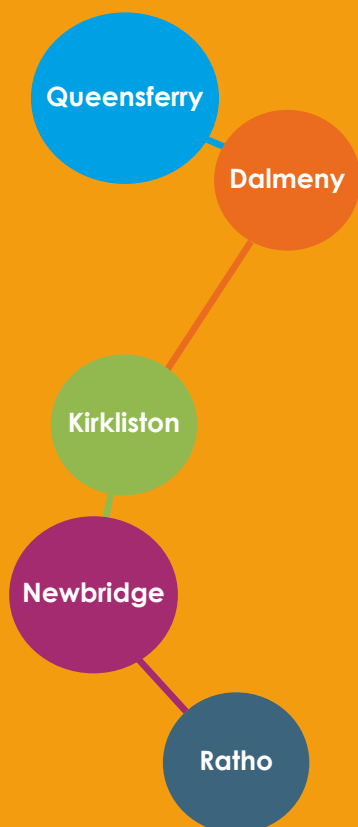




# Queensferry Care

Connecting people with their Community

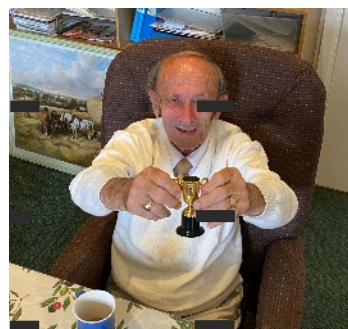


## Annual Report

For the year ended 31 March 2023

Queensferry Churches' Care in the Community  
Registered Scottish Charity No SC021833  
Company Limited by Guarantee SC210822





# A message from Lady Lydia Stewart-Clark



As we approach exciting times later this year, celebrating our 30th Anniversary I would just like to say **THANK YOU**.

What a remarkable achievement of providing care and support to older people and their carers and connecting them to their communities. Thirty years of connecting communities of South Queensferry, Dalmeny, Kirkliston, Newbridge, Ratho Station and Ratho Village.

Thank you to everybody who has supported the Charity during the last year and contributed to our ongoing success.

The wonderful team of staff and volunteers continue to work tirelessly to ensure the very best of services, tailored to the needs and wishes of those we support. Despite ongoing challenges we have managed to navigate our 'new normal' after the pandemic and expand on the services we offer.

It remains a huge privilege to be Honorary President of Queensferry Care and to see first hand the amazing work the Charity undertakes on a daily basis.

**Lady Lydia Stewart-Clark**  
Honorary President

## Our Values

We are  
considerate,  
respectful and  
value everyone

We are active  
in building  
community  
connections

We are  
trusted to  
enhance and  
enrich lives

We are  
sustainable,  
resilient, and  
adaptable





# Our Vision

**Our vision** is to continue to develop and provide services that make a positive difference in the lives of older people.



# Our Mission

**Our mission** is to provide quality support services to older people and their carers within the communities of rural northwest Edinburgh. This includes supporting people in South Queensferry, Ratho, Ratho Station, Dalmeny, Newbridge and Kirkliston.



165

## Day Opportunities

We were delighted that over **165** people were supported through our Day Opportunities service.

36

## Befriending

**36** older people benefitted from our Befriending Service (also includes telephone befriending)

22

## Supper Club

**22** people with dementia and their carers were supported through our Supper Club.



# Our impact

Queensferry Care in the last financial year has been operating services both in the Centre and in the community.

All services were running as normal during 2022/23. There were some scenarios where masks were still being worn depending on the situation. Otherwise, people were glad to be back within the Centre and community.

Our Fundraising Manager, along with members of the Fundraising Committee, had another successful year and our Fundraising target was achieved well before the end of the financial year.

The Befriending Service continued to thrive with a mixture of face-to-face visits and telephone contact.

The effects of being socially isolated during this time had a detrimental impact on people's general health and wellbeing, and a huge effect on carers' stress. Queensferry Care worked alongside several agencies to help combat this and signpost people for appropriate help and support.

We also worked to promote our services to H&SC personnel in the northwest area to ensure people know what is available to support people in our communities.

*We are known and trusted for putting people at the centre of our professional, high quality services.*

## Pensioners Group

14

14 people were brought together monthly through the Pensioners Group.

## Garden Tidy

50

50 hours of support were provided through our Garden Tidy Service.

## Volunteers

73

During the year, **73** volunteers supported QCCC in various capacities including Day Care, Supper Club, Lunch Club, Befriending, Reception, Gardening, Driving and Fundraising.

## Volunteering

190

Over **190** individuals and **25** groups/local organisations were supported through our Volunteer Hub.



For **30 years** we've been **Connecting people with their Community**, tackling loneliness and isolation and supporting people to maintain an active, independent lifestyle.

## Our services

**Day Opportunities:** is a registered care service for older people who have a diagnosis of dementia or who are socially isolated due to stroke, other illnesses, or long-term health conditions. This service provides an opportunity for older people to meet with others at The Haven or to have one-to-one support in their home/community. Activities include going for a walk or enjoying a catch up with a cup of coffee and a slice of cake, enjoying a visit to a local garden centre, fun games and live music at The Haven.

**Supper Club:** is for older people with a diagnosis of dementia and their carer /family member. It provides an opportunity to meet with others to enjoy an evening meal.

**Ratho Lunch Club:** is for older people living in Ratho, Ratho Station or Newbridge. A warm welcome and delicious lunch is offered every 1st and 3rd Thursday of each month at Ratho Community Centre (12noon - 2pm).

**Befriending:** trained volunteers will visit older people who are living alone to offer companionship, a friendly ear and contact with the wider community.

**Telephone Befriending:** trained volunteers will phone an older person at an arranged time each week to provide friendly conversation and reduce isolation.

**Garden Tidy Service:** volunteer gardeners work in teams of 2 to maintain older peoples gardens providing vital support in the community.

**Driving Service:** provides transport for older people to attend local appointments.

**Information and Advice:** we are a community resource for older people and carers, to access general information particular to their situation as well as having contact details for a wide range of other organisations and services, both locally and nationally.

**Volunteer Hub:** we help older people access other volunteer led groups and organisations providing social activities.

*We build meaningful and long-lasting connections with other community groups.*



# Chairman's Review



In June this year I passed 6 years as Chair of this wonderful charity and in October I will pass 7 years as a Director of the Board. It is remarkable to think the change that has happened not only within Queensferry Care but the outside world during this time.

In June 2023 Reverend Ian Wells retired from his position as not only our Honorary Vice President but as Reverend within the community of Ratho. On behalf of everyone at Queensferry Care I wish him the best of retirements and thank him for his work.

At our 2022 AGM Jan Wemyss, our Company Secretary for 6 years decided to hang up her pen. I'd like to take this opportunity to thank Jan for her dedication, and wish her well in the future. I am delighted to say that Katie Ferguson took up the reins of Company Secretary ensuring we are all kept in check.

From a financial perspective I must report that the organisation faces another challenging year. Our Finance team calculated that the financial gap between the funding we receive to what we need to provide our services continues to grow. Our most recent financial calculations show that the current funding model shows a deficit of £24 per person per week (around £74,000 per year) to provide these much needed and vital services for our people in our community.

The Senior Management Team of Liz, Gillian & Sue continue to drive the operation forward. Liz and Gillian attend meetings with our Health and Social Care Partners, and report back to Board. Sue continues to source funding to bridge the funding gap as highlighted above. The wider team ensure the service operation is robust, caring, and empathetic. Queensferry Care really is everything you would want in a community

service, and the Board are very proud of our team who continue to provide quality support services.

I also need to acknowledge Stephen our Finance Officer who manages the day-to-day finances; Lorna our Volunteer Recruitment Coordinator, who as well as managing volunteer recruitment manages our Volunteer Hub; and Lisa our Communications and social media Manager, who works hard to engage with our communities. I also feel Queensferry Care is fortunate to have an extended support network of people who give amongst other things their time and knowledge. I believe this is unrivalled in the communities in which we serve.

In the Autumn of this coming year (2023) the wider QCCC family will meet to discuss how we move the organisation forward. The focus will be on how to maximise our impact as we look to continue making a real difference in our communities.

In closing, although the coming months are likely to prove some of our most challenging, I would like to thank each one of you for your dedication and support to the organisation. I hope that you feel the same pride in our team as we do of the community in which we live and serve.

**To the QCCC team, our volunteers & the Board of Directors** – simply thank you. What our history continues to teach us is we are a mighty resilient bunch continually highlighting the good in people. We are indebted to your graciousness, humility and love.

**Andrew Burton**

Chair to the Board of Directors, QCCC



The **Day Opportunities** were in full swing with more people attending the service at the Haven by April 2022.

**Our staff team have worked hard to provide varied activity programmes throughout the year.**

It has been a year which saw us celebrating lots of our members birthdays and of course the Queen's Jubilee with food, fun and laughter. Food is always high on our agenda. We also enjoyed 'carry outs' of fish chips not to mention the odd coffee and scone at local garden centres. We did some exercise too though. Everything from 'Haven table tennis' to balloon 'keepie uppie.' The competition is always friendly here. The members also tried out yoga and enjoyed the relaxation aspect.

It was great having singers and entertainers back more regularly (from folk singers to choirs to magicians). The fabulous Music in Hospitals musicians were at the Haven for 'Make Music Day' which was live streamed. A first for Queensferry Care!

We have experienced a variety of speakers. Local artist and good neighbour Ian Slee came and spoke about his art and showcased one of his paintings to the group, explaining his process.

Betty Hamilton, a native of Kirkliston, came to the Haven to chat to the groups about growing up there and how it had changed over the years.

We are immensely proud to say that our last member of staff completed their SVQ in Social Services and Health Care at the end of this financial year which means all staff members meet the regulatory requirements for SSSC registration.

Our home visits continue, and we have enjoyed helping members get out into their gardens or facilitating optician or hair appointments for those who are unable to leave their homes.



**One hundred and sixty-five people accessed our day opportunities during 2022/23 and we have fifty-three people using our services at present.**



No doubt 2023 will offer the staff, volunteers and members more unique challenges and opportunities.

**Aileen Morton**

Day Opportunities Coordinator





## Ratho Lunch Club provides the opportunity for older people from Ratho Village, Ratho Station and Newbridge to meet for company and a chat over lunch.

Following a pause due to Covid 19, Ratho Lunch Club has been back for just over one year. It takes place on the 1<sup>st</sup> and 3<sup>rd</sup> Thursday of each month in Ratho Community Centre.

We offer soup, a choice of 2 sandwiches, home baking and juice/tea/coffee.

We have the use of the Community Centre kitchen and hall with 4 tables which could seat 6 people each.

During the year we have purchased our own lockable cupboard and can store tablecloths, cutlery, dry foods etc safely.

A regular core of **8** folk attend with **4** more coming when they can. As we have got to know them we can cater more for their preferences, including, for example, initially we had soft music playing but people told us they preferred quiet so they could chat.

The level of chatting is a great feature of the lunch with plenty of blethering going on.

Apart from the coordinator there are 2 regular volunteers who attend almost every week, plus 2 others who can cover any absences. We have found that 1 coordinator and 2 volunteers is the best ratio to work smoothly.

We have had 2 special events this year. At Christmas a buffet was laid on for our customers with appropriate decorations, crackers and non-alcoholic Prosecco. We also had a coronation themed lunch in May.

The Club is advertised widely in the community with posters and on Facebook. We have tried to encourage more men to attend although, so far, none have come along. We are also aware that weather plays an important part in attendance as several customers have mobility problems and do not venture out in bad weather.

Another challenge in the coming year may be the relocation of the Community Centre into its new build as we are not exactly sure of the facilities it will provide. Meanwhile, however, our customers tell us they enjoy coming and we hope to maintain that.

**Jean McGuire**

Ratho Lunch Club Coordinator



Our **Supper Club** service is for people living in South Queensferry, Ratho, Ratho Station, Kirkliston, Dalmeny and Newbridge.

For the first year since the pandemic the **Supper Club** have met in person throughout the entire year. Numbers at the beginning of the year were low, but people attending commented that they liked this, and that it made it easier to speak with each other.

The plan for both Supper Clubs was to have one session at The Haven, and one session in a restaurant per month. However, we always seek feedback, and several comments were being made about the venue:

*"we prefer it at The Haven, its much quieter, less background noise", "we'd be absolutely happy if the Supper Club was at the Haven every time"*

When asked directly everyone said they prefer The Haven, where they feel more relaxed. Therefore, most sessions have been at The Haven, with a mixture of meals, from the local chip shops, the Chinese Restaurant, the Indian Restaurant, Ferry Tap catered our Christmas meal and a summer buffet, Ferry Tasty provided meals until it closed, and we also relied on some in-house catering too.

## Supper Club highlights this year include:

Helping celebrate two 90<sup>th</sup> birthdays – George in August and Rena in December.

Both Supper Clubs attended the Dundas Castle event, celebrating the amazing people we support and paying tribute to staff and volunteers.

Musical entertainment by: The Black-eyed OAP's; Ken and John entertained on the mouth organ; and Steve played guitar.

A Karaoke session

A quiz hosted by David McGuinness

Both Supper Clubs enjoyed a Christmas Party in Dalmeny Kirk Hall

**John Robson**  
Supper Club Coordinator



For the first time nobody living in Ratho, Ratho Station or Newbridge made use of our Supper Club Service this year.



Here are some comments made by Supper Club attendees during the year: -

A husband commented on seeing his wife helping another member – *"it's nice to see this one helping someone else"*.

Comments from people leaving at the end of the night: *"a fantastic time", "another superb evening – thank you", "I agree, that was fantastic, we really enjoy the Supper Club at The Haven", "we've had a lovely time, it's always lovely here, I like coming here"*.

A member commented when two granddaughters joined their grans *"it's nice to see the young folk at Supper Club"*.

16

16 people living in **South Queenferry** were supported through our Supper Club.

6

6 people living in **Kirkliston** were supported through our Supper Club.

We've had some people leave, and others join during the year, and I'm delighted to note that the numbers are creeping up. I would like to highlight some lovely feedback from a carer, and her friend who had taken the opportunity to attend the Supper Club for an extended period, following the death of the carers mothers-in-law. *"Thank you so much for being on this extended journey with me and Jana. After Isabelle died everything just stopped, stopped, stopped. Being able to come here has made such a difference to us both. This is such a caring place."* (Anne)

I would also like to take this opportunity to thank my co-workers, Carole, Steve, and Gillian who all contribute to making the Supper Club such an enjoyable evening for people. I'd also like to thank the wonderful volunteers Alison, Margaret O, Brenda, Lillias, Heather, Abbie, Margaret B who work away in the background, heating food, serving food, cleaning, washing, tidying, chatting, and generally helping to make each Supper Club run smoothly.





# Managers Report

April 2022 to March 2023 saw our first full year of undisturbed service provision since the pandemic. To say that this has been a long and winding road is an understatement. However, it does feel like we have come out the other end, and it is great hearing the Haven full of noise again.

There are two main points we'd like to highlight in our report this year: -

1

**The resumption of Co-Production meetings with our Health and Social Care Partners to work on a service specification for the next day service contract. Our current contract has been extended since March 2020.**



## Re contract negotiation:

Since the end of 2021 we have met regularly with our Health and Social Care partners regarding our future contract for day services. These meetings are led by H&SCP Strategic Planning and Commissioning Officer for Older people and Carers. This model enables registered service providers and commissioners to work together in the spirit of co-production to shape future service specifications prior to the contract going out to tender. This process had been delayed due to covid, but it is hoped in financial year 2023/24 the contract will go to tender and our bid to continue to provide services will be successful.

The positives from discussions, is that it is hoped the next contract will be awarded for five years with possibility to extend for up to three consecutive years thereafter. Another message is around the financial pressures faced by H&SC. We are therefore aware that there may be cuts to the new contracts going forward. This will obviously create challenges, one of which will be a move to attract people who are awarded self-directed support/direct payments, or people willing to self-fund. We are however ready to face the opportunities and challenges ahead and will report on the outcome next year.

2

**We also had our first care inspection in 6 years. We were due an inspection in 2020, but due to covid all services were risk assessed, with day services deemed low risk.**



Our team tackled **loneliness & isolation**, supporting people to remain **active** and **connect** with their **community**



## Re Care Inspection:

Thanks to a variation in our Care Inspection registration, we continue to offer a mix of day opportunities – in our centre, at home or in the community. We had an unannounced inspection, which took place on 22nd and 23rd February 2023. In evaluating the service, the Inspector:

- met twenty people using the service and spoke with five of their families.
- spoke with twelve staff, volunteers, and management.
- observed practice and daily life.
- reviewed documents.
- spoke with three professionals involved with QCCC.

### Key messages the Inspector wanted to convey were:

- ★ **People were supported by a team that knew them well.**
- ★ **People enjoyed the time they spent at the service.**
- ★ **People were treated with kindness, dignity, and respect.**

The areas inspected resulted in **“good”** and **“very good”** grades. Whilst we would have preferred a solid “very good” grade, the main issues highlighted were either paperwork related (all of which were being progressed), or training related (which has since been achieved). Due to providing day opportunities at home we will be inspected annually. Our aim therefore is to improve on our grading next year.

Liz and Gillian would like to take this opportunity to thank the staff team and volunteers for their dedication, and commitment over the last year. We would also like to thank our Board of Directors who work tirelessly to ensure excellent governance of the organisation. Queensferry Care have a great team of people, working away to ensure the organisation continues to provide quality care and support.

*Steve Jobs said, "Great things in business are never done by one person; they're done by a team of people."*

**Liz McIntosh and Gillian Smith**  
(Job Share Managers)



# Fundraising & Communications

Post pandemic, the fundraising landscape has changed significantly. We have had to adapt and show a resilience to that new landscape – mitigating risk and creating a varied 'plan of action' in order to succeed.

I am delighted to say that, despite the challenges we have raised **£75,000** in vital funds over the last year.

We have used social media extensively to promote our online fundraising initiatives including recycling for good causes, Just Giving, Edinburgh Community Lottery and Easy Fundraising, with generous supporters donating over **£5,300**.

We have updated existing literature and also produced new, eyecatching leaflets to explain all of our services.

Sadly, our annual Golf Tournament, held in partnership with the Rotary Club of South Queensferry, a much anticipated event in our fundraising calendar unfortunately had to be postponed, out of respect, as it fell on the day of our late Queen's funeral.

Once again, throughout the year we have undertaken a planned, rolling programme of applications to grant funders and our sincere thanks must go to: TOR Christian Foundation, Queensberry House Trust, The Age Scotland Community Grants Programme, Association of Private Crematoriums and EVOC.

We are also incredibly grateful to all local businesses, community groups and individuals who have supported us – too many to mention but include: Rotary Club of South Queensferry, Forth Physio, Ferguson Carpets, Dundas Parks Golf Club, St Osyth Priory Lodge, Santa Sleigh Ride and 21 St Craigwood Scouts.

Finally, we remain indebted to and humbled by, all of those who have chosen to make a donation in memory of a loved one during this last year. To know that you have thought of us during such difficult times means such a lot to all the team.

## Sue Hope

Fundraising Manager





We raised more than **£75k** and have been supported by businesses, funders and fundraisers year - **THANK YOU!**



**easyfundraising**

## Holiday shopping list

You can help us raise over **£90 in FREE donations** when you use easyfundraising to book a holiday and buy your holiday essentials.

To Buy	Brands	Estimated Donation*
Package Holiday		£54.51
Car Hire		£17.54
Airport Parking		£9.61
Holiday Clothes		£3.33
Toiletries		£2.21
Travel Insurance		£6.48
Travel Money		£4.67

**Total raised per supporter = £98.35**  
**5 supporters = £491.75**

\*based on donation rates correct as of 20th March 2023

Help us make a difference when you shop. Follow the link or scan the QR.  
[www.easyfundraising.org.uk](http://www.easyfundraising.org.uk)

Shop with over 7,400 brands.

**EDINBURGH Community Lottery**  
Supporting local communities and good causes.

Supporting **QC CC** Queensferry Care

## Play today and support our cause!

- Make a difference to the community and support our cause
- Sign-up for only £1 a week!
- You get the chance to win cash prizes up to £25,000 every week!
- We get 50p from every £1 ticket
- Join your community in making where we live an even better place

To start supporting, visit:  
[www.EdinburghCommunityLottery.co.uk](http://www.EdinburghCommunityLottery.co.uk)  
and search for: **Queensferry Care**

Supporters must be 16 years of age or older



# Our Finances

Financial Report for year to  
31<sup>st</sup> March 2023

The Finance Committee has to report a **small loss of £2,708** for the financial year to 31<sup>st</sup> March 2023. The loss reflects the impact that higher rates of inflation have had, and continue to have, on the costs the Charity faces.

Whilst we have received a slight uplift in our grant from The City of Edinburgh Council, it does not cover our increased cost base.

The Fundraising Team led by Iain Macdonald and Fundraising Manager, Sue Hope, has done an amazing job in securing additional funds to limit the loss suffered in the year.

In addition to the Centre-based service, we continue to provide day opportunities at home which is now an integral part of our service provision. This gives the service users the option to attend a centre based service or have a day opportunity provided within their own homes or community.

We continue to monitor the uptake of the home/community based services in order to ensure we have the staffing levels required to meet our clients' demands.

Queensferry Care is a member of Living Wage Scotland, and this ensures all its staff receive at least the recommended level of income. The Committee has ensured that staff salaries for those above the base level, are reviewed, and an increase given in line with our ability to afford them.

The Charity is fortunate to have strong reserves, however, costs are continuing to outstrip our contractual funding, and will place greater demands on the Fundraising Team in the future.

We have a strong Finance team with Stephen Harris, our Finance Officer, carrying out the day-to-day work and with myself, Ian Laing, Iain Macdonald, Eric Proven and Katie Ferguson monitoring matters on a regular basis to ensure we continue to meet our targets and objectives.

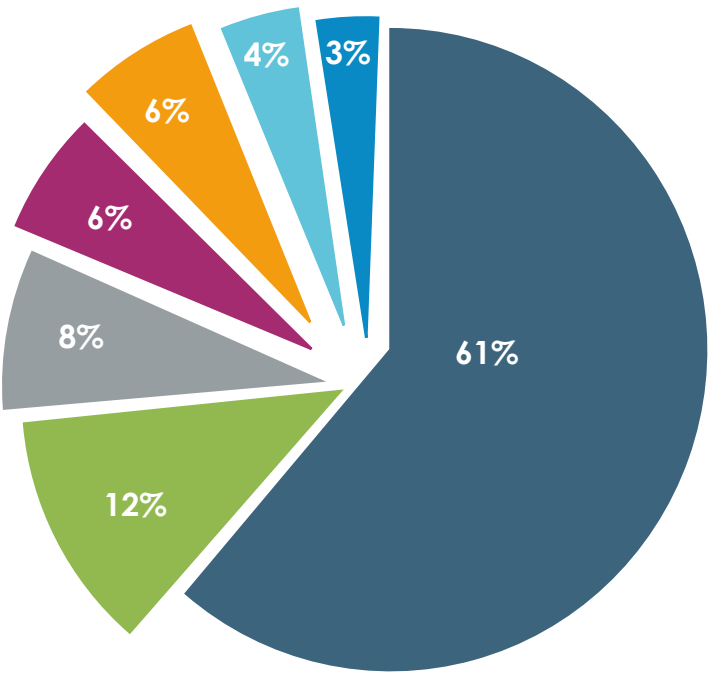
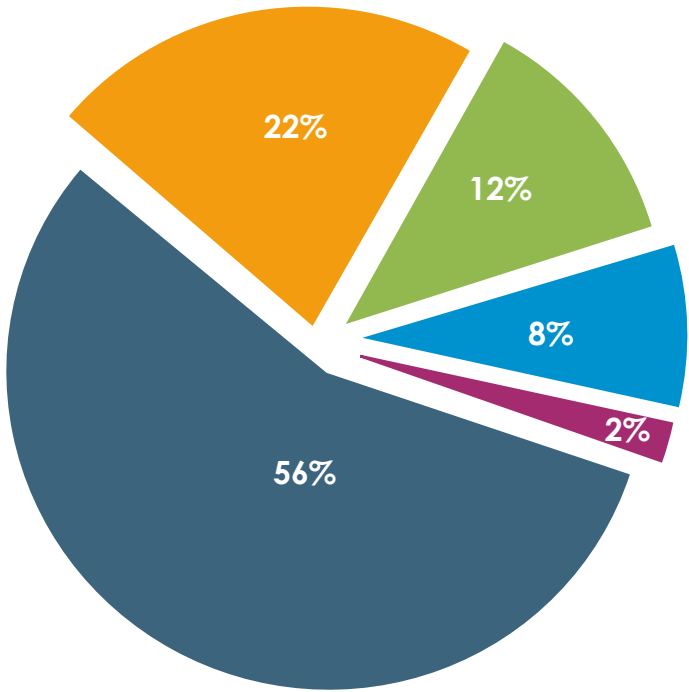
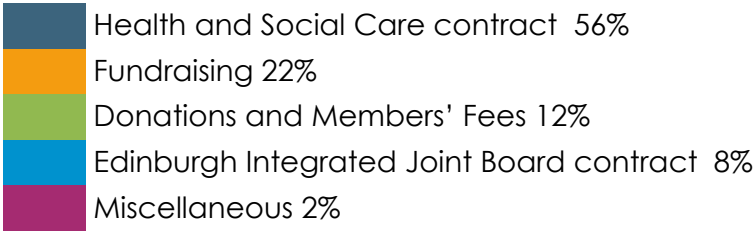
Thanks again to everyone who has contributed to our Charity over the past 12 months.

**Harun Rashid**  
Finance Director



An incredible 3191 hours of voluntary support has been given by our community to our community.

Income £320,240



Expenditure £322,948





# Our Volunteers

For many, the removal of mandatory wearing of face-masks in April 2022 was celebrated however at The Haven we continued to protect the folks, staff, volunteers and our service and continued with established precautions. This included regular lateral flow tests, wearing masks in public areas and windows open in the offices and kitchen. The windows remain open but in late 2022 volunteers and staff were no longer required to test before work. The responsibility to stay safe to allow safe volunteering is testament to the commitment of all QCCC wonderful volunteers.

I am grateful and pleased to report that our volunteers continue to provide amazing support, this includes:

**Befrienders** have given **513** hours of friendship to **36** older people. During the year there has been **10** new matches and an additional **5** new volunteers.

Comments from service users include

*"She is the perfect person to visit me"*

*"We get on great, thank you for giving me the confidence to try different things"*



**12** people were very grateful to the **Garden Volunteer team** who provided around **50 hours** of physical work to allow them to continue to enjoy their garden.

*"The girls worked so hard and I enjoyed the company"*

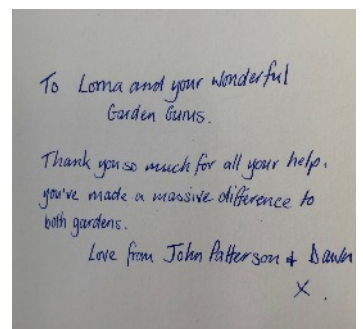
*"He knows so much about plants it is a pleasure to talk to him"*

*"They have done a great job that I could never have done"*

**Day Care Volunteers** have provided over **2100** hours of support, friendship and fun. We have also benefitted from four students destined to join the medical profession regularly volunteering during the past year.

**Supper Club Volunteers** have ensured this dining occasion runs smoothly and enjoyed by all. The four volunteers have provided **384** hours of attention to detail to ensure a relaxing and enjoyable evening.

**The Ratho Lunch Club** returned and the support worker and team of local volunteers ensure a friendly welcome to older Ratho residents and an opportunity to enjoy a light lunch in the company of their peers. The small team of volunteers give **12 hours** per month to support this valued community lunch.





QCCC would like to take the opportunity to record our thanks to the amazing and generous volunteer team that support our work. Thank you we couldn't do it without you.



## The Volunteer Hub

The Volunteer Hub exists to support local volunteer led groups through:

- sharing of resources and information
- organising appropriate training
- promoting the existence and provision of the many local volunteer led groups by word of mouth, through a directory of services and social media platforms.

It has been great to see so many clubs returning following covid and the community rallying to support people through the cost-of-living crisis. These groups have grown and developed according to the needs of the people using them.



The cost-of-living crisis has come with challenges and several clubs have been creative to ensure they survive. For example, craft groups meeting in the library and churches.

Food pantries to reduce food waste and support the community has proved beneficial. The Hub has provided support to this valuable community initiative by providing Food Hygiene and Infection Control training specifically for their team of volunteers. An additional course was also organised and offered to volunteer hub members and this ensured that **25 local volunteers** are competent and confident when dealing with food.

The worker continues to provide physical support to a local group to ensure that it can continue and in March started working towards a club returning after a pause due to Covid 19. **A successful funding application to Age Scotland** at the beginning of the year allowed planning for a late Spring lunch, this will be included in next year's report.



**Lorna Russell**  
Volunteer Coordinator

# Board of Directors

## 2022-2023



**Andrew Burton**  
Chairman



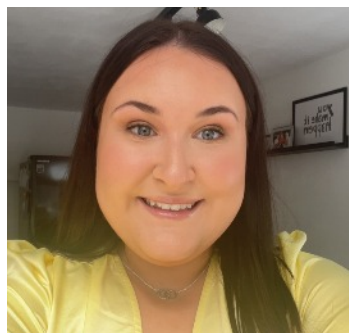
**John Ferguson**  
Depute Chairman



**Dan Blake**  
Chair of Services Committee  
Resigned 24/05/2022



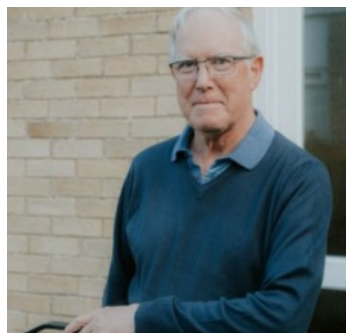
**Jan Wemyss**  
Company Secretary  
Resigned 28/09/2022



**Katie Ferguson**  
Company Secretary  
From January 2023



**Iain Macdonald**  
Chair of PR & Fundraising



**Ian Laing**  
Board Member



**Harun Rashid**  
Financial Director



**Matt Purdie**  
Board Member



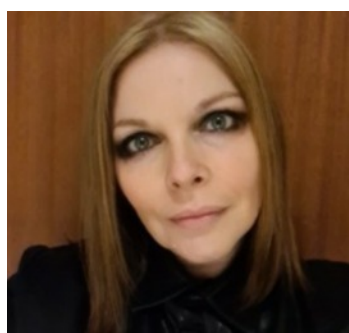
**Lady Lydia**  
Honorary President



**Dr Alison MacCartney**  
Honorary Vice President



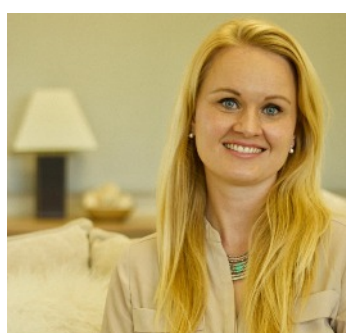
**Rev Ian Wells**  
Honorary Vice President



**Lynsay McGill**  
Board Member



**Graham Hunter**  
Board Member  
Resigned 28/04/2022



**Angie Alexander**  
Board Member



**Gillian Smith**  
Registered Manager  
(Job Share)



**Liz McIntosh**  
Registered Manager  
(Job Share)



**Aileen Morton**  
Day Opportunities  
Co-ordinator



**Allison Hobbs**  
Day Opportunities  
Support Worker



**April Robertson**  
Day Opportunities  
Support Worker



**Carole Shaw**  
Supper Club Support Worker  
Day Opportunities Support Worker



**Jennifer McKenna**  
Day Opportunities  
Support Worker



**Joanne Peat**  
Day Opportunities  
Relief Worker



**John Robson**  
Supper Club Co-ordinator  
Day Opportunities Support  
Worker



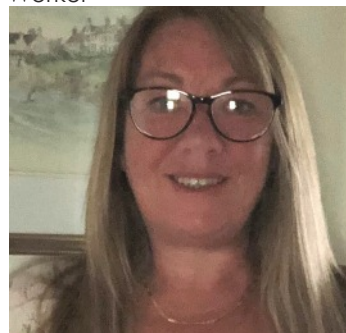
**Linda Drysdale**  
Day Opportunities  
Support Worker



**Lisa Houston**  
Communications Manager



**Lisa Waldie**  
Relief Support Worker



**Lorna Russell**  
Volunteer Co-ordinator



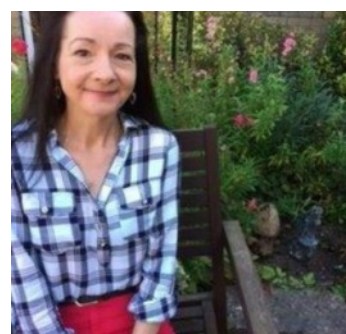
**Sharon Adams**  
Relief Support Worker



**Stephen Harris**  
Finance Administrator



**Sue Hope**  
Fundraising Manager



**Susan Norton**  
Supper Club Support Worker

**Our  
team**

# Volunteers

# THANK YOU!

Throughout the year **73** amazing people volunteered + **3** students on placement gave support to the organisation, helping the Day Care, Supper Club and Lunch Club team, befriending, reception duties, gardening service, driving service, and fundraising activities.

Lynn Alexander  
Sally Anderson  
Margaret Bargh  
Sheila Boyes  
Tania Brett  
Fiona Chandler  
Betsy Clarke  
Lise Coles  
Eugene Connolly  
Ann Denholm  
Jackie Derrick  
Margaret Erskine  
Katie Ferguson  
Anne Forsyth  
Moira Gaynor  
Sue Hodges  
Kate Hunt  
Jim Hume  
Nigel Hutchison  
Pat Jones  
Vic Joyce  
Ed Kelly  
Liz King  
Julie Little  
Heather Low  
Kirsten Lunn  
Brenda Mackie  
Deirdre MacLeod

Helen Mair  
Anne Newton  
Lillias Manson  
Helen McCartney  
Joan McConnachie  
Mary McCraw  
Francis McGuire  
Jean McGuire  
David McGuinness  
Neil McKinley  
Lesley McGregor  
Lynn McIntosh  
June McMillan  
Alison Mirtle  
David Mirtle  
Sandy Munro  
Gillian Newlands  
Margaret O'Donnell  
Lesley Paxton  
Christina Pearson  
Matt Purdie  
Carrie Ramsay  
Kirsten Rance  
Catriona Reading  
Anne Reilly  
Clare Riley  
Elaine Robinson  
Hilary Robinson

Jimmy Ryan  
Alison Scott  
Mary Smyth  
Diane Spence  
Agnes Spink  
Bob Sutherland  
Linda Tait  
Jan Wemyss  
Liz Wright  
Francine Wynne

## Student volunteers

Nadia Dyer  
Wang Pok Lo  
Jamie McKenzie  
Elvie McLeod  
Abbie Morrison  
Laura Woodley  
Carrie Wylie

## Student placements

Sarah (Eddie) Brownless  
Lucy Kennie  
Bronwyn Wilkinson





## Contact us

Tel 0131 331 5570  
 Email [mail@qccc.org.uk](mailto:mail@qccc.org.uk)  
 Website [www.qccc.org.uk](http://www.qccc.org.uk)  
 Write The Haven, 25B Burgess Road,  
 South Queensferry, EH30 9JA



## Follow us on social media

Facebook @WelcomeQCCC  
 Twitter @QueensferryCare  
 Instagram @queensferrycare



## Support us

Volunteer Email [lorna.russell@qccc.org.uk](mailto:lorna.russell@qccc.org.uk)  
 Fundraise Email [fundraising@qccc.org.uk](mailto:fundraising@qccc.org.uk)  
 Legacy Email [fundraising@qccc.org.uk](mailto:fundraising@qccc.org.uk)

We have a number of ways you can fundraise for us...



[edinburghcommunitylottery.co.uk/support/queensferry-churches-care-in-the-community](http://edinburghcommunitylottery.co.uk/support/queensferry-churches-care-in-the-community)



[easyfundraising.org.uk/causes/queensferrycare/](http://easyfundraising.org.uk/causes/queensferrycare/)

**JustGiving™**

[justgiving.com/queensferrycare](http://justgiving.com/queensferrycare)

# We Care



Queensferry Churches' Care in the Community  
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