

COSGROVE

supporting independent lives

Impact Report 2023/24



An Introduction from Donny Lyons, Co-Chair of Cosgrove Care

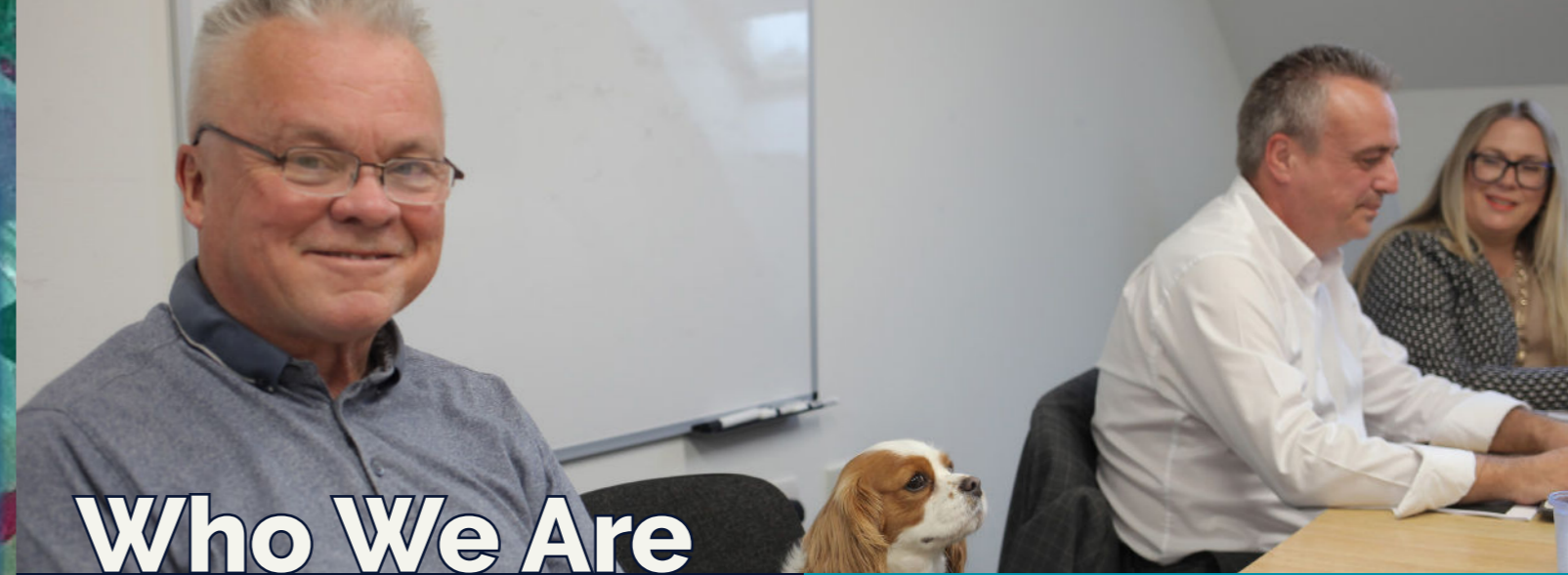
If you have heard me talk at events, you will know the importance I attach to human rights. It's what made me join the Board of Cosgrove Care, and it's what drives me and Cosgrove Care to do more. We believe people with disabilities have the same rights as anyone else in a lot of areas. This year, I want to focus on health and wellbeing.

I find it shocking that people with learning disabilities die on average 20 years younger than the rest of the population. They are also more likely to suffer mental ill-health. So it is very important that we do all we can to counter this. We must all take action to make sure that people we support are mentally and physically as well as possible. We must make sure they have all the information they need to make healthy lifestyle choices, as well as support to maintain and improve their health and wellbeing.

In this year's impact report, we have highlighted how we help people get the most out of life, and stay mentally and physically healthy. Friendship, learning and fun are important for our mental wellbeing. You will see from the individual stories in our report that we do a lot to help in these areas. Fun outings, music, art and drama help people connect with each other, learn new skills, and enjoy themselves. Physical activity such as yoga and Zumba help people stay active, maintain a healthy body weight, and are also good for mental wellbeing. Healthy eating is important for all of us. We help people eat healthily by enjoying food preparation, cooking and eating together. We help people to make informed choices: we don't preach!

The United Nations Convention on the Rights of Persons with Disability (CRPD) says that people with disabilities "have the right to the enjoyment of the highest attainable standard of health". It demands action by services to make sure this happens. This includes actions necessary for improving and maintaining physical and mental health. At Cosgrove, we believe this is an important right. We pay close attention to the rights in CRPD, and we hope that at least some of them will feature in a new Bill of Rights in Scotland, but we're not waiting for that. We will work even harder to do as much as possible to improve the health and wellbeing of people we support here and now.

We could not do this without our fantastic staff, led by Heather Gray and her management team. Their vision and commitment help to make the people we support as physically and mentally well as possible. We also have an army of volunteers that does a lot to support and complement this work. The individual stories in this report are examples of what we do, and my thanks also go to those individuals and their families for allowing us to tell their stories.



Who We Are

Respect

We are respectful of the people we support and each other. We put people first, we look after the people we support and our staff.

Integrity

We hold ourselves to high standards, the way in which we work is as important as the work we do.

Compassion

We care about the people we support and each other. We act with compassion.

Excellence

We pride ourselves on our reputation for delivering high quality services. We are driven to continually improve our service.

Our Guiding Principles

Our mission and values will continue to guide us as we look forward. These are beliefs that underpin everything Cosgrove Care does, and will continue to do so into the future. We believe that vulnerable people deserve the opportunity to live the life they choose, and to thrive as equal citizens. Our focus will build on past success and ensure Cosgrove Care survives and thrives with a strong, sustainable strategy.

Our Mission, Values & Strategic Pillars

Our Mission is to support you to be you. We provide the right support at the right time to everyone who needs it. The support we provide is individual and person led.

We keep our core values of Respect, Integrity, Compassion and Excellence at the heart of everything we do, for the people we support, our staff, volunteers and the wider community.

During the remainder of 2024, we will focus on reviewing the impact of our 21-24 strategy and working on our new strategy to help us secure a positive future for Cosgrove Care. We will ensure that quality and innovation, being a good employer and remaining sustainable and financially healthy will be areas of focus for our team as we navigate the challenges of the future. We believe we have an important role to play in transforming social care services, focusing on solutions that will sustain and build resilience in those we work with.



A MESSAGE FROM HEATHER GRAY, COSGROVE CARE CEO

Our aim is simple: We want the people that we work with to live their best life, to live as they choose.

We are really pleased to bring our 2023/24 Impact Report to you. Our focus this year for the report is around wellbeing and securing a positive future- for supported people, for families and for our staff and volunteers. We hope that the report brings our work to life for you through the stories of the people we work with every day and their families.

As Donny mentions in his introduction, our focus for the impact report this year is improving wellbeing- for people we support and their families, for our staff and for our volunteers. We hope that the stories and the testimony inspires you in the way that it drives to do more every day to secure a positive future for the people we have the privilege to work with.

We are proud to work with children and adults with learning disabilities, mental health issues, autism and other support needs. We want to see them thrive and grow, realise their Human Rights and live life to the fullest. Our Board, led by Donny Lyons and Colin Black have a strong vision for the future which places this aspiration at the heart of everything we do.

As an organisation, we take a needs-led, person-centred approach to all of our work. We work individually with people to make sure the design and shape of their support fits their lives and their hopes for

the future. We know just how important emotional and physical wellbeing is and have focused our energy on this important area.

This year we are focusing on developments that will secure a positive future for Cosgrove Care.

We want to continue to bring out the best in people- help them develop their resilience and really live their best life.

Despite the challenges that social care is facing, we remain optimistic for the future and ambitious to achieve more. We want to continue to make sure that people with learning disabilities take up their rightful place as equal and full citizens.

We know there is much to do to achieve this goal and we simply could not achieve success for the people we support without the incredible commitment of the Cosgrove Team and our army of volunteers. Their hard work, determination and resilience is an inspiration. We will continue to fight with our partners across Scotland for the elevation of the social care workforce and for greater recognition of the incredible work that goes on every day.

I am very proud of how hard the team has worked in challenging circumstances

across all our organisation- fundraising, volunteering, digital, finance and administration as well as our incredible front-line teams. We are a family and we care about the people we work with and about the future of social care.

Thank you for taking time to read our report. If you want to join us and be part of our incredible story, please do get in touch.

I am also very grateful to our dedicated Board who inspire and lead us every day and believe in what we do. At Cosgrove, we want to be the best we can be for people we support, for social care and for the communities we work in.

Our Impact in 2023/4

We delivered 247552 hours of support.

Our volunteers delivered 7614 hours of support to our communities.

We employed our highest number of staff 261 people across Cosgrove Care



CHILDREN SERVICES: SUPPORTING AARAV

Aarav has been supported by Cosgrove since 2021. During this time Aarav has received mainly outreach support, where he will access activities in the community.

Over the years Aarav and staff have built a trusting relationship whereby Aarav feels safe and included to access activities he enjoys. As these bonds formed, Aarav had the chance to explore his likes and dislikes, knowing he has choice throughout. Staff are fully aware of his needs and know how best to respond to these and are fully trained to respond to his health needs.

During support, Aarav is facilitated to meet his sensory needs, ensuring that

he remains regulated and happy, this benefits his mental and physical health. Aarav's activities range from long walks in the park, to swimming and museums, all which Aarav thoroughly enjoys.

Aarav's family have also benefited from his support. Aarav's mother, Venus, benefits from the regular breaks which gives her the opportunity to do other things outwith her caring responsibilities and sustains the family. Venus says that Aarav returns home after his support happy and relaxed having spent time learning new skills, having new experiences and gaining skills and confidence. Venus adds this has improved her wellbeing as well as having a positive impact on Aarav.



"Cosgrove means a huge amount to me, gives me that much needed break and Aarav loves Cosgrove, the outings, all the staff are awesome and friendly and Aarav is always happy to see them as he knows he is going to have lots of fun.

Without Cosgrove as a single mum, with all the effort and pressures that goes into looking after Aarav and my older son, I would struggle without the breaks. It would be very difficult without Cosgrove's support, so I really appreciate all support Aarav gets, thank you!

Aarav loves his museums, his days out at the park, swimming and just getting lots of outdoor fun. Cosgrove is Aarav's happy place and I'm very grateful for all the support that is provided and to all the staff that he loves.

Thanks, Heather Rankin for everything you do to make these supports happen for Aarav, goes a long way in making everything so much easier"

- Venus, Aarav's Mum



"Cakes" by Stuart Raskin

CHILDREN SERVICES: SUPPORTING "A" AND HER FAMILY

"Throughout the lesson "A" will express her delight by cheering "yay!" and give thumbs up throughout."

Cosgrove have been supporting "A" since 2019. During this time, support has varied from outreach supports within the local community to playscheme and our Weekend Warriors. "A" always has a big smile on her face and expresses her joy by her infectious and distinct giggles.

In late 2023, "A"'s parent got in touch regarding her worries of "A" not being able to access community based activities as much as the family would like her to. One of the activities being horse riding at Linn Park Equestrian Centre.

Cosgrove thought how it could accommodate this to support the family unit and get "A" to her beloved riding lessons. Identifying that our Operational Manager who has experience with horses could support "A" and the family with this particular support then shadow other staff in as time went on. The family were delighted with this plan and it was quickly put in place. It was ensured this was communicated to "A" in a way that was specific to her. In this case, Cosgrove provided a social story to the parent to show to "A" in advance of her day, and allowed her to prepare for the new change. Cosgrove created a structure for her Tuesday evenings which see her picked up from school, support at Cosgrove's base at May Terrace for play, then horse riding lessons in the evening.

Every Tuesday, she rides the same pony "Cheska". "A" is so excited on arrival to the horse riding and will continually use her Makaton signs for "horse riding" and Cheska.

"A"'s confidence has soared and truly thrives having direct support with someone who has experience around horses. During her lessons there have been many wins such as picking up the reins and holding her arms out and touching her head as part of an exercise. Throughout the lesson "A" will express her delight by cheering "yay!" and give thumbs up throughout. "A" will confidently thank Cheska by patting her neck and nose then thank the staff member leading the pony by using Makaton.

Having this support allows "A" to continue her love for horse riding, connect with her peers at the stables and the family have confidence in the support they receive from Cosgrove.

**- HEATHER RANKIN,
OPERATIONAL MANAGER
CHILDREN & YOUNG PEOPLE SERVICES**



"A"'s furry friend, Cheska!

"Cosgrove support is invaluable to my daughter, "A". "A" is able to access a range of opportunities and experiences due to the support provided by Cosgrove staff. A, in true teenager fashion, likes to access activities in the community out with parental presence and this is where Cosgrove staff have made a real difference for "A". "A" attends weekly ASN horse riding sessions and is supported by Cosgrove staff, who have provided a tailored service for this weekly session. This activity is truly the highlight of "A"'s week. Her confidence has grown tremendously with this activity under the support provided by Heather Rankin. Heather's previous knowledge of horses and her experience of knowing A has provided the perfect combination of skill and knowledge to support "A" in this activity. Eternally grateful to you Heather. Thank you. "A" has also recently accessed, and thoroughly enjoyed, activity days at Cosgrove during school holidays. Her ease with all staff at Cosgrove is very reassuring and I know "A" is safe and well in their presence. Can I specifically mention Julia, Katy, Martha and Orla who have been incredible with her over the holidays. Thank you very much all.

In terms of feedback, I would be so grateful for full day trips and activities, if that is possible please for future summer holidays.

Keep up the good work."

- "S", Parent



CHILDREN'S SERVICES WEEKEND WARRIORS

Weekend Warriors is the group we run within the Children & Young People Service at Cosgrove Care. Weekend Warriors is held on Saturdays and Sundays with two sessions per day at 10am-1pm and 1:30pm-4:30pm

The group is currently based at our May Terrace base where there will be a range of structured and play activities, such as baking, music, sensory play and arts & crafts, to name a few. In addition to our activities, we can often organise regular outings in our local community to play parks, bowling or trampolining.

The aim of this group is to provide a safe, nurturing environment for our children and young people to flourish, be themselves and most importantly, have fun. The children and young people are at the heart of everything we do at this group. All of our planning is based on their spe-

cific individual needs. Personal outcomes are identified that meet their needs and interests, this is in line with the Getting it Right For Every Child Framework. Our Weekend Warriors group allows parents and carers to have a well-deserved break, knowing that their child is being supported by a service that knows and understands them well.

Cosgrove ensures staff and young people are matched, appropriately, as we believe building positive relationships are the key to building a sense of security and trust. The support of our dynamic staff team, each with their own skills, knowledge and experience allows this to happen. Cosgrove promotes open communication between families and staff to enhance trust and loyalty.



We continue to evaluate and review our group to ensure it is meeting the needs of those who participate. Following a recent questionnaire sent to all parents and carers who access the service, we asked **“Are you happy with the quality of care your child(ren) receive from Cosgrove Care?”** with the options being **“Yes”, “Sometimes,”** and, **“No.”** 100% of the responses were positive with comments being made such as;



.....
“Team are supportive and reflective of needs. 1:1 care means my child is safe and her needs met well and I feel safe leaving her.”

“Our son has been attending Cosgrove for several years now and they are the best care provider we have ever been involved with. The staff and management are excellent and always trying to come up with new things that the kids might like or would benefit them in some way. We’ve never had any issues with them. It’s a pleasure sending our son to Cosgrove knowing he likes it and he’s safe.”



“Honestly everything is so well suited to Martin at Cosgrove! The staff are superb which is the main reason we love sending him there. You would think that staff would be good in any care company but that unfortunately is just not the case and we’ve had some bad experiences with other companies. They are always asking what else we think Martin might be interested in doing so they can try and accommodate it. Any concerns or queries I have, if I contact Heather Rankin about it, she gets back to me almost immediately with an answer, she’s so efficient at dealing with any issues I have and also incredibly understanding.”

“The staff are all very emotionally attuned to Nicholas and will comfort him when he is upset. Even when things are difficult they highlight the positives and never the negatives. They are consistent in their care of him and their understanding of Nicholas is incredible. There is nothing that they won’t do or try in order to make sure that Nicholas has a positive support.”



ADULT SERVICES: MAEVE'S STORY

"Maeve clearly enjoys the groups – when she gets up in the morning she talks about what she will do and will often name friends who will be there"

Maeve has been supported by Cosgrove Care staff for many years. She attends Connexions during the week, where she meets friends and where they do a range of activities. It was this range of structured and well supported activities in a safe environment along with caring committed staff, that attracted us to Cosgrove Care as the support provider for our daughter.

Maeve takes part in groups that undertake art, crafts, drama, music activities, yoga, dancing, gardening, and other activities which are well organised and run by talented people. She has choice over which activity and group she joins; the sessions duration varies in length but is mostly two hours. Maeve chooses the groups she wishes to attend; routine is important to Maeve and she knows which groups she will be joining each day.

Maeve clearly enjoys the groups – when she gets up in the morning she talks about what she will do and will often name friends who will be there. She is 'learning through doing' and most important she is engaging and interacting with her peers. She gains satisfaction from her progression and achievements and has enjoyed bringing home her art portfolio and craft work and this contributes to her wellbeing.

Maeve loves music and has been learning the keyboard at home for several years. Participating in the music group has opened her to new instruments – she enjoys drums, playing in a group and 'having a go' at other instruments. Maeve also looks forward to the drama group. She takes part in the smaller group session as she can find working with lots of people stressful. As with all the group leaders, the drama leader has built her knowledge of Maeve and understands Maeve's talents along with triggers that will stress her, and she uses this knowledge and her expertise to build activities and approaches to drama that allow all to take part and flourish – everyone belongs. The shows that the drama group have worked on culminating in performance have been truly inspirational.

The group leaders are truly impressive in the way they manage to personalise activities for each individual and build on their skills in a supportive environment. The impact on Maeve's development and wellbeing has extended to build her confidence and social interactions, while giving her hobbies and activities that she will take through her life as sources of enjoyment, camaraderie, and learning.

- ANDREA NOLAN, MAEVE'S MUM





SUPPORTED LIVING SERVICES
LAURA SIMPSON

"We as a family feel very lucky to have such wonderful support for our daughter and appreciate all the staff input to Laura's care."



Our daughter Laura Simpson and is diagnosed with Angelman Syndrome. This is a syndrome that causes severe development delay, learning disability and no speech. Laura was 19 years old when we were introduced to Cosgrove Care by our social worker. She was offered 5 days a week daytime support from adult services who devised specialised activities for her which she loved and she built a very special relationship with the staff.

When Laura was 28 years old she was offered a tenancy in Dalmeny Avenue with 24 hour care sharing with a former classmate from the Isobel Mair school. This was a package put together jointly by East Renfrewshire social work and Cosgrove Care. Over the years it has developed into many successful activities which Laura loves and gives a wonderful quality of life. Laura's care package is split between house staff and Cosgrove Outreach staff.

Laura's care package is provided very professionally by the Cosgrove team who regularly communicate by phone, meet-ups, emails and reviews. We are always kept up to date with health issues. Our daughter has choices and this is fully respected. Laura has wonderful staff who understand her complex needs. Laura has a mobility car which offers so many different avenues for the staff to access many classes and social events in and around the city. We are very familiar with Cosgrove procedures and have every confidence in the management to deal with any issues.

To sum up. We as a family feel very lucky to have such wonderful support for our daughter and appreciate all the staff input to Laura's care.

-KENNY SIMPSON. LAURA'S FATHER



Image of Laura Simpson in the Cosgrove Drama group "The Cosgrove Players" during their rehearsal for "Harry Potter and the Philosopher's Stone"

The group is held by our Drama Facilitator, Clare Hume.



FOCUS ON WELLBEING: YOGA & WELLNESS GROUP

Our journey has always been collaborative, with one of the main tenets being creating opportunities for choice. This has been identified as integral to wellbeing and development, but can be less evident when individuals require regular additional support. Our sessions always allow for this, as I arrive each week with options around pace, activity and music.

Mondays, as many of us know are not created equal, but in the words of Arthur Ash *"we start where we are, use what we have and do what we can!"*

Each week, we arrange seating, tables and wall decor, alongside checking in with how everyone is feeling. This allows everyone to collaborate, check in and create a safe space together.

We then embark on 45 minutes of movement. This has expanded from our original yoga model, to include elements of zumba, karate, primal vinyasa and team games, such as volleyball or badminton, as we incorporate suggestions and group abilities. Zumba and karate are client-led warm up aspects further reinforcing collaboration over instruction.

The yoga we began with and still incorporate is titled Trauma Centred Trauma Sensitive Yoga (T.C.T.S.Y) designed by the

Justice Resource Institute. The 5 core elements are invitational language, choice making, present moment experiencing, shared authentic experience and non-coercion.

This is a unique offering and one that has helped individuals, worldwide, exercise choice in a relational setting. This has been evidenced to promote feelings of safety and agency.

We then break for tea and toast, which we also make together. This allows us to rest, refuel and connect at a table together.

We will then set up at least 2 areas to allow for smaller groups and any 1:1 sections. This can include balancing, a bit of sparring, ball play or mat work. We often work in client pairs, where appropriate, and of course support staff are always welcome to and do join. We have a yoga deck that we often pick cards from during tea that we can then try in pairs or small groups.

We end with around 10 minutes of relaxation. This is another opportunity to talk about there being multiple ways to rest, seated, lying down, eyes open or closed, with some movement or in stillness always emphasised. We take

deeper breaths and blankets and blocks are there to use too. Props also include straps, hula hoops and exercise balls. These are again always optional.

Phrases we often repeat are: *"we always have a choice"*, *"sometimes we don't know until we try"*, *"there is no wrong way to move in our class"* and, *"we can do hard things"*

We have introduced a new offering over the past 8 weeks centred around how we eat. As a group we decided on the name **"eating for energy"** and spent some time talking about our relationship with food as it stands. Some of us have all of our meals prepared, whilst some cook with support or often eat out. So far we have created smoothies with fruit, veg and some supplements in the form of natural protein. Bliss balls which are raw sugar free truffles flavoured with fruits, macaroni cheese with the addition of butternut squash and at present, we are working on a recipe booklet. We have 2 participants managing diabetes within our group who have shared both the hurdles they have faced and the adopted solutions.

Both sessions utilise the seasons too, within eating for energy, we discuss what foods are in season as well as the good and challenging aspects of each turn. Within the movement portion we may

mimic tumbling leaves in autumn, move to the sound of the rain on the roof or hold a mini olympics or Wimbledon. This again reinforces a feeling of safety and inclusivity.

Respect, Integrity, Compassion and Excellence are always centred within any activity, applied to ourselves, firstly, and the group as a whole. We use each other's names wherever we can and allow space for all forms of expression.

This is a group that has grown together over 2 years and continues as new participants join, bringing their own unique abilities to our sessions. The impact has been an opportunity for connection, collaboration, self-advocacy, non-judgemental discussions around all forms of self care and trying new things.

I feel honoured to be a part of this journey and excited for what may yet be to come.

**- LIANNE O'MARA,
WELLBEING FACILITATOR**



COSGROVE CARE FUNDRAISING EVENTS IN 2023/24

Cosgrove Care has been busy in 2023/24 running some exciting fundraising events, helping us to raise money and spread awareness. Running these successful events allows us to continue to provide the great work we do in our local communities. Cosgrove would like to take the opportunity to express it's gratitude to those who participate and contribute to these events!

Firewalk

04/02/2024

Total Raised Raised: **£6075**

This exciting event saw participants bravely face a bold challenge: Walk across burning coals barefoot! Luckily for them, training was provided on the day!



Glasgow Kiltwalk

30/04/2023

Total Raised Raised: **£7710**

The ever popular Glasgow Kiltwalk saw participants from staff, friends, family, and supported people, don their tartans to face the Scottish weather, whilst raising funds for Cosgrove Care!



Jazz Afternoon Tea

14/05/2023

Total Raised Raised: **£4118**

Delicious tea and cakes and incredible music provided by the amazing Rose Room band, what's not to love? This fun filled event was made possible by our sponsors: **Inverarity Morton, Heather Gray and Liliias Dunlop**. With special thanks to The Rose Room and photographer **Richard Kaye**.



Elton John Tribute Concert

05/11/2023

Total Raised Raised: **£6865**

This fabulously fun night was held at the Eastwood Park Theatre with it's headline act: Elite Elton! The night had everyone dancing, including people supported by Cosgrove! Nice moves, everyone! With thanks to sponsors: **Greenwood Moreland Insurance Broker, Stratiis, The Hansen Company** and thank you to our organiser **Richard Kaye**



High Festival:

September 2023

Total Raised Raised:
£17064

With sincere thanks to the Jewish Community for their generosity during High Festival.

Care Phone Day

03/05/2023

Total Raised Raised:
£4307

Thank you to all the volunteers who made Care Phone Day possible!

A SPOTLIGHT ON VOLUNTEERING: HILLARY COWEN

"I enjoy volunteering with such a talented and loving group of adults."

-Hillary Cowen



Hilary is a longstanding, friend, supporter and volunteer of Cosgrove.

Over the years she has assisted with a wide range of fundraising events: running a stall at Channukah events, a warden at a local race event, Care Phone Day phone calls and doing the mail shots. In the winter of 2022/spring 2023 she was

Hilary is a beautiful soul, so warm and caring and a joy to be around. She rejoices in the creative successes of our performers and facilitates same, in whatever way she can. She gives of her time and energy and of herself and we are the richer for knowing her.

As it turns out, she has a particular aptitude for performance and, whilst she would never actively seek out the limelight, she has stepped up at rehearsals and given some authentic performances, giving her fellow cast members something really quite special to work with.

Thank you dear Hilary for all that you are and all that you do to contribute to the success of Cosgrove Players and, most importantly, thank you for believing in us!

-Clare Hume (Drama Facilitator)

a key volunteer with our Sunday Warm Spaces initiative.

Since 2019 she has volunteered at our Friday drama group. Hilary was integral to the smooth running of the Harry Potter performance at Hutchesons, attending the rehearsals and providing guidance and assistance on the night of the show.

A SPOTLIGHT ON VOLUNTEERING: CHRIS OPOKU

For me, I love to help other people to be more independent, to assist people who find it difficult to do things for themselves."

-Chris Opoku



Chris got in touch in Dec 2013 in response to a Cosgrove volunteering flyer colleagues had left at Clyde College at a recent staff and volunteer recruitment visit.

As a Social Care student at Clyde College, Chris was interested in volunteering with a charity like ours where he could consolidate what he was learning at college. He was looking to gain experience supporting adults with a range of learning disabilities. His chosen career choice ties in with his values, which is essential for a caring role in our sector.

"For me, I love to help other people to be more independent, to assist people who find it difficult to do things for themselves"

Chris is our Wellbeing Volunteer visiting weekly to our supported accommodation where he carries out a range of chair mobility exercises, with a group of the residents of various ages and mobility. Weather permitting, he encourages the group to get outdoors and walk in the lo-

cal area. Chris is appreciated among the group. His friendly, outgoing personality gets them motivated to enjoy being more active and healthy. Chris is a football fan and enjoys a bit of football banter with the football fans in the group.

Chris is a wonderful addition to our group of volunteers. We pride ourselves on providing quality volunteering roles that enhance the professional aspirations of students like Chris. He recently completed a Moving & Assisting training course so he can confidently assist those we support who have difficulty with their mobility.

**- LAUREN JARVIS,
VOLUNTEER COORDINATOR**

COSGROVE COFFEE AND WELLNESS HUB- ANDREA FOX

"Andrea through our Wellness Coffee Hub is making such a positive difference within the community, enhancing attendees' lives, boosting their happiness and wellbeing. She is an incredible volunteer."

Andrea initially joined Cosgrove in April 2020 as a telephone befriender during the pandemic, when in-person befriending was not an option.

She regularly phoned a local older woman experiencing a low mood, providing a listening ear and cheerful chat, demonstrating great care and patience in what was a very challenging volunteering role. Andrea came to the role with over nine years experience as an in-person volunteer befriender with another charity.

In 2021, Andrea with Cosgrove launched the Cosgrove Wellness Coffee Hub. It has gone from strength to strength, running fortnightly on Fridays, where Andrea provides a warm, friendly, welcoming space. People can enjoy a get together; Andrea's very own homemade scones with their tea or coffee, fun outings, cultural visits and wellness speakers.



The Coffee Hub attendees all say, "Andrea's just great!"



Cosgrove Care hosted a Ukrainian Cultural Event at Connexions Hall, Maccabi Centre, May Terrace, Giffnock on 21st June, 2023. The purpose of the event was to introduce Ukraine and its rich culture to staff in Cosgrove Care, partners, supported people, their families, and the local community.



DEVELOPING OUR SUPPORTED LIVING SERVICES IN COSGROVE CARE: DOVER LODGE

Cosgrove Care has provided housing and support through our supported living services for over four decades and the delivery of high-quality support is a cornerstone of our work across the west of Scotland. There is a high demand for housing for people with learning disabilities, autism and additional needs and the Board of Cosgrove Care made the decision in 2023 to purchase a new property to meet this need and develop this important part of our work.

The Finance and Investment Committee worked with the Corporate Management Team to purchase a new 4 bedroom property in Thornliebank which we took ownership of in January 2024. The property is a former show home which has provided the opportunity to create a fully accessible space with wet floor shower room to accommodate a supported person with physical care needs as well as three other people.

In the period since the purchase, Cosgrove staff have been working with commissioners from Glasgow Health and Social Care Partnership to identify individuals who will move into the property and be supported there as a home for life. Staff have also prepared the house to personalise it for supported people and have taken steps to improve its safety features by fitting internal fire doors,

emergency lighting and additional smoke detectors, to bring it fully up to standard.

The project has been led by Shannon Ward, Operational Manager who has worked intensively to prepare the property and ensure all the compatibility work is completed with supported people referred to Cosgrove Care. This has been a labour of love for Shannon who has worked with the team to bring the property to life.

Whilst purchased fully decorated and furnished from the builder, Shannon and her team have also been sourcing all of the necessary fixtures and fittings to turn the house into a home and a new team has been recruited to work alongside existing team members.

All of this resulted in the first supported person moving into the property in May 2024, and a second supported person being identified in conjunction with Glasgow Health and Social Care Partnership who moved in during September 2024. The process of compatibility, transitions and working closely with families has been carefully developed. As a house for four people who are unrelated, the property needs to be registered as a House in Multiple Occupation (HMO) and we have been working through that process.

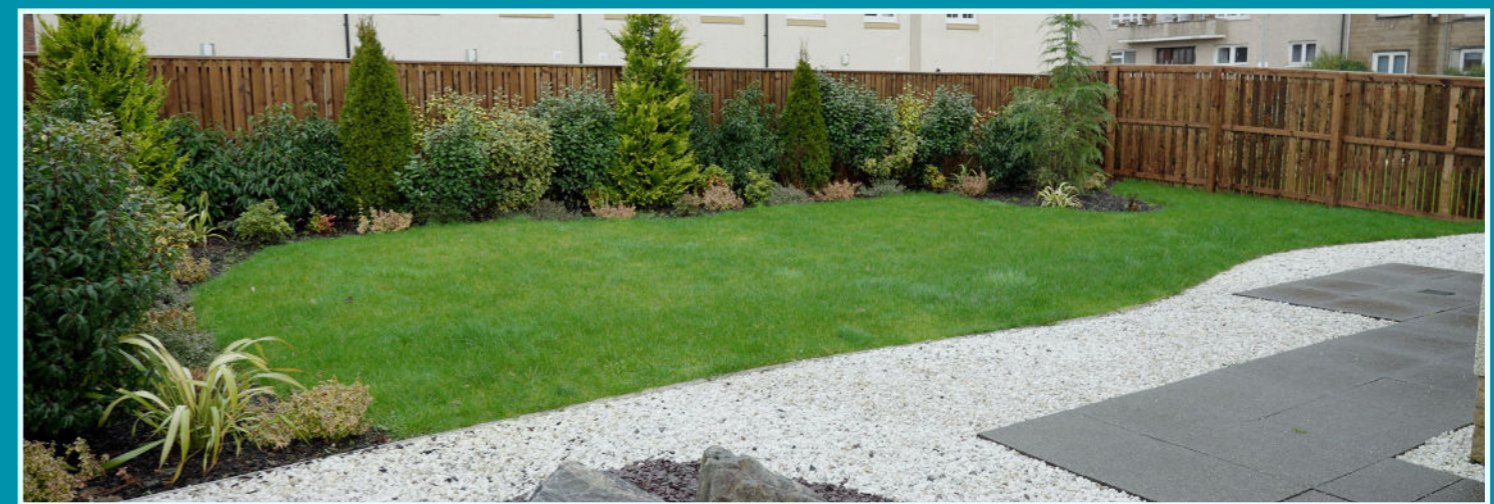
Cosgrove has plans to convert the existing double garage to form an additional bedroom and adapted bathroom. Glasgow City Council has approved a Building Warrant for the proposed work and it is intended that this will start on site in the autumn.

Finally, the Cosgrove Board has made the decision to name the property after our longstanding Honorary President, John Dover, who has been a trustee, friend and supporter of Cosgrove over many decades. The property has been called “**Dover Lodge**”.

As Cosgrove prepares to review our current strategy and develop our plans for the future, we hope to be able to continue to improve our existing properties and purchase more new accommodation to meet the rising need for this vital service into the future.

This work simply would not be possible without the generous support of our donors and the many trusts and foundations that provide financial support to Cosgrove Care. We are very grateful to all of these funders for their generosity and for the vision of our Board to ensure that Cosgrove Care plays a key role in supporting vulnerable people in our communities for many years to come.

We’ve been very grateful for the support of our Associate, Billy, who has brought his skills to our organisation and helped us navigate this new chapter with our Board and Team.



FINANCE REPORT AND SUMMARY

2023/4

During the year Cosgrove decided to extend its accounting year to March 31st, a fifteen month period, to align with the accounting year with the Social Care and Partnerships (HSCP).

Income

2023/4 Income continued to grow due to new referrals and increased demand for services from the HSCPs that we are contracted with. Revenue for the period grew 33.4% albeit this is over a 15 month period, but annualising this equates to a 15.1% year on year growth. With the opening over Dover Lodge, we are confident that the growth in revenue will continue into 2024/5.

Operational Landscape

Like others in the Care sector, Cosgrove has faced similar operating and financial challenges due to increased costs and continued pressure on funding from Health and Social Care Partnerships where the majority of the income originated from.

Investment in our major asset, our staff, is key to the success of our operations. Whilst there has been a lack of equity between our Adult and Child rates that we receive from HSCPs, Cosgrove has taken

the strategic decision to ensure that all social care staff are paid at the Scottish Living Wage rate, even if this means that some services run at a loss.

As a result of offering the Scottish Living Wage along with a strong recruitment process coupled with our Sponsor License and Ukrainian Project, we were able to reduce staff vacancy rates from 8.12 WTE on 31 December 2023 to become fully staffed by 31 March 2024.

Although the decision to pay Scottish Living Wage has impacted our operating results, we firmly believe with the investment in Dover Lodge and other ongoing initiatives, will place Cosgrove in an excellent position to reverse the trend and have a strong 2024/5.

-DAVID PRYDE, DIRECTOR OF FINANCE AND CORPORATE SERVICES

Finance Summary

	15 Months	12 Months
	31 March 2024	31 December 2022
	£	£
Income	5,716,221	4,285,416
Expenditure		
Staff Costs	5,050,077	3,510,685
Direct Costs	104,721	74,421
Premises	323,879	179,079
Administration	309,819	294,411
Other	208,223	193,142
Governance	17,880	13,860
Total Expenditure	6,014,600	4,265,598
Net Income/(Expenditure)	(298,379)	19,818
Gain/(Loss) on Investments	87,081	(92,673)
Net Movement in Funds	(211,298)	(72,855)



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