcome or have turned and fled. Unfortunately, this is definitely not the case. As mentioned in last year's Report, our core funding from the Local Authority remains frozen at its 2006 level. Meantime we continue to have to absorb cost increases broadly in line with inflation across the full range of our operating expenses. In other

words, the monies we are obliged to pay out continue to rise at a faster rate than the core monies we get in. And yet strangely, the financial picture, at the close of the period under review, is as sound as it has ever been. How can this (literally) be accounted for?

THE EXPLANATION

Well, prudent budgeting, fee increases (albeit reluctant ones), and tight control of expenditures over a prolonged period, have been key factors. Another immeasurable, but truly critical, contribution has been made by our growing "army" of unpaid volunteers, working both directly with clients and also behind the scenes in providing ever more efficient administration. Their work has been, and continues to be, simply outstanding. But perhaps the really crucial difference has been made by the success of our local fundraising efforts. And I write this not in any way to blow a trumpet for our diligent fundraising team. Indeed, they would be the first to acknowledge that the credit here belongs to the many people, businesses, and organisations, who, over the last two years and in all sorts of ways, have generated for us additional income in excess of a staggering £45,000. We thank them deeply, every one.

Though it is unfortunate, to say the least, that the general financial climate means that the need for this level of support will continue in the foreseeable future, it is very reassuring to know that the support is there, the work we do is valued, and that a strong QCCC is very much a priority for so many people.

HIGHS AND LOW

Reflecting personally on the events of the last twelve months, three stand out.

The first is the successful introduction of a quarterly newsletter. We now print and distribute more than 700 copies per edition. We feel this helps keep all our clients, staff, volunteers and supporters up to speed with what's going on, as well as bringing the work of Queensferry Care to the attention of a wider audience. The feedback has been nothing but positive, and we are striving to improve the format with each issue.

The second (reported in our Christmas edition!) is the way in which we were twice asked to play host to visitors from overseas



organisations, based respectively in Japan and Sweden, The programmes included discussion of how we operate generally, and a demonstration of our Day Care service in action. This should be seen as a great compliment to, and by, all concerned.

The third, of course, overshadowing all else, was the untimely loss of our much-loved "founding father", John Carrie. A full tribute to John, and to his role in getting Queensferry Care up and running, was paid in our most recent newsletter. Here, in this more formal document, I would simply like to put again on record the immense debt that everyone connected with Queensferry Care owes to John. Though it is a debt that can never be repaid, it is for us now to re-dedicate ourselves to carrying on his vision, and to do so in that spirit of optimism and selfless compassion for others that so characterised him.

DAY CARE DEVELOPMENT PLAN

As part of that process, it is noteworthy that, last July, we were invited (along with other voluntary organisations) by the City of Edinburgh Council to submit proposals that would best enable them to achieve their objectives for the expansion of quality Day Care services throughout the city. Notwithstanding the Council's own problematic finances affecting Health and Social Care budgets, we were assured that significant "ring-fenced" funding was available, and would be awarded according to the relative merits of proposals received. Accordingly, at the beginning of September, we submitted a plan to provide twenty additional Day Care places at The Haven – spread over two additional days-to be apportioned equally between our current area of operation and the residents of East Craigs. The original date for decision on this was December, but this then slipped to March of this year. Now we're told we won't hear anything before the middle of May. Perhaps, by the time of the Annual General Meeting, we will have been notified that our proposals have been accepted and the required funding put in place. That would be very good news indeed. But with the decision date slipping ever backwards, and the Council's budgetary problems well-publicised, this may be just too much to hope for. However, our fingers remain crossed!

RESPITE CARE

Local Authority Research work has established, the above initiative confirms, and our own waiting lists show clearly, that there is still much to accomplish. Douglas Stuart, our Honorary President, writing in the second issue of our newsletter, referred to the demand for Care services as a "bottomless pit". We are

determined to meet as much of this demand as we possibly can. So in addition to seeking funding for an extension of our Day Care programme, another area we are determined to address is the provision of respite care. At the time of writing, we are exploring options for greatly improving the provision of respite care opportunities for carers and their family members in our area. In the absence of core funding specifically for this purpose, - and so far we have been unable to identify any- the continued success of our own fundraising will largely determine just how much respite care we will be able to provide year on year. By this necessity, we do not intend to commit capital resources to this area. However, we have made provision for getting started in the current year, and our aim is to implement a specific and flexible scheme of assistance by the end of September at latest.

A BIG "WELL DONE"

Having praised earlier the work of our many volunteers, which, lest it be forgotten, includes my fellow directors, who again have been a tremendous and hard-working support, I really want to lavish praise also on our small team of professional staff. They make a very loyal, stable, effective, and pleasant team, and we are lucky to have them. Long may they reign!

MORE NUMBERS, PLEASE

Finally, I know that John Carrie was much taken by the idea that we had reached a point where we were sufficiently strong financially to contemplate further development. (By savage irony, Board discussion of our development plans occurred on the very day of his funeral). That this strength derived above all from the increasing numbers of our supporters and volunteers, (which, in turn, was largely brought about by his own exceptional commitment and powers of persuasion over many years), probably never occurred to him. But it is no less true. What John did know from the very beginning, however, was that the greater the numbers he could get involved, the greater the strength. And the greater the strength, the greater the good that could be achieved. That's a solid thought to hold on to and pursue as we take his work forward.

Peter FitzGerald
Chairman

FINANCIAL REPORT

FOR THE YEAR ENDED 31ST MARCH 2008

INCOME AND EXPENDITURE ACCOUNT

For the Year Ended 31st March 2008

	To March 2008	To March 2007
	£	£
Income		
Grants	178,490	189,619
Day care subscriptions	20,793	18,211
Donations and Fundraising	22,828	23,006
Other Income	4,631	3,127
Total	<u>226,742</u>	<u>233,963</u>
Expenditure		
Salary and Other Staff Costs	137,058	137,330
Day Care Expenses	24,372	21,804
Offices and Premises	41,987	34,777
Volunteers and Carers	7,475	6,965
Other Administration and Depreciation	5,639	6,981
SCARF	0	3,647
Total	<u>216,531</u>	<u>211,504</u>
Surplus for Year	<u>10,211</u>	<u>22,459</u>
Total Funds	<u>95,691</u>	<u>85,480</u>

There was a surplus of £10,211 for the year. Grant income was down due to less activity on special projects and reductions in funding from our main funding bodies. Grant income is expected to be frozen at 2007 levels for the next two years. An increase in day care subscriptions partially offset this reduction and donations and fundraising income was maintained at 2007 levels. Staffing costs were held at 2007 levels but there were increases in day care expenses due to inflation and in offices and premises where much needed repair and refurbishment was carried out. Overall the financial result was satisfactory, although the surplus was only achieved after the considerable efforts of the fundraising committee. A special mention should also go to Manager, Liz McIntosh and Administrator, Ross King who worked very closely together to control cost levels and to ensure opportunities to maximise income were followed up.

A reserves policy was prepared by the Finance Director and agreed by the Board during the year. Total Funds at 31 March 2008 were £95,691. This is slightly higher than the reserves policy requires and ways are being discussed by the services committee on how to spend some of the funds held. However, the Board is mindful of the restraints currently being placed by our main funders on future increases at a time when all cost elements are likely to see inflationary increases.

David Batty

Finance Director

FUNDING & FUNDRAISING

Queensferry Care is extremely fortunate in having so many friends who are willing to give of their time, energy and financial support for our work.

Fundraising, in its many forms, is an essential element of our finances as our core funding is inadequate for our present needs and for our plans for the future. Fundraising and Donations raised over £24,000 in the last financial year.

Funding and Fundraising covers a wide spectrum including personal donations, sponsored walks and marathon running, silent auctions and noisy can collections, hot coffee mornings and chilly dooks in the Forth, golf in the fresh air and a generous donation from the proceeds of a charity lunch in the marquee at Dundas Castle Estate.

Many people have been actively involved at many locations and at different times during the past year at beautiful locations such as Hopetoun Estate and Dundas Castle Estate. Our friends have run in the capital cities of Paris and Edinburgh in their marathons. We are grateful to all who generously helped by allowing us to use these two local locations for these events and of course to those who participated in all these events and organised them.

Lots of numbers.....golf balls lost and found, miles walked and run, coins in cans and coffee and wine consumed in quantity.....all to support Queensferry Care.

Donations, both large and small, in the year amounted to nearly £7,000 and in addition we received the staggering sum of £5,000 from the Sportsmen's Charity Events committee from the luncheon held at Dundas Castle with 200 attending. Our sponsored Walk raised over £2,100, can collections £1,000, our golf competition £2,100.

Our Patron's scheme contributed almost £1,300 and during the year Gift Aid amounted to over £750. Where possible we would urge all our supporters to use the Gift Aid scheme.

Queensferry Care News communicates quarterly to all our contacts and we will continue with the improvements in layout and content which were introduced earlier this year.

Thank you for all for your support and help.

Wilson M Marshall

Fundraising Committee Chairman.



OUR SERVICES



DAY CARE

I have been writing these reports for some years now and in all honesty I find myself running out of ideas, so I decided to take the title of this years report literally "Strength in Numbers" and recruit some help from the Tuesday Group. What follows are the impressions of two members of the Tuesday Group about their experiences of day care.

"I feel that you can come here feeling low and you can get someone to talk to and get some advice."

"I feel that everyone coming on a Tuesday is very comfortable with the club because they feel they can talk not only to each other but also one to one with the staff and volunteers and get support."

"Everywhere you go you always find someone who is dissatisfied but I can honestly say there is no one like that here."

"I think the volunteers do a good job. They all work hard for us. I think all the volunteers enjoy coming as much as we do."

"The staff are always interested in how you are and how you are feeling."

"Shaun our Social Work student, whose time is nearly up, has fitted in well and has been a big help. We will really miss him."

"I look forward to coming every week and the week just flies by and its soon the weekend and I am looking forward to Tuesday again."

"Companionship and the fact you feel like a normal person going out and meeting people, and the fact you get conversation – you can feel very isolated when you are home alone."

"One high point of the year for me was the canal trip, with the Seagull Trust, which I enjoyed very much. I also enjoyed all the entertainers we have had."

"There is always someone with a good sense of humour, its not always serious."

"My daughter says that I come to life when I go to the Haven."

Special thanks to Mary Downie and Liza Graham for their kind words. The views above are a fair representation of our current service users, as in the last year we have been active in seeking service users' views on day care and the above comments were reflected in this process. This is down to the skill and dedication of the paid staff and volunteers and to the service users themselves who support each other and make each day special.

Gareth Wilkinson

Daycare Co-ordinator

BEFRIENDING

The aim of this service is to relieve social isolation for older people within the community by introducing a volunteer befriender. The befriender gives a commitment to visit for an agreed time, generally 1 ½ hours per week/fortnight.

In keeping with our Chairman's theme of strength in numbers last year saw a rise in support provided of 70 hours from the previous year. This equates to approximately 520 hours over the year of friendship enjoyed by volunteers and older people in the communities we support.

Our befriending service proves to be very popular. During March alone we received 4 referrals, taking the total number of referrals during the year to 10. The communities we support have been very responsive to our appeal for Volunteer Befrienders; however demand is ongoing.

The Befriending service would not be possible without our volunteers. Both QCCC and the community it supports are very thankful to our 10 Befrienders.

Liz McIntosh

General Manager

Willie Hardie our longest serving volunteer



HOME SUPPORT

In what has been another challenging year for this service we have seen the “ring fencing” of the Supporting People funding stream lift in line with new government policy. This means the Supporting People budget (where our grant for this service comes from) has been absorbed into the main local government settlement and distributed between councils on a pro-rata basis from the 1st of April 2008.

For Queensferry Care this means some areas of uncertainty in the coming year and it will also be harder to know what our local authority is spending on housing support services generally. However it should reduce bureaucracy for us and as one of the smaller providers this can only be a good thing.

In keeping with our Chairman’s report the main strength of this service is in the small but committed staff team who support some of our community’s most vulnerable older people. Whilst our number of users has not risen as much as we had hoped over the last year, we have worked quite closely with our link officer from the supporting people team (after 1st of April 2008 to be called housing support team) to identify ways to address this and maximise the service’s potential.

Again linking into our Chairman’s report, over the last year we have provided approximately 1,450 hours of housing support to older people in our catchment area of North-West Rural Edinburgh.

In the last year we have had another positive Care Commission inspection report and are always actively pursuing ways to improve and develop our services based on any recommendations made. A challenge for the forthcoming year, which is part of the Care Commission’s inspection theme for 2008/09, will be to try more creative ways of collecting service users’ and carers’ views on the housing support service. This will enable us to continue to provide a service that can adapt and change depending on service users’ needs.

Our commitment to joint working is also paramount to the service’s success. As sometimes we are part of a larger package of care for a person we need to be able to work closely with other organisations to ensure the person gets the best possible care and support. I feel that this again is one of our strengths not only of the housing support service but of the organisation as a whole.

Liz McIntosh
General Manager

VOLUNTEER SERVICES

Our volunteers give strength to our organisation through their consistent support and commitment. Each week our volunteers give the following:-

Approximately 130 hours Day Care Support provided by 33 volunteers.

An average of 10 hours befriending visits to people in their own homes provided by 10 befrienders.

22 hours administration support provided by 3 receptionists.

In October last year it was a privilege to present a bouquet of flowers to

Jo Turner in recognition of 10 years’ service with Queensferry Care. Jo joins Willie Hardie and Sadie Donnelly in this fantastic long service achievement. The privilege will be repeated this year when Stephanie Walker and Sandra Youngs will both have completed 10 years’ service.

We recognise that all our volunteers give their time and support very willingly; however, whenever possible we endeavour to show our appreciation through social events. Last year we enjoyed a ten pin bowling evening at Deer Park complete with medal award ceremony and supper. Father Christmas couldn’t resist stopping off at The Haven to deliver Christmas Stockings filled with traditional goodies to all our Volunteers. This year to celebrate Volunteers Week, therapists from Queensferry’s local JW Physiotherapy have kindly volunteered their services to provide a pampering and information evening for our volunteers.

A very sincere thank you to all our Volunteers for everything that they do for Queensferry Churches’ Care in the Community.

Lorna Russell
Volunteer Recruitment Officer

OUR SERVICES

CARER SUPPORT

'Strength in numbers' – this is a good carer's motto. There are 479,934 carers in Scotland. The value of unpaid support provided by carers in Scotland has now reached over £7.6 billion a year according to a new report published by Carers UK/Carers Scotland.

And, here is a number to think about - every week six hundred people in Scotland take on a caring responsibility (info taken from Carers Scotland web page). This really highlights that becoming a carer can happen to anyone at any time. Here in Rural West Edinburgh you are fortunate to have a dedicated Carer Support Worker to contact if you need any type of information or support.

There are just over 200 carers on the Carer Support Service database, although as Carer Support Worker I only see a small percentage of carers face-to-face on a monthly basis. All carers however receive a newsletter three times per year. This keeps everyone up-to-date with current information, legislation, learning opportunities, plus hopefully providing a wee laugh.

The carers I see face-to-face could be via the support groups:-

- Evening Support Group – first Wednesday of each month from 7.30-9pm.
- Carer Drop-in – last Wednesday of each month, from 2-4pm
- Carers – Have Your Say! – last Wednesday of each month, from 7-9pm.

or helping with specific issues such as: -

- Help to complete benefit claims forms
- Making referrals for other services, such as respite or for specific equipment
- Emotional support

The Cool Club (for Young People with disabilities) and The Sunshine Club (for adults with disabilities) are two of the groups which help to fill gaps in service provision here in South Queensferry. Both groups were developed because carers came together and asked for some type of provision for the people they care for demonstrating strength in numbers.

This year both The Cool Club and The Sunshine Club, plus the Carers – Have Your Say group will be involved in an extensive piece of research into the needs of people with disabilities living in Rural West Edinburgh. This will probably take the form of a mapping exercise. The research hopes to highlight that people with disabilities who live in Queensferry, Kirkliston, Ratho, Ratho Station, Newbridge and Dalmeny have to travel into Edinburgh to receive any type of service or to access housing. The research will culminate in a report to help campaign for better services for people with disabilities who live in Rural West Edinburgh again demonstrating strength in numbers.

The Carer Support Service continues to go from strength to strength with new challenges every year. Once again I am looking forward to facing these challenges and identifying new ones.

Gillian Smith

Carer Support Worker



Carers group enjoying BBQ in the Havens garden.

QUEENSFERRY CARE IN ACTION



Members of the Cool Club get to grips with their Easter treats



The Sunshine Club model their new look t-shirts

QUEENSFERRY CARE IN ACTION



Dalmeny primary school children serve breakfast



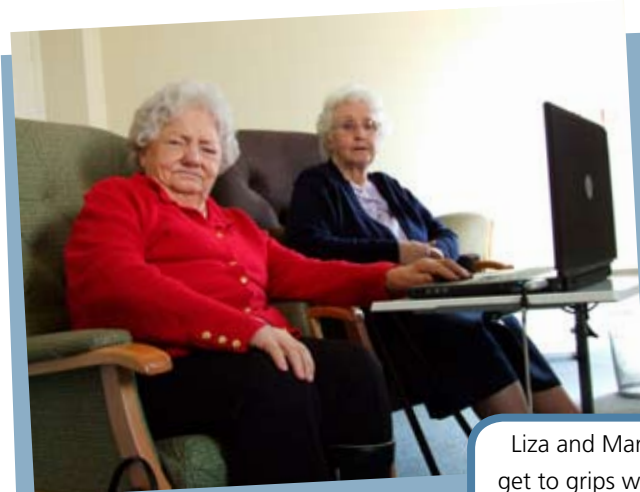
Enjoying a day out on the canal



Stirring the Christmas cake for luck



Shaun and Alan enjoy the Ratho barge trip



Liza and Mary get to grips with a laptop

QUEENSFERRY CARE IN ACTION



Reminiscence day at The Haven

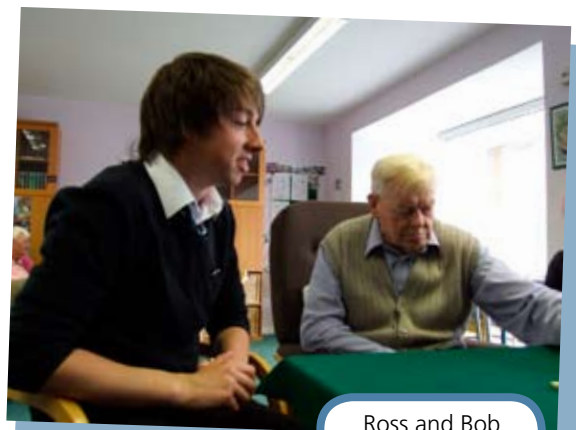
Members of the Sunshine club have a healthy eating workshop



Serious domino playing with day care folks and children from Dalmeny primary



Ray and John give a morris dancing demo



Ross and Bob playing dominoes

BOARD OF DIRECTORS

Queensferry Churches' Care in the Community is a Limited Company and accordingly has a Board of Directors.

At present the directors are:-

Peter FitzGerald (Chairman)

Eric Proven (Company Secretary)

Christine Tait

Esther Conner

David Batty (Finance Director)

John Brodie

John Ferguson

Wilson Marshall

Peter Woollven

Eileen Case

The Board currently operates three specialist committees as under:-

FINANCE

David Batty, John Ferguson, Peter Woollven, Wilson Marshall

FUNDRAISING & PUBLIC RELATIONS

Wilson Marshall, Esther Conner, Christine Tait,
Rob Keating (co-opted)

SERVICE DEVELOPMENT

Peter FitzGerald, John Ferguson, Eileen Case, Christine Tait.

In each case, the first-named acts as convenor and each committee co-opts staff members/volunteers as required.

Board Meetings are also attended from time-to-time by Dr Douglas Stuart, Margaret Smith (MSP) (in their capacity as Honorary President and Honorary Vice-President respectively), Councillor George Grubb, Councillor Kate McKenzie, Councillor Norman Work and council link worker Doreen Copeland. We continue to benefit from their on-going interest in, and commitment to, our work.

OUR TEAM

MANAGEMENT TEAM

General Manager	Liz McIntosh
Daycare Co-ordinator	Gareth Wilkinson
Carer Support Worker	Gillian Smith
Volunteer Recruitment Officer	Lorna Russell
Administrator	Ross King

STAFF

Gina King	Margaret O'Donnell	Carole Shaw	Ray Walker
Cyril Nukunu	Agnes Punton	Mae Smith	

VOLUNTEERS

Jack Armstrong	Audrey Greenfield	Celia Paver	Kathleen Todd
Adam Banks	Tertia Griffiths	David Pomfret	Jo Turner
Amy Brown	Margaret Hardie	Jenny Riddle	Hannah Venters
Fiona Carty	Willie Hardie	Anita Roberts	Stephanie Walker
Moirra Chalmers	Denise Havard	John Roberts	Heather Wells
Alison Corbett	Ross Hunter	Linda Robinson	Simon Wells
Marion Critchley	John Johnstone	Cecilia Rose	Jan Wemyss
Michael Davis	Gina King	James Ryan	Vera Wilkie
Sadie Donnell	Joan McConnachie	Jean Sibbald	Richard Wilkinson
Margaret Edwards	Lynn McIntosh	Craig Smith	Liz Wright
Grace Farrell	Mary Marshall	David Stevendale	Sandra Youngs
Jackie FitzGerald	Jeremy Milne	Marion Stewart	
Iain Graham	Alison Mirtle	Christine Tait	
Doreen Gray	Jean Moffat	June Telford	

WHAT CAN QCCC DO FOR YOU?

We are committed to helping
and supporting older people
living in the area by providing
support, information and
other services.

