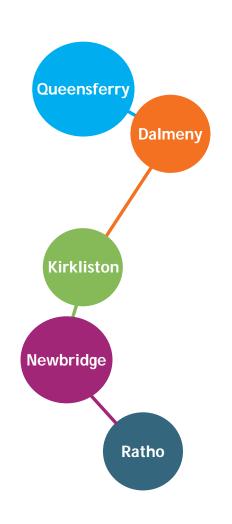




Reducing isolation and bringing people together across rural NW Edinburgh





We supported 400 older people and their carers, and those living with life limiting illness, in South Queensferry, Ratho, Ratho Station, Dalmeny, Newbridge and Kirkliston to remain active, supported and connected in their community.

Lynn enjoys attending our day centre on a weekly basis.

"I enjoy the company and the games are fun and appeal to my competitive nature"





Structured support With Day Opportunities

Day Opportunities is registered with the Care Inspectorate. We operate Monday-Friday at our centre in South Queensferry, The Haven. We can also offer individualised support in people's homes, or within the community. Day opportunities provide people with the opportunity to meet with their peers, to enjoy activities, and it also provides a break for carers and family members.



256 sessions held

64 people supported

22 volunteers



Jim and his daughter Susan's story

Jim has been coming to day care since February 2023. Jim said: I moved to South Queensferry in 1966. I worked for VAT 69 as a driver for 20 years. I then worked as a chauffeur for Crabbies, before working as undercover security. I've a lot of stories including one where I reported to Customs and Excise suspicious activity, and they discovered a large haul of cannabis. The company were so pleased that they gave me a significant pay rise for my final year of work.

I'm not sure what brought me to Queensferry care. "It's not what I thought it would be, and I'd recommend it to everybody. It's my connection to the outside world. Even on days I don't feel like going I'm glad that I do."

Jim's daughter Susan said...Dad had to stop the ramblers and going to the gym 3 x per week because he was just not as fit as he used to be. This was a huge change and made a big difference to my dad. I then started looking for other things he could attend, like a men's shed or something along those lines.

Then I remembered Queensferry Care and wondered if they had a list of activities for older people. I contacted The Haven and spoke with Lorna, who offered to meet with dad. She suggested day care and the local lunch club but did suggest going to his GP just to see if they agreed.

Dad said to Lorna - I'm not ready for a day centre yet.

Lorna also suggested a befriender, and Jimmy has been visiting dad for the last two years.

Jim said about his befriender - We talk about everything, how I'm doing, what I've been doing. I look forward to Jimmy's visits.

Jim said about day care - it makes it easier to meet other people, and it gives you exercises. I manage them all, but I think they are a bit easier some weeks. I'd recommend it to everybody. I remember my first day which was comical. Sheila, one of the helpers, and my wife did the school savings together. It was lovely meeting someone I knew. It got us talking. A neighbour of mine also moved to live across from The Haven, so I see him occasionally too.

Susan said - my dad was failing a bit, so going to The Haven on a Tuesday makes a big difference. This is also my day off when I know he's ok and being looked after.



Our **Lunch Clubs** are an opportunity for older people to meet and enjoy lunch in the company of others, reducing social isolation and improving mental wellbeing. Ratho Lunch Club meets on the 1st and 3rd Thursday of each month, in Ratho Community Centre, from 12noon. Kirkliston Lunch Club meets on the 2nd and 4th Thursday of each month, in Kirkliston Community Centre from 12noon.

Mary Lunch Club attendee

Kirkliston Lunch Club is something to look forward to towards the end of the week. The venue is very convenient, I live not too far from the Community Centre, the lunches are excellent value for money and it's mentally good meeting up with other folk, folk you might not meet at other groups or when out for a walk. The helpers are very good too. I found out about the lunch club through my church. I find everything very, very good and enjoy attending.

Francine Lunch club volunteer

I live in Kirkliston and a friend, who has volunteered for Queensferry Care for years, recommended I apply. I love meeting and chatting with all the people that come. I like mingling and spending time with the people, getting to know their stories. I love seeing everyone chatting and enjoying each other's company. I feel part of a team who all muck in and do what's needed. It's lovely being a volunteer with the lunch club. I get so much out of this role.

Norman Lunch Club attendee

Queensferry Care has had the pleasure of supporting Norman for the past two decades. Initially through our housing support service, and then moving to day care. Norman is also a regular at our **Ratho Lunch Club**, after building up an appetite at the exercise class.

Norman says: I want to be able to keep walking to QCCC lunch club. I also attend the fitness class at the local community centre, which is right before the lunch club.

A few of us go to the fitness class before the lunch club.

I like the people, and I like the lunch. I like listening to the chat. I like to attend and try to attend every time it is on.

"It is nice having something I can walk to. It helps keep me active"



48 lunch sessions held

28 people attended*

*Average 28 with 18 in Kirkliston and 10 in Ratho

8 volunteers

432 volunteer hours

Frank Lunch Club volunteer

I tell everyone that I was told to join but the real reason was that as Jean supported me in my roles at Ratho Park Golf Club, I felt it was only right I should support her in her role at Queensferry Care. Also, as my family had grown up in Ratho, I felt it was a way to give something back to the community.

I get a lot of satisfaction from seeing the enjoyment the people attending get out of meeting up together, which is evident for the constant chatter and joking that goes on during the lunches.

The Lunch Club gives those that attend something to look forward to, a reason to actually meet up and chat with others.

"The lunch club makes the world a little less lonely"



Supper Club

Our **Supper Clubs** provide a supported environment for people to come together to enjoy a meal in company, but also spend time with others who understand their situation.

Two of our Supper Clubs are for people who have a cognitive impairment to attend with their carer or friend. One meets on the 1st and 3rd Thursday of each month, the other on the 2nd and 4th Thursday of each month.



24 sessions held

23 people supported

6 volunteers



Laurie & Norma's story

Supper Club attendees since February 2025

We moved to South Queensferry in 1974, to be nearer to my (Laurie's) work.

Laurie - I was church officer for so long and was aware of Queensferry Care from the very early days, when Rev Carrie, Dr Stuart, Willie Hardie and others were trying to get it started.

Regarding what brought us to the **Supper Club**, we received an invitation from John to attend the Supper Club. We had been on the waiting list for a few months. We knew it went on because of other people I meet at the singing group at the church. Some of them are already going to the Supper Club.

Norma said that Laurie's Alzheimer's Scotland link worker was trying to find things that he could attend locally. We also went to Drumbrae Hub to different talks about what to expect, technical support, and about getting things in place – legally. We really appreciate the support that is in place now. There is a lot more available now, than there used to be.

We look forward to Supper Club. It provides company, a meal and a cup of tea. We can have a conversation where no-one is better than anyone else. It's being with people more or less in the same situation as you. We don't want sympathy, we just want people to understand. It's a bit of support, where we learn about other people too. We're all in the same boat.

"we don't know what's going to happen, or when its going to happen, so we'll just accept all the support we can get."

Laurie said – its been 2-years since my diagnosis, and its just flown in. There are a lot of things available, but a lot are in Edinburgh, so its nice to have something on our doorstep, and meanwhile I am trying to be as independent as I can. **Everybody at Supper Club is so friendly and helpful.**



Continuation of support with Carers Supper Club

Our **Carers Supper Club** is for those whose caring responsibilities have changed due to their loved one moving to residential care or passing away.

The fortnightly Carers Supper Club offers a continuation of support to former carers at the point other care services stepped away.

The club meets on the 2nd and 4th Monday of each month.

14 sessions held*

*Carers Supper Club started in September 2024

11 people supported

2 volunteers



Bill's story

Supper Club attendees since February 2025

My name is Bill Neilson and I go to the Ex Carers Supper Club. I have probably had contact with Queensferry Care in one way or another for close on 20 years. My daughter used to come to the Sunshine Club, a group for adults with a learning disability. This used to be on a Tuesday evening. That's how the Carers Have Your Say group got together, another group I used to attend. My wife attended your day centre, one day a week, and also had Allison, (one of your support workers) visit 1 x week at home. This was the time I was able to go out and do things or catch up with things in the house, without worrying what Frances was up to. My wife ended up in hospital having had a fall and unfortunately passed away in Feb 2024. **We were married for nearly 60 years** and had known each other longer.

I received an email inviting me to The Haven for tea/coffee and cake to see if carers whose caring role had changed would be interested in their own Supper Club. There were about 6 of us turned up. That's how it started off. I then got an invite to the first Supper Club which was at the Brewers Fayre. I must admit to feeling a bit apprehensive when I was going in not knowing who would be there and if I would know anybody.

It turned out that I did know some of the people and over the weeks the group has

bonded together and there are definitely friendship groups formed. It helps to get me out twice a month to meet with people I know, and people I can speak to. It's been helpful to me, and I look forward to going. It helps people who might not be going out to get out and talk with other people. The staff are great too, making sure we are all ok and nobody is left out, they also plan different things for when we are at The Haven. We had a singer one night, and eventually Carlin (SC Coordinator) persuaded me to get up for a dance, even though we have very different dance styles!

I must admit I would be bitterly disappointed if it ever stopped. And that's not just my feeling, but the whole group. That's what attending the Carer Supper Club means to me.



Companionship with Befriending

Trained volunteers visit or phone older people (generally) every fortnight, offering friendship, a listening ear, chat, and a connection the wider community.



29 people supported

18 volunteers



Liz's story

I have been volunteering with Queensferry Care since 2018. I saw an advert, can't remember where, but I know it was 2018 because the day I was due to visit my befriendee for the first time was the day my hubby died so I couldn't visit that day.

When I first started Lorna recommended **befriending** and had someone in mind. We agreed I would visit every fortnight for 1 hour, but after a while I asked if I could visit every week.

To be honest I could have visited every day. We just got on, we clicked. I got to know all about Margaret, we talked about our dogs, holidays, line dancing, her husband. The first time I visited she was up showing me her line dancing. She used to go away with other line dancing girls and I think had a ball. She was such a great person, with a great personality and we had a lot in common.

Unfortunately COVID meant I could no longer visit Margaret and during this time Margaret went into care, before passing away. Because of the relationship I had with Margaret the family invited me to attend her funeral. This was when numbers allowed to attend funerals was limited.

Margaret is the only person I've befriended. Lorna did ask if I wanted to continue, but I felt that I wouldn't get someone I would connect with as well, so I decided to take a break. In 2023 I saw an advert on Facebook looking for day care volunteers. I phoned Lorna and had a chat. I volunteered on a Thursday at The Haven for about a year and a half. Plus, I did other days when other volunteers were off.

Not long after, I decided that I would like to maybe try Befriending again. I contacted Lorna again, who said there was a **Supper Club volunteering** vacancy and would I like to give this a go. I started once a month, but now I volunteer twice a month on the first and third Thursday of each month. I enjoy this too. There are people who attend that I've known out with Queensferry Care, it's nice to be able to have a chat with them.

I've also helped Lindsey out with her fundraising events. If I wasn't as involved, I might volunteer to help her out more. Things change in life and sometimes you just can't do more. The **community fundraising** helps to raise awareness throughout the community too. It's all been good. To be fair I've enjoyed it all. The staff are great, all the folks are great. It's just a good bunch of people to be involved with.

"I feel that Queensferry Care is a real asset to the community. It really is a fantastic resource, helping a wide range of people to socialise"



Keeping active with our Garden Tidy Service

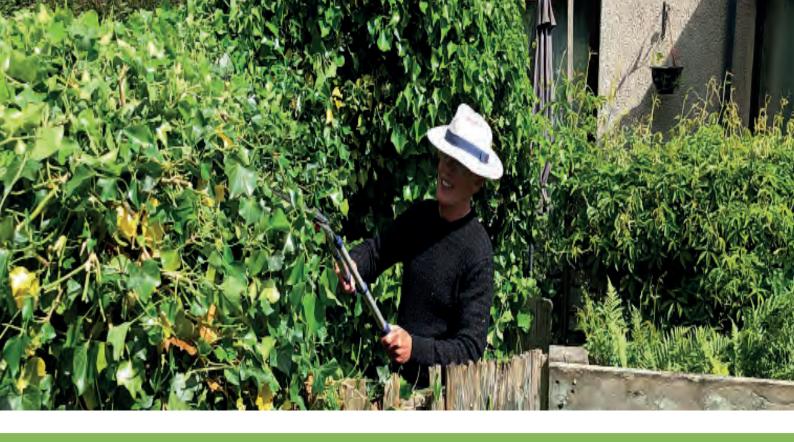
Our **Garden Tidy Service** helps older people to maintain their outdoor spaces. Anyone accessing this service is encouraged to either supervise the work or work alongside our volunteers, if able. This helps to improve physical activity and mental health and wellbeing. They say gardening is one of the best activities for your health!

FionaGarden Tidy Volunteer

I fell in love with and moved to South Queensferry in 2010. I was aware of the idea of community gardens and their benefits and hoped that a similar initiative would be available in my new community. In 2018, I joined the garden tidy service as a volunteer. The people that we help are delightful and so appreciate the service.

I have been part of a volunteer team who have cut back & cleared space, filling 20 garden sacks to allow people to enjoy sitting in their garden space. We've given a little attention to someone's pride & joy, admiring their vision & sharing our knowledge of plants. I enjoyed being involved with the new patio & garden at The Haven, planting the raised beds & being aware of the pleasure people get from sitting out in this lovely space. I am also a pilot for the Trishaw & it is so nice to come into The Haven to be recognised & welcomed as part of a team that delivers in the community.





"Since 2018 I have worked on a considerable number of gardens and all have left me with a warm, fuzzy feeling" Fiona, Garden Tidy Volunteer



12 gardens tidied

8 gardening volunteers

























Connecting communities with our Volunteer Hub

Our **Volunteer Hub works** to support other volunteer led services, for example, promoting and supporting the many local activities, organising and coordinating training and raising awareness of volunteer opportunities, to the benefit of all older people living in the community.





Volunteering

We offer a range of **Volunteer Opportunities**, from helping in our day centre, to gardening, driving, and fundraising. High School students can gain valuable work experience, achieve Duke of Edinburgh award hours and have their volunteering recognised through the Saltire Awards.

We are very grateful to our amazing volunteers who provided a phenomenal 3794 volunteer hours of support!

Sally Anderson Beryl Bailey Margaret Bargh Sheila Boyes Maria Brown **Eddie Brownless** Chris Chandler Fiona Chandler Sarah Clarkson Lise Coles **Eugene Connolly** Kelsey Conway Ann Denholm David Denholm Jackie Derrick Pauline Doyle Margaret Erskine Claire Ferral Leah Faherty Katie Ferguson Kevin Ferguson

Anne Forsyth Moira Gaynor Jude Hobson Jim Hume Pat Jones Ed Kelly Liz King Jill Laird Brenda Mackie Deirdre MacLeod Anne Newton Jean Macdonald Lillias Manson Helen McCartney Joan McConnachie Francis McGuire Jean McGuire **David McGuinness** Katrina McIntosh Neil McKinley Lynn McIntosh

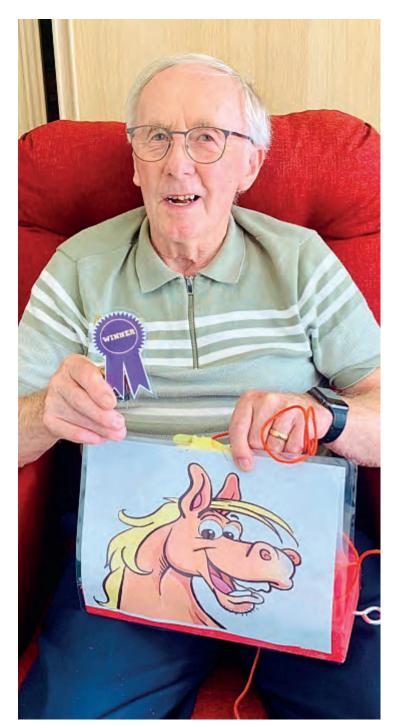
Sarah Meredith Alison Mirtle Graham Napier Margaret O'Donnell Lesley Paxton Christina Pearson Joanne Peat Allan Porter Matt Purdie Catriona Reading Anne Reilly Elaine Robinson Hilary Robinson Jimmy Ryan Alison Scott Diane Spence Agnes Spink Steve Thomason Susan Weerts Jan Wemyss Liz Wright

Francine Wynne Helen Yeoman

Students

Jessica Alton Jamie Carvel Niamh Jack Karly Hutton Abbie Morrison Lewis Morrison Siya Ramsohok Lucy Richmond Cian Sharp Grace Simm



























Fundraising & Events

We were delighted to receive donations of £200 from Dalmeny and Queensferry Parish Church, £157.08 from Girls of Queensferry Girls' Brigade, £200 from Queensferry Guild and £417 from Queensferry Primary School.

Lindsey joined the team as Community Fundraising Officer and began hosting Table Top Sales, Quiz Nights, Bag packs, Christmas Fayres and launched a monthly Community Cafe and Market at The Haven.

Gillian, April, Aileen and Lindsey took on a massive fundraising initiative in December 2025, raising a whopping £1300.

Charity Golf event raised £2480

In partnership with Rotary South Queensferry we held our annual **Golf Tournament** in May. Ten teams took part and the event was sponsored by Barclays Funeral Directors, Dakota Hotel Edinburgh, Hawes Garage, Mackie and Brechin Ltd, Orocco Pier, Whyte Sharp Independent, Forth Physio, Dalmeny Cars, Nippers Nursery, Queensferry Podiatry and Rotary South Queensferry. We are grateful to Works Bootcamp, our colleague Susan, and Dundas Castle for the raffle prizes.

Patio Grand Opening

The Terrace Garden, created with support from The Buist Family, Barclays Funeral Directors, Rotary Club of South Queensferry and SQMP reception team had it's grand opening. The sun shone and we all had a wonderful day celebrating this lovely outside space.

Burns Supper

Rotary South Queensferry made a generous donation of £235.49 from their Burns Supper. Holy Willie in the pulpit entertained quests.

30th Anniversary Gift

We were delighted when Stuart Donald from Lodge Kirkliston Maitland No 482 made a cheque presentation of £200 in celebration of our 30th anniversary year.













Message from our Honorary President, Lady Lydia Stewart-Clark

It is always a privilege to serve as Honorary President of Queensferry Care and to see, first-hand, the difference our work makes. Throughout this report you've read about older people and carers whose lives have been touched by the kindness, skill, and resilience of our wonderful staff and volunteers. I am deeply grateful to everyone who has stood beside us during a year of considerable funding challenges, from those who give their time, to those who give their resources, and to those who give their encouragement. Your support has kept our services strong and our communities in Queensferry, Ratho, Ratho Station, Dalmeny, Newbridge, and Kirkliston connected and cared for.

Thank you for being part of our story. I hope I can be of continuing help in every direction in the near future as well.



Chairman's Report: A Year of Resilience and Community Spirit

Dear Friends, Supporters, Staff, and Volunteers,

It is with immense pride and a deep sense of gratitude that I present this report for the past financial year. As we reflect on the journey we've shared, one word truly encapsulates our collective spirit: resilience. This year has been a testament to the unwavering dedication of everyone involved with Queensferry Care and the profound impact we continue to have on the lives of older people in our community.

A Year of Meaningful Connections and Vital Support

Despite the evolving landscape, our core mission has never been more vital, nor our commitment stronger. We continued to provide essential services that combat loneliness, to our supper clubs ensuring support and social activities for carers, and our home support that helps maintain independence - every service delivered has been a beacon of hope and a lifeline for those we serve.

The smiles on the faces of our beneficiaries, the heartfelt thanks from their families, and the countless stories of positive change are the true measures of our success. Our incredible team of staff and our invaluable volunteers have gone above and beyond, demonstrating compassion, innovation, and an unshakeable belief in our cause. Their tireless efforts are the very heart of our community and operations and I extend my sincerest thanks for their extraordinary commitment.

Navigating Challenges with Strength and Strategic Vision

We would be remiss not to acknowledge the significant financial headwinds we faced this year, including considerable funding cuts that present unforeseen challenges. However, instead of deterring us, these circumstances galvanised our resolve. We responded with agility and strategic foresight, meticulously reviewing our operations to ensure maximum efficiency without compromising the quality or reach of our services.

To ensure the continuity of our vital work and to bridge the gap created by reduced funding, we will no doubt need to draw upon our reserves in the short to medium term whilst we try to address these gaps. This will not be a decision taken lightly, but a carefully considered investment in the future of our community and in the continued well-being of those who rely on us. It will allow us to maintain our essential services, ensuring that no one is left without the support they need during a challenging period. It is a testament to our prudent financial planning in previous years that we had these reserves to call upon, allowing us in the immediate term to absorb these shocks and continue our mission seamlessly.

Looking Ahead: Building a Sustainable Future Together

As we move forward our focus remains firmly on sustainability and growth. We are actively exploring new funding avenues, forging new community partnerships, and developing creative fundraising initiatives to diversify our income streams. We are confident that with continued community support, we can not only replenish our reserves but also expand our reach to serve even more older people in need.

The spirit of community care is alive and thrives at Queensferry Care and we are more determined than ever to adapt, innovate, and continue to be a pillar of support for older people, empowering them to live fulfilling and dignified lives.

Thank you to every single person who has contributed to our journey this past year - our dedicated staff, our selfless volunteers, our generous donors, our supportive partners, and most importantly, the older people who inspire us every single day.

"Together, we are making a profound difference."

Andrew Burton
Chair to the Board of Directors

Managers' Report

For this year's annual report, we have taken the opportunity to share people's experience of each of our services, and we hope you like the new format.

Accessing the service through Self Directed Support and Self Funded places

No year is without its challenges for the third sector. During 2024/25 we entered negotiations with Edinburgh Health and Social Care Partnership to tender for our day service. During negotiations we were informed of a 10% reduction to the value of our contract from July 2024, with another 10% reduction in April 2025. We are now funded to provide 51 day opportunities places, a reduction of 9 places. This means we have 9 places that we can offer people who have been assessed and awarded self-directed support or people that are willing to self-fund. We are happy to report that this opportunity has been well received with current service users and has gained traction since it's introduction in October 2024. This opportunity has also attracted people who do not have access to a funded place.

We have also noticed that there are fewer referrals coming through from Edinburgh Health and Social Care, possibly due to their own financial pressures. To balance this, we are trying to attract more people who are willing to self-fund or offer help to people to apply for self-directed support or manage the referral process.

Overcoming challenges

In November 2024, we were shocked and saddened to learn that Edinburgh Integrated Joint Board (EIJB) were pulling the funding to 64 voluntary sector organisations, with effect from 1 February 2025. This was unexpected, given we have received funding for the past 13 years to support our highly valued couples Supper Clubs and Volunteer Hub.

Queensferry Care joined forces with Edinburgh Community Health Forum members to challenge this decision. Several representatives provided depositions at a EIJB meeting. It was evident that the EIJB committee members had no idea of the added value, nor the scope that their funding provided to people in Edinburgh.

Following the meeting, it was agreed to continue funding the 64 affected organisations until the end of the financial year. A further 3-months funding was awarded to allow all affected organisations to try to source alternative funding. Our EIJB funding will end on the 1st July 2025. We are concentrating on trying to replace this funding.

Our challenges remain consistent, but we are fortunate that our dedicated staff team go above and beyond to provide a quality service, valued by so many. Every day we see the difference it makes to the people who attend or benefit from our services.

Humbled and grateful

Also, during 2024/25, we were humbled and grateful to receive legacies from two local people's estate. Neither had received a service from us and we can only assume that they were aware of Queensferry Care's reputation and value to the community.

We continue to be governed by a dedicated Board of Directors. Their commitment to steer Queensferry Care through these choppy waters is evident. We have some innovative ideas, which we hope to share in our next annual report.

"It is important to note that whilst there have been challenges in this last year, we are reminded daily why we are here. We hope that you enjoy reading the stories in this annual report and can appreciate why Queensferry Care has an impact on so many."

Gillian Smith and Liz McIntoshJoint Registered Manager

Financial Report

The Finance Committee is pleased to report a surplus of £35,534 for the financial year ending 31st March 2025. This surplus is attributable to an unexpected legacy of £40,933 received during the period. Excluding this legacy, the underlying financial outcome reflects a deficit of £5,333, underscoring the ongoing imbalance between income and expenditure.

The Fundraising Team led by lain Macdonald have once again done a fantastic job in bringing in additional funds through grant applications and fundraising events. We are also thankful to the local community for their continued support and charitable donations.

Queensferry Care remains committed to offering clients a choice between centre-based services and Day Opportunities delivered within their homes or the community. The uptake of Outreach Services is continuously monitored to ensure that staffing levels are aligned with client demand.

As a proud member of Living Wage Scotland, the organisation ensures all staff receive the real living wage income. The Committee remains mindful of financial constraints but has committed to reviewing and, where feasible, increasing salaries above the base level in accordance with affordability.

While Edinburgh Council has awarded Queensferry Care a five-year contract, the associated grant value and client coverage are subject to annual review. Given the inherent uncertainty, provision for potential redundancy costs has prudently been maintained within the accounts.

Looking ahead, the organisation anticipates a continued reduction in grant funding with a transition toward the Self-Directed Support (SDS) model. This evolution will necessitate proactive marketing of our services directly to potential clients, who will utilise SDS funding to engage with Queensferry Care.

Although we are committed to promoting our services under the SDS framework, there are concerns that some prospective clients may face challenges in navigating access to appropriate care. The Council's strategy for ensuring individuals in receipt of SDS funding obtain adequate support remains unclear.

In addition to core services, Queensferry Care provides supplementary initiatives such as supper clubs for carers and clients, and community volunteer opportunities including befriending. These programmes have historically been supported by the Edinburgh Integration Joint Board (EIJB); however, this funding will cease on 1st July 2025 due to budget reductions. The organisation intends to sustain these services in the forthcoming financial year, relying on increased fundraising efforts and, where necessary, drawing upon financial reserves. Nonetheless, the long-term sustainability of these initiatives remains uncertain.

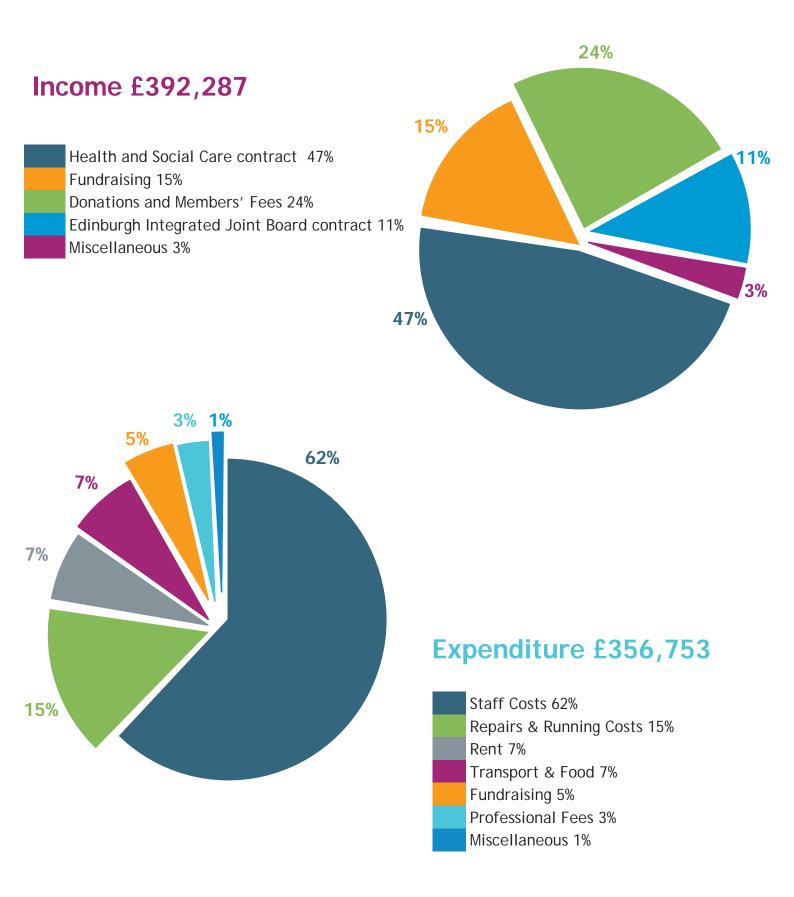
The disparity between public sector funding - whether through block grants or SDS - and the actual cost of delivering day care services continues to widen. Queensferry Care is actively exploring long-term, strategic solutions to address this structural funding gap.

We are fortunate to benefit from a robust Finance Team, with day-to-day operations efficiently managed by Finance Officer Stephen Harris and strategic oversight provided by myself, Ian Laing, alongside Iain Macdonald and Katie Ferguson. Together, we remain focused on fulfulling our objectives and maintaining the financial health of the organisation.

"On behalf of the Committee, sincere thanks are extended to everyone who has supported Queensferry Care over the past year."

Harun Rashid Finance Director

Financial Summary 2024/2025





Contact us

Tel 0131 331 5570 Email mail@qccc.org.uk Website www.qccc.org.uk

Write The Haven, 25B Burgess Road, South Queensferry, EH30 9JA



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Support us

Volunteer Email <u>lorna.russell@qccc.org.uk</u>
Fundraise Email <u>fundraising@qccc.org.uk</u>
Legacy Email <u>fundraising@qccc.org.uk</u>



<u>edinburghcommunitylottery.co.uk/support/queensferry-churches-care-in-the-community</u>



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