

QUEENSFERRY CARE ANNUAL REPORT 2025/26

Caring *in the* Community



Reducing isolation and bringing people
together across rural NW Edinburgh

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



For 33 years Queensferry Care have been helping older people, their carers, and those facing life-limiting illness and social isolation stay connected to the people and places that matter most.

Across South Queensferry, Dalmeny, Kirkliston, Newbridge, Ratho and Ratho Station, we provided friendship, practical support and opportunities to remain active, independent and involved in community life.

Whether sharing lunch with friends, attending Supper Club, receiving a befriending visit, joining Day Opportunities or volunteering to support others, our services helped people build connections, maintain confidence and enjoy life.

**In 2025/26 we supported
400 older people and
their carers to stay
active, valued and
well later
in life.**

"It's the highlight of my week"

*We celebrated
Ruby's 90th*



More than Day Care

Queensferry Care is probably best known for its **Day Opportunities** service, but ask anyone who attends and they'll tell you they aren't going to day care - they're going to their club.

For many of the older people we support, Day Opportunities provides friendship, routine and a sense of belonging. It's a place where familiar faces become friends, where birthdays are celebrated, achievements are shared, and everyone is welcomed as part of the group.

The day begins with a light breakfast and time to catch up over a cup of tea. A fun exercise session follows, helping people stay active, maintain mobility and build confidence. After a freshly prepared two-course lunch, the afternoon offers opportunities to chat, pursue personal interests and take part in a wide range of activities.

No two days are the same. From bowling, shuffleboard and target games, to balloon tennis and creative activities, there is always something to enjoy. Laughter and conversation are never in short supply.

For some people, Day Opportunities is the highlight of their week. For others, it provides valuable support for family carers and reassurance that their loved one is spending time in a safe, welcoming environment.

The impact of these connections is best described by the people who experience them. Bill, who joined Day Opportunities in 2025, explains what attending means to him.



256 sessions held



57 people supported



23 volunteers



2399 volunteer hours



**“It’s made an
‘awfy’ difference”**



Day Opportunities is registered with the Care Inspectorate. We operate Mon - Fri at our centre in South Queensferry, The Haven. We also offer individualised support in people's homes, or within the community.



Bill's story

Bill has been coming to **Day Care** since June 2025. He said he has known about Queensferry Care for a long time. He used to watch his neighbour's wife get on the bus when she came along. Bill also said his wife was a volunteer with Queensferry Care when she retired, although he can't remember how long she did this for. He reckoned it was back in the early 1990s.

What brought you to Queensferry Care?

Bill said: Last year, when I became housebound, I needed something. My granddaughter contacted Queensferry Care, then Aileen came out to see me, and I was happy to come.

It has made an 'awfy difference'. It is something to look forward to. You have no idea how impactful this day out is to me.

I have met so many lovely people, including the volunteers and staff. We have a lot of banter, which is quite funny at times. I also enjoy the exercises and games. I really, really enjoy the time that I'm here. I enjoy the company.

"It's the highlight of my week and has given me a new lease of life"

When I get home I look forward to next week. It is so important that I have something to look forward to. We are all very different characters, who have lived different lives, and I have learnt a lot about people.

We talk a lot about the places people have travelled to. There are also two other gentlemen who were ex-Air Force too, so we have things in common, and have had a good chat about this. My granddaughter texts me to see if I am going on Thursday, then she texts to find out what I have done."

Bill then reflected on his life and career:

I was in the Air Force for 24 years, three years of that as a reserve. I did my National Service 1951-53; I also got married during this period of time.

In 1960, I decided I wanted to go back and was an RAF Policeman (Counterintelligence) until 1979. I travelled all over: England, Germany, Aden in the Middle East, Malta, Cyprus and Hong Kong. I'd go back to live in Malta.

I left the Air Force on a Thursday and started working at Bell's in Broxburn on the Friday, and I was there for 17 years.

My wife and I settled in South Queensferry when I was first discharged. We then moved to Linlithgow, and finally to Kirkliston. I'd live it all over again.

Sometimes the smallest things make the biggest difference

A warm bowl of soup, a familiar face and a friendly conversation can be found at **Lunch Club**.

Our **Lunch Clubs** offer older people far more than a meal. They provide friendship and connection. Each week, folks come together to share stories, celebrate birthdays, and catch up with friends old and new.

These fortnightly gatherings help tackle loneliness, build confidence and create a supportive community where everyone is welcome. For volunteers, they offer an opportunity to make a genuine difference and form meaningful relationships with those they support.

Whether attending as a guest or volunteering behind the scenes, Lunch Club brings people together and reminds us all of the importance of community.



Ratho Lunch Club meets on the 1st and 3rd Thursday of each month, in Ratho Community Centre, from 12 noon. **Kirkliston Lunch Club** meets on the 2nd and 4th Thursday of each month, in Kirkliston Community Centre, from 12 noon.



46 sessions held



39 people supported



8 volunteers



384 volunteer hours



Cliff, Liz & Ann's story

How long have you attended?

Cliff: Oh I've been coming since about 2018/19 (apart from Covid times of course).

Liz: Since it relaunched after Covid, about 3 years (August 31st 2023).

What inspired you to come?

Cliff: A good friend who used to attend an art class at the centre would then stay to have his lunch told me "you should come for lunch" and I did. It saves me cooking!

Liz: Company and people I knew were coming. I also made sure people who live in the sheltered housing complex knew about it and I help and support them to attend.

What difference does it make to you?

Cliff: Meeting other people, I would like to see more men coming along (*that's why Cliff volunteered to get his photo taken and have his answers in our report*). It's good company and chat and it's better than sitting in the house.

Liz: You meet different people, some you know already and some who you hadn't met before, but you get to know them through attending. The lunch club team are really helpful and always ask about people if they have missed a lunch. It's good as it helps keep you active and connected.

How long have you volunteered

Ann: Nearly 10 years, as I was initially 'persuaded' by a former chair of Queensferry Care to join the fundraising committee. So I started helping and volunteered with fundraising events, then volunteered at Ratho lunch club before Covid. Then, volunteered at Kirkliston lunch club when it was relaunched in 2023.

What difference does volunteering make to you?

Ann: Making new connections, it gets you out and about and seeing the people enjoy themselves...makes the difference. (*Ann is a volunteer in many other activities in the community and is well known for her baking skills, but is very modest!!*).



When dementia touches a family, it changes life for everyone

Our **Supper Clubs** offer far more than a meal out. They create moments of friendship, understanding and connection for people living with dementia and the family members who care for them.

In a warm and welcoming environment, guests enjoy good company, share experiences and spend time together without judgement or pressure. For many carers, these evenings provide valuable respite, emotional support and the reassurance that they are not alone.

Over the past year, our two Supper Clubs have continued to bring people together, helping families maintain relationships, reduce isolation and create new memories.

On the following page, Stephanie shares how the support she and her mum Elizabeth receive through Queensferry Care has helped them navigate the challenges of dementia while continuing to enjoy life together.



46 sessions held



24 people supported



4 volunteers



336 volunteer hours



We have two **Supper Clubs**. One meets on the 1st and 3rd Thursday of each month, the other on the 2nd and 4th Thursday of each month. Meals are enjoyed either at a local restaurant or at The Haven.



Stephanie and Elizabeth

When someone needs care, the whole family is affected. Queensferry Care supports not only older people, but also the family members and carers who are there every day. For Stephanie, services like **Day Opportunities** and **Supper Club** have provided practical support, companionship and a lifeline during a challenging time.

My mum started in Day Care first. This was a Friday in July 2024, and it was to give my dad a break. However, not long after she started in Day Care, my dad took unwell and was admitted to hospital. He then passed away.

I had to move in to live with my mum because she is unable to live on her own. I would rather have it this way though.

After I moved in with mum, the Day Care team suggested that Mum and I attend the Supper Club. I initially didn't know if I was going to be able to do this twice a month. How was I going to be able to get my mum out of the house, especially in the dark evenings?

I guess she doesn't get a choice, because I get her hat and coat on and say we're going to Supper club.

I don't think we have missed one Supper Club since starting, which was almost two years ago. This shows how important it is to me. It makes a

nice change to get out of the house to head to Supper Club, instead of just going for a walk and back to the house.

Since moving in to live with my mum, my life has changed significantly. I've gone from visiting a few times a week, to becoming a full-time carer.

Supper Club is my only chance to get out of the house at night to meet with others, and sometimes my only social event of the week. Getting out with mum is important to me, and we thoroughly enjoy the conversation. It's an evening where Mum gets support to eat, if necessary, which means I can enjoy my meal in peace.

I've had to ask for more support over the months because I still work, and it is difficult to manage working full-time and caring for my mum.

Mum now attends The Haven three days per week, Supper Club twice a month, and my aunt helps on the days I have no other support.

I know mum wouldn't go to The Haven if she didn't enjoy it. Gillian agreed, saying that Elizabeth says, *"this is a nice place"*.

It's important because I get peace and quiet to work when Mum is out of the house.

"I couldn't do this without the support we get from Queensferry Care and my Aunt"

Support doesn't end when caring does

When someone has spent months or years caring for a loved one, that role often becomes part of their identity. When caring ends, whether through residential care or bereavement, it can leave people feeling isolated, uncertain and suddenly without the support networks they once relied upon.

Our **Carers Supper Club** provides a welcoming place where former carers can share experiences with people who understand, rebuild friendships and begin the next chapter of their lives together.

Over a meal and good conversation, members continue to receive the peer support, connection and sense of belonging that remains just as important after caring responsibilities have ended.

Did you know?

Many former carers experience loneliness and loss after their caring role ends. Staying connected with others who understand can make a real difference to wellbeing.



24 sessions held



12 people supported



2 volunteers



84 volunteer hours



Carers Supper Club meets on the 2nd and 4th Monday of each month.



Jean's story

Jean has been involved with Queensferry Care since 2016. **Jean said:** Ian, my husband came to day care twice a week. This allowed me to do things knowing that he was being well looked after, and he enjoyed coming to The Haven.

Ian and I also started coming along to the couples Supper Club in 2016. It was great to meet others who were in a similar situation. If we weren't at The Haven, we used to get the bus to various different restaurants. This gave me an opportunity to meet other carers, and we did and have developed good friendships. I still meet several people at other groups, like Northwest Carers singing group.

I also appreciated the informative talks we had at The Haven which helped me understand dementia much better.

During Covid the Supper Club stayed connected via zoom, and when the restaurants were able to open again, we used to get a fish supper delivered, or an afternoon tea in a bag. Covid was a peculiar time - which changed lives. Ian ended up in hospital and passed away on New Years Eve 2020. I was able to keep coming to the couples Supper Club for a while, but eventually I had to move on. I did think a group just for carers would be great and I said as much. Now we have one!

"I have been coming to the Carer Supper Club since it started in September 2024. It makes a difference being able to see the same people on a regular basis, some people who also knew Ian. We have that connection, although we may not talk about our loved ones, we understand the pressures caring for someone who has a diagnosis of dementia can bring"

The girls who run the Carer Supper Club are lovely, kind, and caring. They remember birthdays and make each night special for everyone.

I have also been an active participant in Queensferry Care's Golf event over the years. I now raise funds by baking cakes and getting my golf companions to contribute to Queensferry Care. I also knit squares (dish cloths) which I've sold or given to The Haven to sell.

The Haven is so important to me. When I walk through the door, I always get a 'hello' from a friendly face, even if it is someone I've not met before. I want to emphasise what a wonderful organisation Queensferry Care is.

Companionship with Befriending

For many older people, loneliness can have a significant impact on wellbeing and confidence. A regular visit or friendly phone call can make all the difference.

Our trained volunteer befrienders provide much more than conversation. They offer reassurance, companionship and a consistent connection to the outside world, helping people stay independent and feel part of their community.

Whether it's enjoying tea and cake in a local cafe, a stroll through the garden centre or simply chatting at home, these moments build trusted friendships that reduce isolation and brighten someone's week.

Did you know...

Many people receiving befriending support live alone and a regular visit or phone call may be one of the few social interactions they have each week.

“Before my befriender came along I could go days without speaking to anyone. Now I have someone who genuinely cares how I'm doing.”



720 sessions held



30 people supported



19 volunteers



606 volunteer hours





Lillias's story

I moved to South Queensferry in 2002, but I was still working at that time. I trained to become a Reiki practitioner in 2009 and, after I retired, I contacted The Haven to see if anyone would be interested.

By doing that I met Lorna, and she asked if I would be interested in becoming a befriender. I started **befriending** in 2018. That's how it all started.

I have had three ladies that I've visited over the years. One of them was during Covid, and this has been my longest befriending relationship. I used to visit on a weekly basis and have a chat in the garden.

I used to go over and above with this person because she was on her own and struggled to do certain things. During Covid, I used to do a bit of shopping for her. Afterwards, I would accompany her to appointments.

The shortest time I visited a lady was just under one year. I remember that, on our last visit, we had a lovely walk on what was a sunny day. When we got back, we sat in her garden for a bit, and she said that she'd had a lovely day. That was our last visit before she passed away.

I am currently visiting another person who is so active and loves to walk. She actually puts me to shame. I found out that we share the same birthday, which is unusual because I've never met anyone with the same birthday as me before. I started visiting this lady in late 2025.

I've had a really good rapport with all the people I've visited.

There has been gaps between each person that I've visited, and I can't remember if it was during one of those gaps that Lorna asked if I would help with Supper Club to cover holidays. I now do the third Thursday of each month, and more if there are holidays to cover. The Supper Club is such a nice crowd.

As a volunteer, I like getting to know people and hearing their stories.

“It's just good forming relationships and being with like-minded people who want to support the community”

To be honest, I think I benefit more than the people who are receiving the service. I like helping people and get a lot out of volunteering. Getting to know people, their stories and backgrounds means so much.

The staff and volunteers at The Haven are such kind and caring individuals.

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!

Our amazing green fingered friends also look after the outside spaces at The Haven, giving our folks a lovely spot to enjoy the sun.



10 gardens tidied



7 volunteers



61 volunteer hours





Sarah's story

I've lived in South Queensferry for 25 years, with my children growing up here. I've always enjoyed the sense of community.

When my children were at school, I volunteered my time to support both the primary and high school in various ways. When they left school, I was looking for a new community volunteering opportunity, but one that would fit in with my working life and the sandwich-generation juggle of supporting both young people and parents.

I saw an advert for Garden Tidy volunteers with Queensferry Care and thought it was just perfect for me. This will be my third summer of volunteering.

I love gardening and I love spending time in nature. I understand the pleasure and respite that a garden can provide, and the pride that comes with years of working on a garden. I also understand how sensitive it can be supporting someone with their garden, especially when they've been keen gardeners themselves.

It's lovely to see clients' delight when their space is restored. There's a wonderful sense of collaboration with them about what they would like us to focus on, ensuring they're involved and happy with the results.

"It's amazing what can be achieved in a short space of time - we discovered a lost patio under the weeds in one garden!"



Before

After



Volunteering

We are very grateful to our amazing **volunteers** who provided a phenomenal **3880** volunteer hours of support, from helping in our day centre, to gardening, driving, and fundraising. High School students were able to gain valuable work experience, achieving Duke of Edinburgh award hours and have their volunteering recognised through the Saltire awards. We celebrated the 10th anniversary of both David and Elaine starting their volunteer journey with us, and Pat was awarded the inspiring Volunteer Award in July at the City Chambers. Our volunteers are phenomenal! Thanks go to:

Sally Anderson
Beryl Bailey
Sheila Boyes
Maria Brown
Eddie Brownless
Chris Chandler
Fiona Chandler
Sarah Clarkson
Lise Coles
Eugene Connolly
Kelsey Conway
Lesley Cronin
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
Anne Newton
Jean Macdonald
Lillias Manson
Helen McCartney
Joan McConnachie
Francis McGuire

Jean McGuire
David McGuinness
Katrina McIntosh
Neil McKinley
Lynn McIntosh
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

Diane Spence
Agnes Spink
Steve Thomason
Susan Weerts
Jan Wemyss
Francine Wynne
Helen Yeoman

Students

Jessica Alton
Amelia Henderson
Yoong-Joon Lee





Helen, Beryl & Pauline

Helen, Beryl and Pauline are the Thursday day care volunteers.

What inspired you to volunteer?

Helen: I got involved because of Sid, my father-in-law, who used to come to The Haven. He used to get such good care, and I always said when I retire that I would give back to The Haven and the community. I didn't think I'd enjoy it just as much as I do. It's lovely to meet all the different characters, the Thursday group is a lively group.

Beryl: When I moved from Langholm to South Queensferry I wanted to volunteer for something. I used to volunteer at Buccleuch House, front of house, helping with meals, etc. and wanted to do something similar. I initially volunteered with RNLI but had only just started when Covid hit. Then when opening up they could only have one volunteer at a time, and I didn't have the experience of the other volunteers. After Covid I thought I'd try again, so came to The Haven and met with Lorna. We spoke about the different volunteering roles, and here I am, volunteering in the kitchen.

Pauline: When I retired I was looking for something so googled volunteering opportunities and Queensferry Care popped up. I did know Queensferry Care existed but didn't know what it was. Initially I thought I would be providing admin support, but when Lorna told me what roles were available, I thought I'd give the day care volunteer role a go.

"I didn't know what I was letting myself in for, but I have never regretted it."

What difference does volunteering make to you?

Helen: Volunteering gives me a purpose. I love hearing all the stories, the people may take the 'mickey' out of me at times, but they make me laugh. It always makes me feel good when I see them laugh too. I think we are lucky to have such lovely people to work with at The Haven, we all support each other. It's the whole meaning of The Haven that means so much to me, at the end of every shift I always leave with a smile, feeling quite proud.

Beryl: I'm lucky that I've got my health, but I see their point of view, I know how people feel/think. As an older person myself I think people don't care and can dismiss you, talk down to you, but here that doesn't happen. We look after each other. People care and that's it, and that boosts you. We're there for you because you're there for us.

Pauline: I feel volunteering gives me a useful purpose. I do it because I want to, not because I have to. The Thursday group are a lively bunch, and I think I have built up a good rapport with the group. I get such a laugh, and they are a noisy bunch, but it is so good. I do miss them if I've missed a week or two.



Fundraising & Events

We were delighted to receive donations from our wonderful community, including: **£100** from Forth Physio, **£300** from the Bank of Lodge St Margaret and **£420** from Joyce Paton and Bruno the dog from the proceeds of a raffle held in their store.

Our Quiz Nights, Bag Packs, Christmas Fayres and Community Cafe and Market were a roaring success. Our December quiz night raised **£330** for Queensferry Care and a great night was had by all!

Chair of the Board Andrew Burton, Community Fundraiser Lindsey Devin and local legend and friend Adam Naylor took on the Loony Dook raising a fantastic **£1,140**.

Thank you for all the support!

Charity Golf event raised £3066

In partnership with Rotary South Queensferry we held our annual **Golf Tournament** in May. Fourteen teams took part. The event was supported by Barclays Funeral Directors, Forth Physio, Queensferry Podiatry, Nippers Nursery, Mackie and Brechin Ltd, Orocco Pier, Rotary South Queensferry, Whyte Sharp Independent, Dalmeny Cares, FATE First Aid Training, Tesco, The Ferry Tap and Dakota Hotel. The winning team captain, Stuart Donald of Lodge Kirkliston Maitland, was presented with the trophy at Dundas Parks Golf Club.

Transformational £250k grant from Bank of Scotland Foundation

We were delighted to be awarded **£50,000 per year for five years** from the Bank of Scotland Foundation.

Support for our Lunch and Supper Clubs

We were delighted to receive **£15,000** from ASFT Fund administered by Foundation Scotland in support of our Supper Clubs and Carers Supper Clubs, **£500** from James T Howat Charitable Trust in support of our Lunch and Supper Clubs, and **£3,000** from Nancie Massey Charitable Trust in support of our Lunch Clubs.

Gillian Smith finalist in SCVO Employee of the Year category

We celebrated our very own Gillian Smith at the SCVO's Scottish Charity Awards, where she was a finalist in the Employee of the Year category.



Socials

We are very grateful for the support we are shown online. Your likes, comments and shares on our posts help us raise awareness of our services, connect with our communities and promote our volunteering opportunities. Our most engaged audience can be found on Facebook and, thanks to you, the impact is phenomenal with our posts being viewed over 800,000 times! Thank you.

The number of times our content has been viewed on Facebook

834.8k



The number of interactions on Facebook

9.4k

New followers on Facebook

140



West Lothian & Edinburgh Division Girls' Brigade presented **£200** cheque to Queensferry Care



Volunteer Pat received the **Inspiring Volunteer Award** at the City Chambers



Sarah Yeoman and her colleagues at Royal Bank of Scotland donated **Easter Eggs** for the folks



Kirkliston Community Council Santa Sleigh Tour raised a whopping **£704.66** for Queensferry Care



Community donated garden equipment to the Garden Tidy Service



David and Elaine celebrated **10 years of volunteering** with Queensferry Care

Board Report

Ian Laing, Acting Chair to the Board

We begin this report by paying tribute to our late Honorary President, Lady Lydia Stewart-Clark, who sadly passed away in 2025. Alongside her husband, Sir Jack Stewart-Clark, Lady Lydia was a longstanding and generous supporter of Queensferry Care. Over many years, they graciously opened their home and grounds to the charity for fundraising and community events. Lady Lydia took a genuine interest in the people we support, as well as our staff, and her kindness, encouragement and commitment to our work will be remembered with great affection. She will be deeply missed.

Throughout the year, we have continued to support older people across our communities through our day opportunities at the centre and at home, befriending, lunch and supper club services, as well as garden tidy service. These services provide not only practical support but also companionship, friendship and opportunities for social connection, helping to reduce isolation and loneliness. The welcoming environment at The Haven, together with the kindness, professionalism and dedication of our staff, continues to be greatly valued by those who use our services and their families.

In October 2025, Queensferry Care underwent an unannounced inspection by the Care Inspectorate. We were delighted with the outcome, with the service being evaluated as Good across key areas, including wellbeing, staff team and care planning. The inspection also recognised the kindness, professionalism and strong relationships that are evident throughout our services, reflecting the commitment of our staff and volunteers.

A significant milestone was reached in April 2026 when Queensferry Care was awarded multi-year funding from the Bank of Scotland. This generous commitment places the charity on a much firmer financial footing and provides greater stability as we continue to develop and deliver essential services for older people in our community. The Board wishes to record its sincere appreciation to Andrew Burton (Chair), Gillian Smith (General Manager) and Lisa Houston (Fundraising and Communications Officer), whose leadership, commitment and hard work were instrumental in securing this important award. We also recognise the contribution of the wider staff team and

everyone who supported the application. This funding is a testament to their dedication and to the confidence that our funders have in the quality and impact of Queensferry Care's work.

During the financial year, the Board said farewell to two long-serving Trustees. Matt Purdie and Dr Alison Macartney both stepped down after many years of dedicated service. Their contribution to the governance and development of the charity has been significant, and we record our sincere thanks and appreciation for all they have done. We were also pleased to welcome Susan Weerts to the Board and look forward to benefiting from her experience and expertise.

Since the financial year end, the Board has also accepted, with deep regret, the resignations of four further Trustees and Directors due to health and personal reasons. Andrew Burton (Chair), John Ferguson (Vice Chair), Iain Macdonald and Lindsey McGill have each made an invaluable contribution to Queensferry Care over many years, and we extend our heartfelt thanks for their commitment and dedicated service. We are delighted to welcome Katie Ferguson and Susan Stewart to the Board and are confident they will further strengthen our governance in the years ahead.

Community engagement and fundraising have once again played a vital role in sustaining our work. Local fundraising events, appeals and the generosity of individuals, business and community groups continue to demonstrate the remarkable strength of support for Queensferry Care and our mission.

The board wishes to record its sincere appreciation to our dedicated staff, committed volunteers, generous funders and the wider community for their continued support. Above all, we thank the people who use our services and their families. Their trust, encouragement and appreciation inspire us every day and remain at the heart of everything we do.

Looking ahead, we are keen to strengthen our governance by recruiting new Trustees. Building on our stronger financial position, we are committed to ensuring Queensferry Care continues to thrive and provide high-quality support for older people for many years to come. If you have the time, skills and commitment to help guide a charity that has proudly served the local community for more than 30 years, we would be delighted to hear from you.

Managers' Report

Gillian Smith and Liz McIntosh,
Joint Registered Manager

The year 2025/26 has been one of both challenge and progress. Like many community organisations, we have continued to work in a changing funding environment while maintaining our commitment to providing high-quality support and opportunities for the people who rely on our services. Throughout the year, our focus has remained on sustaining essential provision, supporting our staff team, and responding positively to the needs of the people and communities we serve.

Funding and Financial Resilience

At the end of the previous reporting period, we faced significant uncertainty following the decision by the EIJB to withdraw funding from 64 voluntary sector organisations from July 2025. This created understandable concern across the sector and highlighted the fragility of funding arrangements for many local organisations. We were therefore encouraged when the City of Edinburgh Council recognised the importance of community-based organisations and introduced a Third Sector Resilience Fund. We successfully applied and received an award through this fund, which helped us meet a range of essential organisational costs and strengthened our ability to remain stable during a difficult period. As the fund could not be used for direct service provision, careful financial planning was required to ensure that core costs were covered while frontline activity could continue. Alongside this, we continued to pursue additional funding opportunities and secured **£270,198** in grant funding during 2025/26. This ongoing effort remains critical to the sustainability and development of our work.

Service Delivery and Demand

A key development during the year was the award of our day opportunities contract by Edinburgh Health and Social Care Partnership at the end of March 2025. While we were pleased to retain the contract, it reflected a reduction of nine places compared with our previous

agreement. This presented both operational and financial challenges and required us to review how we could continue to offer meaningful support within a smaller contracted service. In response, we have actively promoted self-funded places and opportunities through self-directed support. We have been encouraged that 6 people chose to self-fund their attendance at day care in the last year, which is a new area to explore further for us. Although we have not yet attracted anyone using self-directed support, this remains an area we will continue to develop as part of our efforts to widen access and strengthen the long-term sustainability of the service.

Our People

During 2025/26, we experienced a number of changes within our staff team. After seven years of dedicated service, Stephen Harris stepped down from his role as Finance Officer. We are grateful for the care and professionalism he brought to the organisation's financial management over that period. We also said goodbye to Allison Hobbs and Jennifer McKenna, who resigned from their day opportunities support worker posts. We were pleased to successfully recruit to these roles, with Lynne Stewart taking on the Finance Officer position and Diane Miller and Lisa Topping joining the day opportunities support worker team. In addition, we strengthened our small relief pool with the appointment of Bijith Leby Biju and Kirsty Nixon. These changes have helped ensure continuity in service delivery while also bringing fresh energy and experience to the team.

Recognition and Remembrance

During the year our Honorary President, Lady Lydia Stewart-Clark sadly passed away suddenly. Lady Lydia served as our Honorary President for 13 years and was a valued and enthusiastic supporter of the organisation throughout our time with us. She brought generosity, warmth and a genuine willingness to help, and we remain deeply appreciative of the support she gave in so many ways. This included making the Castle available for fundraising events such as Strictly Dundas, where she joined Willie Green on the dance floor for a memorable Foxtrot. Her contribution to the life of the organisation will be remembered with great affection and gratitude.

Looking Ahead

As we look ahead to 2026/27, our priorities remain clear: to maintain financial resilience, strengthen and sustain our services, and continue adapting to a changing environment without losing sight of our core purpose. We know that demand for community-based support remains strong, and we will continue to work with funders, partners, staff and supporters to ensure that our organisation remains responsive, welcoming and effective. While challenges remain, the year has also demonstrated our resilience, the commitment of our team, and the importance of local organisations in supporting people to live well and stay connected in their communities.



The 'pawfect' Ziggy came to visit us at The Haven

Financial Report

Harun Rashid, Finance Director

For the financial year ended 31 March 2026, the accounts show a deficit of £6,879. This reflects the continuing gap between the funding received from Edinburgh Council and the actual cost of delivering our services.

Despite this deficit, our Fundraising Team, led by Iain Macdonald, achieved outstanding success in securing additional income through grant applications and fundraising activities. Special thanks go to Gillian Smith, Lisa Houston, and Andrew Burton, who secured a significant multi-year funding award from the Bank of Scotland. This grant has substantially reduced the funding gap between Edinburgh Council funding and the cost of delivering our services, bringing it back to pre-COVID levels. We are also extremely grateful to our local community for its continued generosity and charitable support.

Services

Queensferry Care continues to offer clients a choice between centre-based services and Day Opportunities delivered in their own homes or within the wider community. Demand for Outreach Services is monitored closely to ensure staffing levels remain aligned with client needs.

Living Wage Scotland Employer

As a Living Wage Scotland employer, Queensferry Care is committed to ensuring all employees receive at least the recommended Living Wage. While the Board remains mindful of ongoing financial pressures, it is also committed to reviewing salaries regularly and, where affordable, increasing pay above the Living Wage to support staff retention and recognise their valuable contribution.

Edinburgh Council

Following the previous year's agreement, Edinburgh Council continues to provide Queensferry Care with a five-year contract, of which four years remain. The associated grant funding and client allocation are reviewed annually. Given the uncertainty surrounding future funding arrangements, a prudent provision for potential redundancy costs has been maintained within the accounts.

Self Directed Support

Queensferry Care continues to promote its services under the Self-directed Support (SDS) framework and offers privately funded places. However, the delivery of SDS services remains dependent on the Council directing eligible service users to appropriate care providers. We remain concerned that the threshold for accessing services has increased significantly, resulting in clients presenting with more complex needs and a higher turnover of service users than has historically been experienced.

Third Sector Resilience Fund

Queensferry Care also continues to provide a range of supplementary initiatives, including supper clubs for carers and clients, together with community volunteering opportunities such as befriending services. As noted in last year's financial review, funding previously provided by the Edinburgh Integration Joint Board (EIJB) came to an end. We are pleased that Edinburgh Council has continued to support these important programmes throughout the Third Sector Resilient Fund (TSRF), with funding currently confirmed until 31 March 2027.

The Future

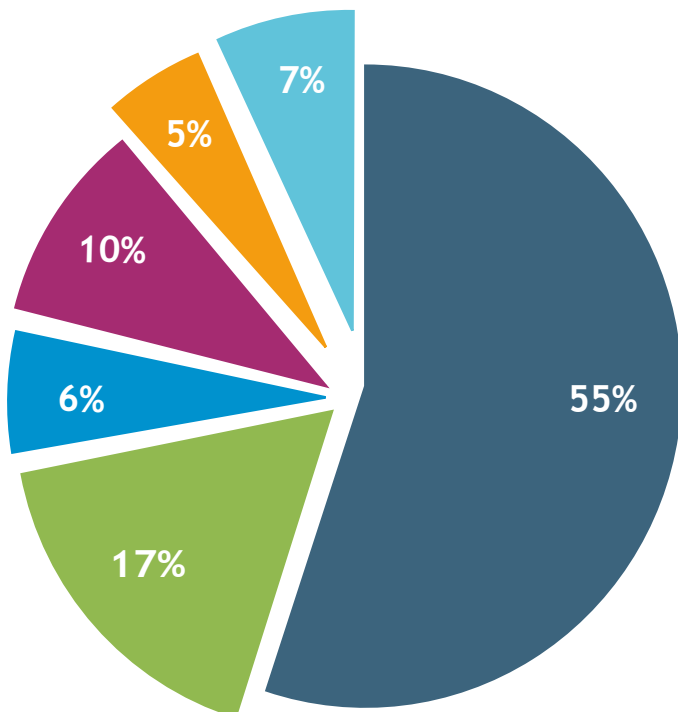
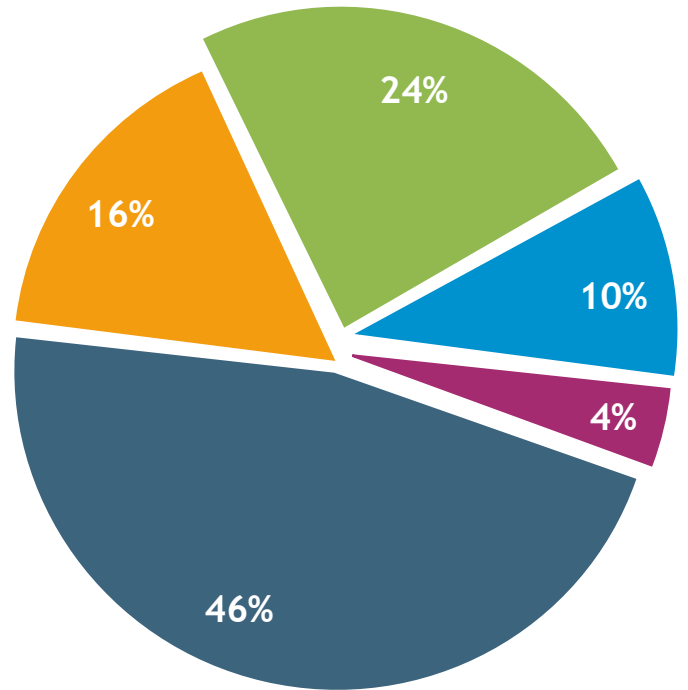
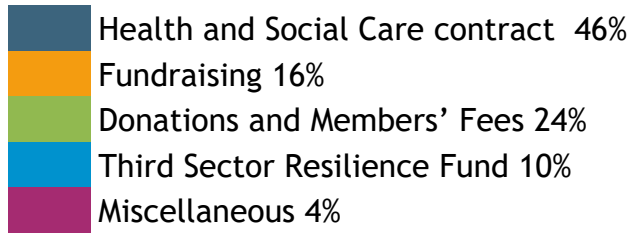
Despite this welcome support, the gap between public sector funding and the true cost of delivering high-quality day care services continues to grow. The multi-year funding award from the Bank of Scotland has significantly strengthened our financial position, and Queensferry Care will continue to pursue long-term, sustainable solutions to address this structural funding challenge.

We are fortunate to have a strong and dedicated Finance Team. Day-to-day financial operations are expertly managed by Finance Officer Lynne Stewart, while strategic financial oversight is provided by myself, Ian Laing, together with Katie Ferguson. We remain committed to achieving the organisation's objectives while ensuring its long-term financial sustainability.

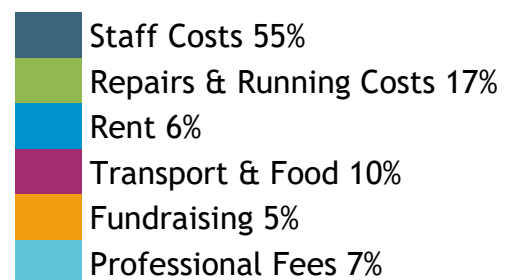
On behalf of the Board, I would like to extend my sincere thanks to our staff, volunteers, funders, supporters, partners, and everyone who has contributed to the success of Queensferry Care over the past year. Your continued commitment and generosity are invaluable and enable us to continue providing essential services to our local community.

Financial Summary 2025/2026

Income £388,584



Expenditure £395,456







Connecting
people
with their
Community





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



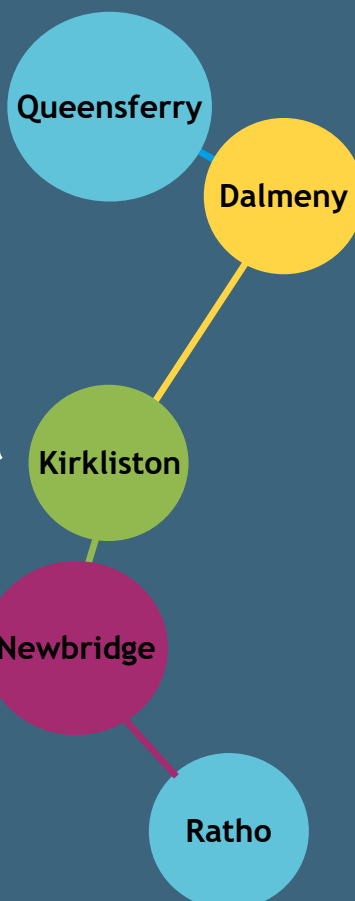
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