

COSGROVE

supporting independent lives



2021/22 Impact Report

WELCOME!

Art by Kyle Morrison

We are delighted to present our Impact Report for 2021/22. We hope that the report will bring to life the impact of our work with the incredible people we work with. We are focusing on personal stories and on the talents and skills of people we support in this report. We hope it inspires you in the same way that it drives us to do more every day.

Our aim is simple - we want the people we support to live their best life... the life they choose.

We are proud to work with children and adults with learning disabilities, mental health issues, autism and other support needs. We want to see people thrive and grow, whatever their age or their circumstances.



As an organisation, we take a person-centred, human rights based approach to our work. We work individually with people to make sure the design of their support fits their lives and hopes for the future.

Cosgrove Care is all about bringing out the best in people and our 2021/22 Impact Report celebrates the amazing skills and talents of people we work with and the impact and power of the partnerships we form with people we support- in their words.

We are ambitious for the future, we want to make sure that people with learning disabilities take up their rightful place as equal citizens and live full and inspiring lives. We know there is much to do to achieve this but we are committed to this goal. We simply could not achieve great outcomes with people we work with without the amazing commitment of the Cosgrove Team. Their hard work, determination and belief in people we work with sets an example to us all. You'll read their stories

and get to know them better through our Impact Report. We want to say a huge thank you to every team member and every volunteer who works with us.

I am immensely proud of how hard the team have worked through very challenging times in all areas of the organisation from finance and administration to fundraising, volunteering to support. We are truly a family who care deeply about the people we work with and about delivering great social care services. At Cosgrove, we want to be the best we can be - for people we support, for social care professionals and we want to be able to provide solutions for the future.

Thank you for taking time to read our report, we hope you will be as inspired by its contents as we are.

- Heather Gray, Cosgrove Care's CEO

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Our Guiding Principles

Our mission and values will continue to guide us as we look forward. These are beliefs that underpin everything Cosgrove 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. We will achieve this through our 2021-24 Strategy: Bright Futures.

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.

We have identified the following three areas to focus on specifically as part of our 2021 – 2024 strategy:

1. *We are committed to quality and innovation.*
2. *We will work to be the employer of choice.*
3. *We will ensure that we are sustainable and financially healthy.*

Our Objectives for 2021-2024:

We will continue to put people at the centre of all our activity & planning, and help people to live the life they choose, always demonstrating evidence-based practice.

We will continually strive to do the best we can for the communities that we work in, and will add value wherever possible, bringing new funding into communities.

We demonstrate that we genuinely value social care as a profession and strive to be the employer of choice with a focus on the well-being of our staff and volunteers.

We will raise and use our charitable income to help people live life to the fullest as equal citizens, and seek to always exceed standards.

We will campaign for positive change for people with learning disabilities and additional needs, and use our voice to ensure equal rights and opportunities. The voices of those people we support will feature in how we plan and review activity across Cosgrove Care.



The MacAulay Family's 2021 Experience

2021 was a year of uncertainty, challenges, and learning to adapt to new rules and regulations in order to live our lives. Having three children, two with additional needs, posed even greater challenges and pressures for our family. Carla having an undiagnosed genetic syndrome meant that we had to be even more cautious as COVID-19 posed a significant risk for her health. The world shut down and what little support we had stopped. Education, health, council departments such as social work all ceased to function as normal, and it became a very isolated and lonely existence which affected my family's well-being and mental health.

We found ourselves in a situation where we had SDS funding and struggled to actually use it for care as the sector was on its knees. Fortunately for us we had Cosgrove. The many challenges and pressures they faced with following rules as well as trying to keep their staff and people they care for safe was indeed a mammoth task. I have to say that they were brilliant and flexible and supported us in whatever way they could, from providing

food parcels to adapting care for my daughter Carla in particular.

The staff are fantastic - they provide a loving inclusive environment which my children thrive on. Carla in particular gets to have new experiences and live a fulfilled life through Cosgrove which she otherwise wouldn't have. She's a very sociable wee girl who adores being with her friends. Cosgrove creates these opportunities for her whether it be through summer play-scheme, Saturday Weekend Warrior clubs or through going to Connexions. My son Noah benefits through these opportunities but in a different way as he gets more of a befriending opportunity from the fantastic carers that Cosgrove have. The versatile nature of what's offered means that the children get to overall have their needs met in an environment that's catered to them.

When the Pandemic struck and going into 2021, things were very much up and down with the constant changes in rules. Some things weren't all bad for us, for example



"The many challenges and pressures they faced with following rules as well as trying to keep their staff and people they care for safe was indeed a mammoth task."

my son Noah who has Tourette's syndrome really liked the masks as it helped mask his facial tics, whereas for Carla she really missed the social aspect of being with her friends at school and at Cosgrove. The importance of social care has been really put on the forefront of how vital it is to society. Businesses can down immediately in a pandemic but caring for vulnerable people is a 24-hour activity, and can never stop. The personal care that is required in looking after a child like Carla is specialist. The care sector desperately needs funding injected into it to reflect the specialised job it is. Wages need to be higher to attract and keep staff. The job that they do is priceless. When you see a

photo of the children and see the big smiles on their faces you realise what Cosgrove has provided and continues to provide beyond respite, its allowing my children to have a fun fulfilled life in doing new activities, with children like them that otherwise they wouldn't be able to do. The reality is that during 2021 we didn't even have family support, never mind school or anyone else. We were alone, and at times at our lowest ebb, but what we did have was Cosgrove and we will always be grateful for that. The staff understood the importance of them to us and were flexible in adapting support in a changing world.





The Morris Family's 2021 Experience

The impact of the pandemic on our daughter Maeve was very significant. She had been somewhat unwell in the few months before lockdown, but when all her support, her external activities and her interactions with friends stopped with the start of the first lockdown, her mental health deteriorated dramatically. We talked her through what the pandemic meant as best we could but she did not understand. We supported her as best we could at home with both of us (her parents) working. She found this very hard psychologically and withdrew more and more into herself. Her self-talking and levels of agitation increased. We sought support through various health and social services with mixed responses.

– should Maeve be out and about? Although physically fit and healthy, her mental health was very poor and that is where Cosgrove's support became a lifeline. The staff did all they could to enable her meet friends, in socially distanced spaces in the garden at May Terrace and in local parks, and to go for walks which enabled her to have some social interaction in her life. It cannot have been easy for the support staff with the concerns about [COVID-19], and the fact that Maeve was very unwell, agitated and withdrawn, but she was welcomed and supported by Cosgrove with enthusiasm, warmth and patience, and as society began to open up, Cosgrove supported her to engage in more activities and social interactions.

By the end of the summer Maeve's mental health had deteriorated very significantly at which time support 'kicked in' from Cosgrove as they opened up services carefully in line with public health guidelines of the time. We were aware of initial results that the mortality rates relating to COVID-19 for people with Downs Syndrome were much higher than the "norm" and so we were faced with a decision

Her father and I have very high regard for and value all of the staff that support Maeve. Our experience is of a caring team of people who take pride and joy in working with Maeve and the individuals they support. We recognise the immense challenges in the care sector with attraction and retention of staff, and the particular difficulties they faced during the most intense phases of the

pandemic. We are truly thankful for how Cosgrove have navigated these with utmost concern for our daughter. Her team know her well, listen to her and understand her needs, and, as evidenced throughout the last two and a half years when she has been unwell and severe pandemic related restrictions have been in place, tailor her support to meet her requirements and wishes to the best of their ability.

I understand the difficulties and anxieties that care organisations faced in returning to traditional support activities. I appreciated how Cosgrove adapted - for Maeve there support was vital. She disconnected from 'zoom' and 'virtual' activities very quickly after lockdown, the pace of engagement and pressure on verbal communication appeared too intense. The return of in-person activities was a real boost both for Maeve and us, her family.

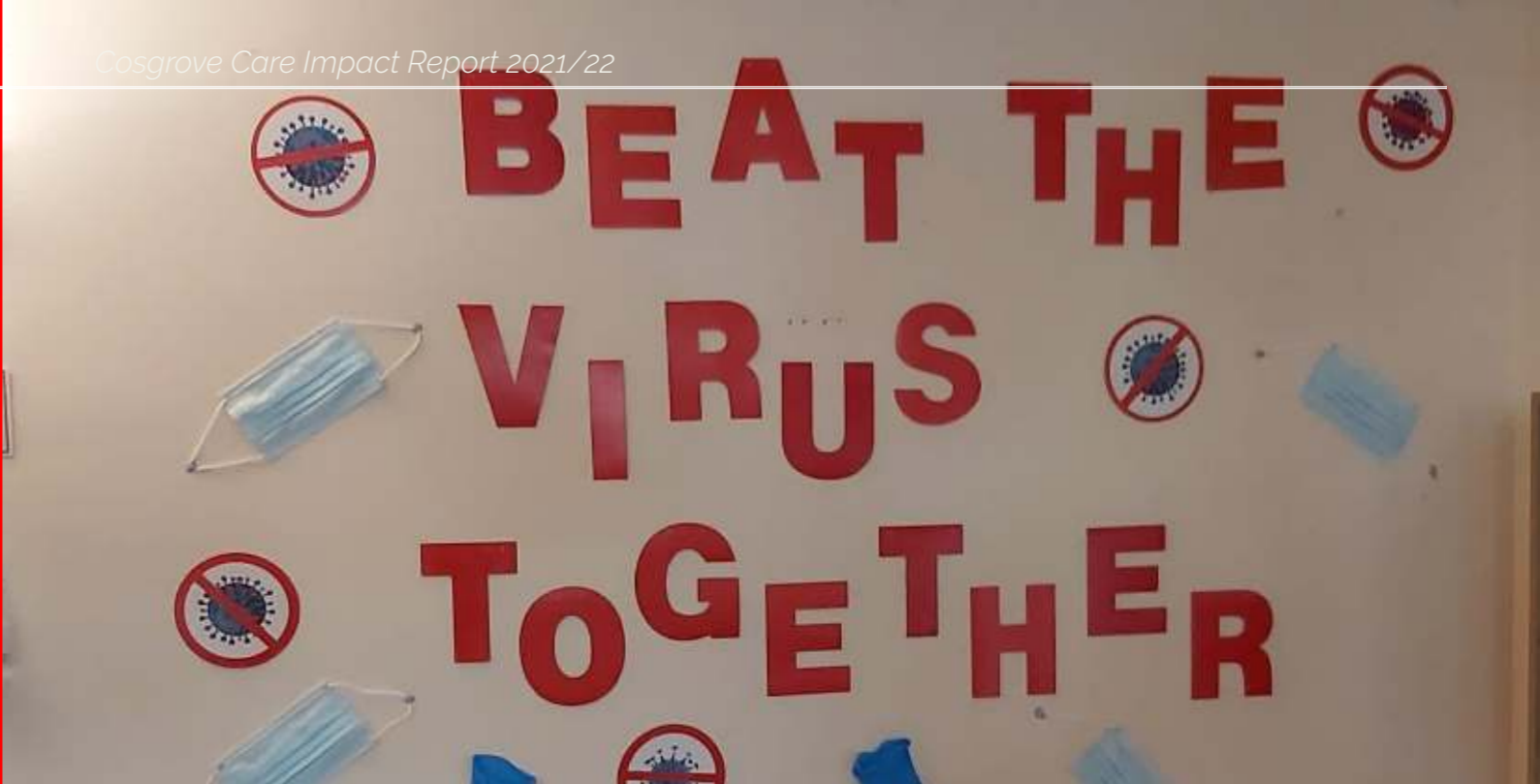


"It cannot have been easy for the support staff with the concerns about Covid, and the fact that Maeve was very unwell, agitated and withdrawn, but she was welcomed and supported by Cosgrove with enthusiasm, warmth and patience"



It was difficult for her father and I throughout the course of the pandemic; seeing our daughter become a 'shadow of herself' was heart-breaking. The impact on Maeve is probably not recorded in any set of official 'pandemic' statistics - she has not caught COVID thus far - and yet it had the most serious impact on her mental health and quality of life. I know there are many other people, families and carers similarly impacted. As we seek to learn for the future, our elected representatives and health and social care providers must find ways of listening to the voices and experiences of those who may not speak for themselves, but for whom we speak.

We are truly grateful for and appreciative of the support and nurturing care from the Cosgrove team; I cannot imagine what it would have been like without this. Our daughter is now receiving the medical and health interventions alongside her care support that are enabling her recovery, and we are hopeful of a bright future.



The Arnside Team during Lockdown Written by Margaret Rafferty, Support Worker

As you will know, COVID-19 was a shock to everyone as at the beginning, we were all unsure what we were dealing with!

In 2021, the Cosgrove staff at Arnside Avenue all worked as a team - staff had a great relationship with each other, if you were down, there would be someone to pick you up and remind you we were all on the same boat, tell you a joke or a story and bring the laughter back. We declined offers from other services to come and assist, as a staff team we all agreed that we would cover the shifts if needing extra cover so we didn't have to bring others in and to keep things as consistent as possible.

At the time our life balance was very strange, not being able to see our friends and family I missed interacting, although we could talk over the phone or video call, it wasn't the same. I think everyone felt the same way, this had a big impact on the people we support not being able to see their friends or family. When we saw them not being able to hug and having to be a two meter distance away it was difficult. However for them at times as it was

for everyone in the world, it was strange and the people we support adapted quick.

In terms of adapting, for staff and people we support the only words to describe it is: WE HAD A BALL! This was down to all staff members putting their heads together to make the most of what we had, i.e.; Every Thursday night we all enjoyed the clap for NHS and front-line workers, going out clapping meant we got to see our neighbours and a staff member who stayed across from us. Our manager Jonathan Walker arranged for the local police to come visit the people we support which everyone enjoyed, and he also arranged for a local farm to come visit. We also had high teas, video entertainment, a wrestling (watching!) Weekend, arts and crafts and had endless parties and live entertainment outside, which was great for everyone, and our neighbours enjoyed it as well. If you ever come to visit Arnside you will see pictures on our walls showing some of the fun we had, where you are able to see the happy smiles on the people we support and staff showing how well they coped.

In terms of how we adapted, for staff and people we support the only words to describe it is: WE HAD A BALL!

I would say one person who stood out to me was Howard Cowan. Howard likes to be in his own space but during COVID-19 Howard was involved with everything from painting to parties and dressing up, he also planted some seeds which Morrisons donated which he enjoyed, and his sunflower grew the largest - which he is very proud of! Howard and I made up a book for his sister, which she was pleased and surprised to see - as Howard got involved with so many things, he has come on leaps and bounds and remains getting involved!

The highlight of 2021 was a year where all staff and people we support remained COVID free for a full year! We started to arrange our first 'COVID-19 Free' party and everyone was involved in making the decorations and wall art, we had thought of everything and yes, it was a great night. The stuff the team did in 2021 to keep everyone happy, healthy and safe was endless and over and above!!!!!!





2021 Staff Stories

Written by Liz Broadley, Team Leader, Adult Services

Working during COVID-19 was one of the most challenging times in my career. I had never experienced working from home before, which I found very isolating. The most important thing for me is seeing the people we support and my colleagues. Zoom and Teams meetings just didn't feel the same. I looked forward to the days we were allocated a space to come into the office.

The other big change in my life during COVID-19 was not being able to have my family in the house. My daughter and grandchildren stay very close to me and usually would be visiting every day. Visits in the garden just weren't the same, however I appreciated just how lucky we were still to be able to do this. My favourite hobby is shopping and of course the only shops that

were open at first were the supermarkets. Food shopping became one of the highlights of the week, along with going for long walks. Needless to say, I have not kept up with the walking since the restrictions have been lifted! I'm back to going round the clothes shops.

Audrey Longmore, one of the people we are proud to support, really stood out to me in 2021. She was receiving treatment for cancer, couldn't get to see her best friend 'Teddy the horse', and had no physical interaction with her friends. The only people she had contact with were the Cosgrove staff team, who were very supportive. Audrey remained positive throughout this awful time and was still able to have a laugh or a joke when she would have her nightly call with me.

Cosgrove Volunteer & Board Member Lili Dunlop's Recognition from the Scottish Charity Awards in 2021

Cosgrove was delighted that the hard work, skills, knowledge and dedication of longtime volunteer, board member and friend of Cosgrove, Lili Dunlop, was recognized by the Scottish Charity Awards in 2021. Lili was nominated for the highly prestigious Trustee of the Year Award, in a field of charities with much higher profile and resource. Here is how the SCA described Lili's work for Cosgrove on their official nomination page:

"Lili exemplifies the dedication, knowledge & resourcefulness that any charity would benefit from. As a mum of a disabled child, she brings her experience and personal knowledge of what matters to the core of what we do and keeps us focused on that. Lili has been involved in every aspect of the workings of Cosgrove, and she always brings energy, drive and positivity to whatever does. Lili's output over the past year is even more incredible, and how she has dealt with various personal issues this past year with dignity and grace.

Lili's particular focus over the past 4 years has been to fundamentally change how Cosgrove approaches fundraising, and to target improvements in the environments in which people live, and the charity operates within. She has spent many hours researching grants and helping Cosgrove achieve great results. She has helped to raise over £1.5m- a considerable result for a small charity!

In addition, Lili has helped successfully co-ordinate a large renovation project, and effectively manage a number of essential repairs. She has personally inspected the properties, commissioned condition surveys, coordinated repairs and supported grant funding."

"Fellow Trustees at Cosgrove are a great team who deserve recognition, as does the work of the Management Team, staff and volunteers who have worked hard during the pandemic."





Jean-Charles, second from right, with his wife, and Paul O'Kane MSP, second from left, flanked by his other guests at the opening of parliament

My 2021 Volunteering Journey

Jean Charles, Cosgrove Volunteer

Being a local resident in the southside of Glasgow and Giffnock, I have always been aware of Cosgrove, without understanding much about them. With lockdown happening, I suddenly found myself with a lot of free time and wanted to get involved by helping others in any way possible.

I contacted Cosgrove and the British Red Cross and was very grateful to be given the opportunity to get involved. I initially split my time between both the Red Cross and Cosgrove over 5 days every week. With the Red Cross, I helped them put together

and deliver food parcels (up to 40 a day) throughout Glasgow, but quickly realised they had significant resources available to them, and a large pool of Community Reserve Volunteers to help.

My involvement has been very diverse, but whatever I was doing, I felt a real sense of purpose, appreciation and gratefulness from everyone I came across. This also applied to anyone from Cosgrove, be it James, Lauren, Heather or other volunteers, all of whom made me feel part of the wider family and gave me a sense of belonging.

Thank you to all volunteers in 2021!



Jean Charles volunteering activities:

Assistance with shopping

With people isolating and others not being able to go food shopping, I looked forward to receiving various shopping lists, sometimes making 3 different trips to the same supermarket on the same day, before delivering to the front door of the people needing it.

Delivering food parcels

From collecting donations from Morrisons supermarket, to distributing them to private addresses throughout the southside of Glasgow or further afield, and sometimes to homeless shelters struggling to secure sufficient goods.

Delivering Fundraising packages

With socialising being limited to online for long periods of time, Cosgrove pro-actively organised online fundraising activities, which required products or goods to be delivered to all participants. This included afternoon teas, whisky or gin tastings, as well as organising quiz nights...

Helping with Cosgrove's Online Activities

Other online activities that would have normally been carried out at Cosgrove included a drama group, with participants needing to get into character by wearing costumes and props, which needed to be delivered and picked up.

Being Santa!

Although I maintain I was selected for my Lapland accent (OK, French accent, but don't tell anyone) rather than because no padding was required for me to fit into the Santa suit, I spent a couple of hours at a Christmas faire to the amazement of young (and not so young) children and their parents.



"A lot of the above activities repeated weekly or so, supporting mainly the same people. This meant that both them and I looked forward to catching up and having a chat whenever we met."



2021 Staff Stories

Written by Pinky Monaghan, Fundraising Officer

Volunteering for Cosgrove Care

Written by Donny Lyons, Co-Chair of Cosgrove Care

I had just completed my first month at Cosgrove as Operations Admin when COVID-19 hit Britain. I clearly remembered as I watched the news on what was happening to Italy, and was still in doubt it would happen to us in two weeks time. When the Prime Minister first announced that stringent measures will be imposed to halt the spread of the virus, no one had ever predicted that the whole world would be in lockdown soon.

When Pauline, Jac and I were discussing the initial measures we needed to take - HR and operation wise, I interrupted them and ended up bursting into tears to break the news that I was expecting a baby too, I was overwhelmed and frightened what was about to happen. Cosgrove made sure that I would be looked after, shielded from the virus and would be supported.

I always believed working from home was my lifeline during lockdown in 2021. Besides the challenges, e.g., entertaining my then 4-year-old son while doing Teams calls, it helped my mental health to focus on my work rather than having all the anxieties and worries that COVID-19 was bringing us. If you were to ask my son what his mummy does for a living, you would get a reply "Cosgrove Care, this is Pinky how can I help?" He was so used to seeing me talking to the laptop all of the time. Our routine was not exciting at all - with only the occasional walks, listening to the First Minister midday COVID-19 update and the Thursday night "clap for the NHS/key workers" where we waved to our neighbours too. I am and will be forever immensely proud to work with Cosgrove colleagues and volunteers who ensured that the operations

and services ran smoothly and had bravely sacrificed their wellbeing and safety to provide the best care to the people and community we support during those difficult times.

I came back from maternity leave when Scotland was starting to ease restrictions. No one would imagine how our lives changed, how we became resilient and how people now value the things we took for granted before the pandemic.

I applied for the Fundraising Officer role afterwards, and luckily got the position. I used to be a Fundraising Administrator with another charity before the pandemic and thought it would be easier to settle this time. And I was wrong! As most of the charities are striving with post pandemic, funders are dealing with different issues too. There are less pots of funding available while the competition for the grant is too high. We can see Trusts move their priorities to support people struggling with the cost of living crisis and those affected by the Ukraine war, and Funders who would not consider new grant applicants and their funds become limited and needs to only fulfil previous commitments.

Apart from these challenges, I am determined to do my best in researching where we can get financial support, be the middle party informing the Funders the amazing things Cosgrove does, and assist the team to get the funding we need to continue supporting the people we care for and to help them reach their full potential.



Cosgrove has around 150 volunteers. I'm one of them. There are various roles for volunteers including helpers, fundraisers, befrienders, shoppers, delivery drivers and Board trustees. Several people take on more than one role.

I joined Cosgrove as a trustee in 2014. When COVID struck, we needed more volunteers to support people in need, so I've been doing some shopping, as has my wife. We gained a lot more volunteers during this time. It was great to see so many people in our community giving up their time for nothing.

Whenever I'm asked why I do voluntary work for Cosgrove (and other charities), I have two very simple answers. One: it's the right thing to do. Two: I feel good about doing it. I don't remember any time when community spirit was as high as it got during COVID lockdown. So many people acted to help their neighbours and the vulnerable in our

community. Horrible as this period was, it was great to see such a response. Perhaps, if any good comes from the pandemic, it will be that this community spirit continues. Those of us who can give some time to help those in greater need should do so. I should have done it years ago.

I've also found volunteering good for my own wellbeing. Apart from discovering parts of Asda and Morrison's that I never knew existed, I've found that I come away from delivering shopping with a smile on my face. The people I've met have been so grateful. As someone who has spent 40 years working in mental health, I've learned a lot about how to keep mentally healthy. Doing something that makes you feel good is really important. Shopping for Joe who is wheelchair-bound gave me at least as much satisfaction as anything I've done during my professional life. More, in fact.

So I'd like to thank all our volunteers. And if you're reading this and would considering offering your time, just give us a call. An hour or so of your time can make a massive difference to someone's life. And if you think you might like a career supporting people with special needs but aren't sure about committing yourself, being a volunteer is a good way to try it out. Some of our employed staff started off as volunteers.

"Shopping for Joe who is wheelchair-bound gave me at least as much satisfaction as anything I've done during my professional life. More, in fact."

Gael's 2021 EXPERIENCE



Kristine, Gael and Cosgrove Support Worker Louise



Art by Fraser MacDonald

2021 Finance Summary



Last year was hard because of lockdown shutting things down and things being cancelled...

It was difficult for everyone with lots of people catching Covid and being sick, which meant that lots of my regular activities didn't happen, and some supports didn't happen.

It was quite boring not being able to go anywhere and my mum and dad did their best – mum had to support me a lot more, and my dad took me out on walks.

Zoom really helped – art zoom and drama were good, being able to see my friends on the computer – it really helped my art improve, because I had to do it on my own, it made me more independent, and it was good to know that I am good at art. (Art facilitator) Susan was great at helping me with that.

Some of the artwork I did in 2021 is now up and framed in the Cosgrove office – my

art of an elephant, giraffe and a sunflower in the office – I like animals! The ones of animals were done at home because I like animals and the sunflower was part of the art project when things opened up and we could do face to face meetings again – it was inspired by Van Gogh.

In 2021 we did Cinderella on zoom as part of the drama, we had nightly zoom sessions – I was "not so nice sister"! We got scripts sent, and we were able to act it out on zoom – the Friday night classes were a great chance to see people. Clare is a really good, enthusiastic drama teacher that does her best to get everyone involved with the drama, even on zoom.

I was part of the Cosgrove Forum group in 2021, and (Cosgrove Head of Wellbeing & Participation) Lesley Gold asked me to be a co-trainer, and we did a lot of co-training online to help train up Cosgrove support workers. I now see some of the people I helped co-train working as support workers which is nice!

	2021	2020
	£	£
Invoice	3,716,425	4,283,790
Expenditure		
Staff Costs	3,121,021	3,480,658
Direct Costs	94,307	76,617
Premises	135,018	213,176
Administration	264,920	316,897
Other	156,373	95,259
Governance	9,978	9,660
Total Expenditure	3,781,617	4,192,267
Net Income/Expenditure	-65,192	91,523
Gain on Investments	86,522	1,646
Net Surplus for the Year	21,330	93,169





Art by Sam Perks

Funding and Support in 2021

We are very grateful to everyone that supported Cosgrove in 2021 in various ways, including:

- Took part in fundraising activities such as our Afternoon Teas, Kiltwalk, Online Whisky Tastings
- Supported our Community Appeal, donated regularly via standing order or made donations during religious festivals
- Donated PPE, materials for anti-boredom packs, or volunteered to help our community support

Special thank yous to Marks Deli for their support of our Afternoon Tea, Jim Gaffney for their support of the Cosgrove team,

We are also very grateful to the following funders for providing funds to help us supplement our core services to best assist the people we support, help us through the pandemic and enable us to support the wider community:



Humanitarian Fund
£48,977



Sustainability Fund
£24,027.50



Better Breaks Grant
£19,000



Creative Breaks Bright Futures
£24,980



E-bike Grant Scheme - Energy People
£21,907



Voluntary Sector Development Fund
£16,800

The Walton Foundation

£15,000



Life Changes Trust Grant
£14,966



Art in the Park - Youth Access Arts Fund
£10,000



COVID Business Grant
£7,500



Adapted Vehicle - Percy Bilton Foundation
£5,000



Youth Link
£5,000

Esterton Trust

£15,000



Gannochy Trust
£10,986



Awards for All Grant
£10,000



Digital Boost Development
£5,000



Versus Arthritis
£5,000



Art by Sascha Dunlop

Thank you for reading!

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