



# **COSGROVE**

supporting independent lives

**2022/2023**

**Impact Report**



# WHO WE ARE

Our values are core to everything that we do, through recruitment and induction to the support and development of our team. Our values reflect how we work with the people we support and are embodied in everything that we do. These values underpin our strategy, and align with the direction of modern social care services in Scotland.

## Respect

We are respectful of the people we support and each other. We put people first, we keep the people we support safe, 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

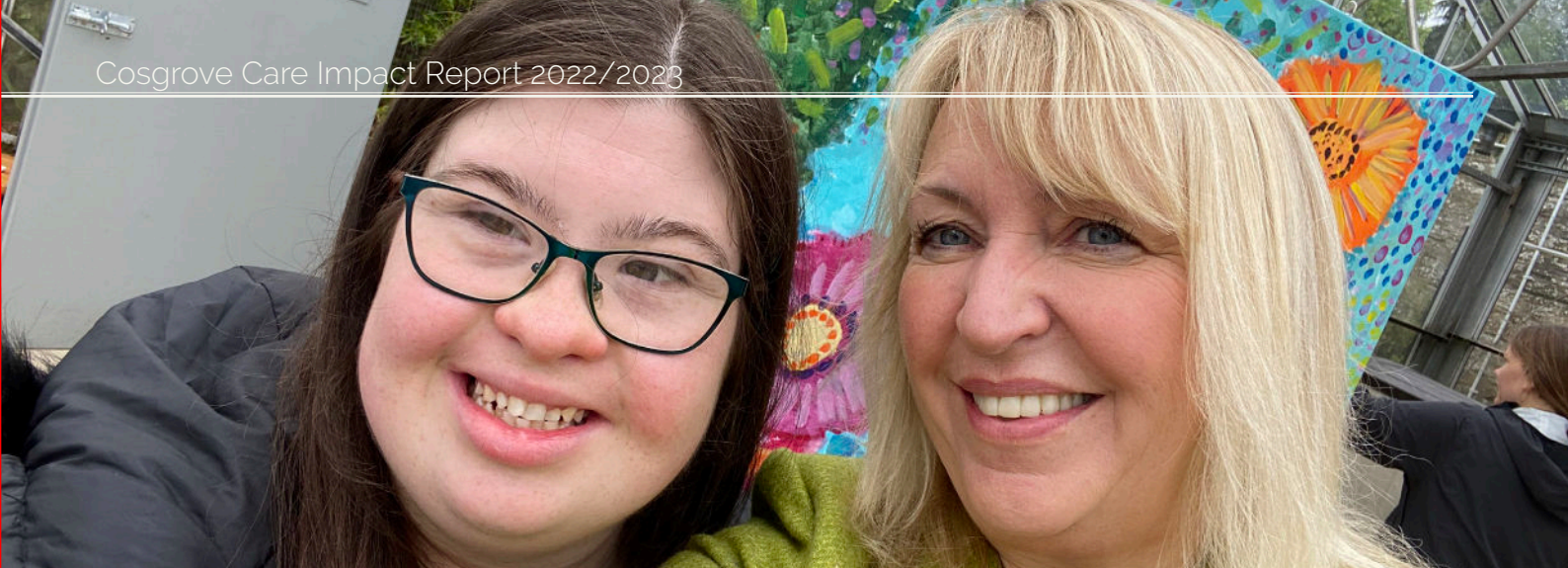
We pride ourselves in our reputation for delivering high quality services.

# OUR MISSION

We believe that vulnerable people deserve the best opportunity to live the life they choose, and to thrive as equal citizens. Our focus builds on past success and ensures Cosgrove Care survives and thrives with a strong sustainable strategy.

**Cosgrove Care has identified three strategic pillars for 2021-2024:**

- 1. Committed to quality and innovation
- 2. Being the employer of choice
- 3. Staying sustainable and financially healthy



## An Introduction from Heather Gray, CEO

***“Our aim is simple, we want the people that we work with to live their best life... to live the life they choose”***

We are really pleased to bring our 2022/23 Impact Report to you. We hope that the report brings our work to life for you through the eyes of the people we work with every day and their families. This year, we are focusing on the skills and talents of people we support and how our organisation is evolving and changing to ensure we provide the best support and services for children, adults and families into the future. We hope that the stories and the testimony inspires you in the way that it inspires us to do everything we can to secure a positive future for the incredible people we get to work with every day.

Our aim is simple - we want the people that we work with to live their best life... to live 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 them thrive and grow, realise their Human Rights and live life to the full.

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.

This last year, we have transformed how we use digital technology to deliver great support and evidence the impact that support is having every day.

We want to continue to bring out the best in people - helping them develop their talents 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.

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.

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

Heather Gray, CEO.



## THE O'DONNELL FAMILY'S 2022/2023 EXPERIENCE

*WRITTEN BY DENESE O'DONNELL*

As the world moves on from the pandemic, for many, including our family, the lasting effects are still being felt.

Prior to the pandemic our son Callum enjoyed attending numerous clubs run by our local authority. He loves music and outdoor play and was lucky enough to attend a number of their clubs. However, post pandemic, the local authority clubs have been cut and there have been further cuts to after-school care and the extended school year. At a time of instability, Cosgrove has been a much-needed constant in our lives.

Throughout the pandemic Cosgrove continued to support Callum, always making sure the activities he loves were available and safe. Callum particularly enjoys outdoor play especially when it is windy and cold and the fantastic staff at Cosgrove always had a smile on their face as they braved the elements with Callum.



Post-pandemic Cosgrove have continued to provide stability and Callum looks forward every Saturday to attending the Weekend Warriors club. The staff team are simply amazing and always come up with adapting Callum's care to suit his needs, whether that be a trip to the beach, trampolining, bowling, the Science Centre or all the other wonderful trips they organise to make sure Callum has a great day. It also gives Callum the opportunity to meet and play with other children, which, given a number of his other clubs have been cut, is invaluable.

The playscheme which Cosgrove run is a much needed helping hand. Again, because of the cuts to Council services, Callum had very little support during the school holidays. Thankfully, Cosgrove's summer playscheme gave us stability and as working parents, it meant we knew there

would be days we could work whilst Callum was having a fantastic time at the many outings which Cosgrove organised.

It goes without saying our gratitude to the wonderful Cosgrove staff who treat Callum with respect and affection and play an integral part in his development and journey through life.

The services which Cosgrove provide are truly a lifeline to a family like ours but more importantly, given Callum's experience at Cosgrove, we never worry about his future. Yes, Callum will need support his whole life but because our only experience of care has been from the caring and dedicated staff at Cosgrove, we never worry about his future and that's priceless.

***"At a time of instability, Cosgrove has been a much-needed constant in our lives"***





# *The Arts at Cosgrove Care*

*Written by Susan Kennedy, Arts Facilitator*

***"I have been impressed as always by the abilities of our class members and the unique style each person brings to their work."***

Art sessions being delivered during 2022 were instrumental to getting the class members back working in a safe and social environment. The pandemic really took its toll on all of our supported people and the mental health of staff, volunteers and facilitators. The gradual building of numbers over this time was so important to give people confidence and not to overwhelm them with large numbers in one space. Moving from 4 to 8 people in our groups and then back to our normal 14-16 people has been a wonderful thing to witness, the buzz is back and people are really enjoying a bit of normality.

The art we have been producing has been primarily focused on Nature and our surroundings with a few other projects thrown in for fun. I have been very impressed as always at the abilities of our class members and the unique style each person brings to

their work. It has been lovely to see everyone, old and new come together and create again in a safe and spacious environment.

During 2022, we introduced art sessions at Barrland Court and, as part of the opening of Barrland Court, celebrated with a permanent exhibition of the work of the group.

The art exhibition- which you will read about in our impact report- was a great event. It celebrated the skills, talents and potential of people with learning disabilities and additional needs.

Securing Creative Scotland funding has been fantastic for Cosgrove Care and for the people we work with. We are looking forward to developing this work further in the coming years.





# Art Exhibition Hosted by Kirsten Oswald, MP

On 6th May 2022 we hosted our Art in the Park Exhibition, at Young Enterprise Scotland in Rouken Glen Park, a celebration of artwork created by people we support through our Art in the Park Project. The exhibition was opened by Kirsten Oswald, MP.

The artwork was created through individual outdoor sessions delivered during Covid restrictions, allowing our artists to continue to create whilst enjoying individual support with Susan Kennedy our Art Facilitator. The inspiration of nature can be seen in the fantastic works that our Artists created.

The sessions were possible through the generous support of Creative Scotland and the National Lottery Community Fund. The exhibition was also an opportunity to come together to celebrate Learning Disability Week and for guests to contribute to our installation on the theme of **“We all Have Human Rights”**

Following the exhibition, the artwork was moved to permanent display at our new office accommodation at Barrland Court, Giffnock.

***“I had no idea that the exhibition would be this good...there is such a variety of ways in which people have expressed themselves, I really take my hat off to Cosgrove, who have facilitated the project, but most of all I take my hat off to the people who have produced these fantastic artworks, and it is so nice to be able to be in one place to see them together!”***

- Kirsten Oswald, MP







# VOLUNTEER SPOTLIGHT

*WRITTEN BY LAUREN JARVIS, VOLUNTEER CO-ORDINATOR*

Cosgrove Care has over 100 dedicated volunteers who provide a range of supports across our organisation. Volunteers give of their time, talents and energy to support children, adults and older adults to live safely and well in our communities. We simply could not do without their incredible contribution to our work. Over 3500 hours of volunteering time sustains Cosgrove Care every year!

Eddie Barbour, our vehicle maintenance volunteer exemplifies someone who quite literally helps us keep the show on the road.

Eddie, who has a background in the motor trade, looks after our fleet of cars, adapted vehicles and our minibus. This ensures that we can deliver outreach services to children, adults and older adults. Eddie also helps with vehicle inductions for staff and volunteers and ensuring our vehicles are well maintained. This is very valuable work for the people we support and their families and we are very grateful to Eddie. He can be seen all weathers tending to our vehicles in the car park and is a valued member and familiar face in our Head Office, working closely with Hannah McOmish and Billy Gray to oversee our fleet.

*"I really enjoy volunteering. I'm retired and looking after the Cosgrove vehicles keeps me active, provides a welcome routine and gets me out the house no matter the weather! I also enjoy the variety of the people I meet through volunteering with Cosgrove."*  
**(Eddie, Cosgrove Care Maintenance Volunteer)**





# SUPPORTING THE PEOPLE OF UKRAINE

Cosgrove Care, as a charity rooted in its local communities, are delighted to have been able to support members of the Ukrainian community living onboard the MS Ambition Cruise Ship at the King George V Dock in Govan, as they arrived in Scotland.

Working with Sherbrooke Mosspark Parish Church, who organised bi-weekly cultural exchange and language lessons, and linking with Silver Fox Coaches Ltd, Cosgrove supported people on the ship with transport to attend the sessions at the church, as well as Remembrance Day Services and even Football matches!

Heather Gray, Cosgrove's CEO said, *'It has been great to be able to work with friends at Sherbrooke Mosspark to support our Ukrainian friends to connect and be part of our community, we look forward to*

*working together to provide support, friendship and opportunities'.*

Recognising the willingness of the Ukrainian community to engage with the communities around them, learn new skills and gain employment, and Cosgrove's position to be able to help, from a gesture of goodwill with transport Cosgrove's Ukrainian project has been born. A small pilot project aimed at addressing the need for support workers in Scotland, evidencing the potential of hiring and training New Scots from the Ukrainian community, and initiating 7 new careers in the social care industry.

We stand united with our Ukrainian friends and have seen the strength in communities working together to ensure a warm welcome in Scotland.

***"...we look forward to working together to provide support, friendship and opportunities."***

*- Heather Gray, CEO of Cosgrove*



## “MERCII”

*WRITTEN BY SHANNON WARD, SUPPORTED LIVING SERVICES TEAM LEADER*

Throughout all the challenges of the pandemic, the social care workforce has demonstrated time and time again just how committed they are to delivering the very best care and support to vulnerable people. I am delighted to share like to share one inspirational story of how two Cosgrove team members went above and beyond to make someone we care for dreams come true.

The story embodies person centred care and Cosgrove’s values, it is just one example of the amazing work that goes on every day.

Cosgrove Care have supported Margaret to live in her own home for over 15 years. Margaret has complex needs and a wicked sense of humour. She shares her home with two other ladies and a caring and supportive staff team who provide Margaret and the other ladies with care over 24 hours. Margaret loves all things Disney, and her home is full of her Disney friends. Her staff team shares this passion! Margaret has been on a Disney cruise and this year, after the

challenges of lockdown, her team helped her plan a holiday of a lifetime to meet her Disney heroes in Disneyland Paris, helping Margaret immerse herself in Disneyland fun. Margaret received support to organise all the finer details of her magical holiday. This included making sure every detail was considered to ensure it met her needs and dreams. Importantly, plans were put in place for Margaret to meet her Disney heroes. Her team- Diana McAllister and Brooke Dodds both used their annual leave to support Margaret, showing a truly person-centred approach and real care and commitment to helping Margaret achieve her dream. They even managed to negotiate a hotel upgrade to make the holiday extra special.

The photographs bring to life the delight she experienced and speak for themselves! We would like to thank each and every support worker for the incredible work they do every day to help people live the life they choose. We are so lucky to have a team of support staff who show dedication, care, and kindness and who live our values of respect, integrity, compassion, and excellence every day. *Merci!*

# A HELPING HAND

## WENDY'S EXAMPLE

As a care and support organisation, we strive to support each person to live the life they choose and to build their skills and confidence to help them be all they can be. We aim to inspire and help people thrive. But often what drives us is how much we learn from those we support and how they inspire us every day. One person who is a real inspiration to us is Wendy Shea. Wendy lives with Laura in their home and Cosgrove provides the ladies with support over 24 hours. Wendy inspires us every day with her beautiful smile and her determination to help others. Here's her story.

Wendy's team describe Wendy as having a big heart, always looking out for others, and offering her help when she can. When Wendy noticed that many of the clubs and groups that she went to before the pandemic had not opened, she began looking for other ways that

she could connect with her community and make a difference to those less fortunate than herself.

Wendy and her support worker Sharon decided that they would dedicate themselves to helping people living in Glasgow who were experiencing hardship. Wendy joined a Glasgow based charity and she now regularly volunteers by delivering food parcels, collecting, and distributing donations of clothes and inspiring others to do the same.

Wendy's ready smile, compassion and commitment has seen her confidence and her skills grow. Everyone at Cosgrove Care and her family are so proud of what she has achieved, and the incredible example Wendy has set for all of us. Thank you to Wendy for being amazing and showing people what is possible!



***“Wendy shows up each time with a smile on her face and ready to get to work – she demonstrates great ethics and continues to expand on her independent skills daily.”***



How it started...



...and how it's going!



# OFFICIAL OPENING OF BARRLAND COURT

Cosgrove Care opened its new hub at Barrland Court, Giffnock in August 2022.

The opening of the hub marked a new partnership with Hanover Housing and provides Cosgrove Care with a skills flat, training and meeting space, office accommodation and new extended flats for people supported by Cosgrove Care and other providers. Barrland Court also provides us with short breaks space for local people with exciting plans for ongoing development over the coming years.

Barrland Court was previously owned by Arklet Housing Association which merged with Hanover Housing in 2019. A partnership group with representatives from the Jewish Community was instrumental in helping shape the new opportunities which emerged.

Angela Currie, CEO of Hanover said.

*'Hanover is delighted to be working in partnership with Cosgrove Care on this exciting project that will enhance services for people with additional needs. The development will undergo quite a transformation over the coming months and years which will be positive for local people.'*

Cosgrove Care marked the official opening at our AGM on September 12<sup>th</sup> 2022.

Trustee of Cosgrove Care, Nicola Livingstone said.

*'I am delighted that Cosgrove Care has been able to work with Hanover Housing to breathe new life into Barrland Court and to build a positive future.'*





# MESSAGE FROM DONNY LYONS

*CO-CHAIR OF COSGROVE CARE*

As I write this, the Scottish Government has just started to consult on a Human Rights Bill. This would incorporate articles of international conventions (such as the convention on the rights of persons with disabilities) into Scottish law.

Why is this important for Cosgrove Care? A lot of what we do is exactly what this Bill will demand. Here are examples of support that puts the individuals' wishes first and makes sure they are included in their community.

The right to independent living: our supported accommodation in the heart of the community helps disabled people to use the facilities we all should have access to. The right to the best possible health: our wellbeing projects are geared towards reducing the inequality in health that some disabled people experience.

We have worked hard this year to involve people we support and their families even more in shaping what we do. This includes training staff and volunteers, being involved in selecting staff, and presenting their experiences to Board committees. The Human Rights Bill will demand this sort of involvement.

I am especially proud of the creative arts work that the people with support have produced. I was honoured to be involved in art and drama projects over the last year. These are essential to people's wellbeing and development. And they show us all

what disabled people can achieve. Again, that is a right they must have according to the likely content of the forthcoming Bill.

We cannot do this without a committed group of staff and volunteers. We aim to be the employer of choice in our field. I've heard staff describe Cosgrove as a family, supporting each other, concentrating on staff wellbeing, and engaging them in planning and developing our services. We believe they should have better pay, and have worked with partners to lobby for a better wage for our staff to reflect the essential work they do. The people we support have the right to the best possible trained and supported staff.

None of this would be possible without the dedication of our Chief Executive and her management team. The focus on the rights and wishes of every individual we support is evident right through the organisation, from every interaction with an individual, right through to Board meetings. All this and more puts Cosgrove ahead of the game when it comes to human rights.

We are well placed to provide services that will meet future human rights law. It's what we do! I am proud to be involved in this superb charity.



TagtronicsCare



beacon

## IT REVIEW: A MAJOR UPDATE

At Cosgrove, we strive to be digitally prepared and inclusive for the future for our services, people we support, their families, and our staff teams. This is aligned to our Cosgrove Care 2021-2024 Strategic plan and its 3 pillars: Committed to quality and innovation, being employer of choice, being sustainable and financially healthy. Reviewing our IT systems was a huge part of our three-year plan.

In 2021 we reviewed our website provider, scheduling system and fundraising platform. Our goal was to ensure all IT systems were cost effective, reduced time consuming manual processes, fit for purpose, user friendly and could strengthen our communication and reporting processes.

We successfully brought in an IT Consultant to reach our goal and to assist IT System review workshops. From there the IT Systems and Tagtronics Project Team was launched. We also listened to the views of people and

families, to hear their experience of support timetables.

Behind the scenes the Project Team worked incredibly hard to find the best systems on the market. We launched our new website first. You might not see many changes when you click onto [www.cosgrovecare.org.uk](http://www.cosgrovecare.org.uk) as we have retained the same design elements from before. The difference we see and feel it the easiness and quickness of the new website to upload news, events and regular updates. We have been able to save time on creating website pages. As stakeholders interact with fundraising on the website, we can quickly respond to event sales and donations as the website connects directly to Beacon, the second system to be launched as part of the IT Review.

Beacon, our fundraising systems allows us to communicate well with our donors and funders and chart our funding progress and goals. It improves our planning and our efficiency.

***“Investing in our IT systems helps us deliver more responsive, efficient services that are person centred and well planned. We are grateful to our many supporters and funders for making this investment possible during 2022 and 2023.”***

*-Pauline Boyce, Depute CEO.*



As soon as Beacon was up and running the Project Team didn't waste any time before moving onto the researching for the best fit scheduling system for our Operations Teams.

The IT Project Team, reviewed several different systems for scheduling staff rotas and people support timetable by attending workshops and online demonstrations. This was a massive undertaking, however we knew we needed to get it right. After serious consideration we selected Tagtronics.

The benefits Tagtronics offered were a family App and a staff App to show all the information about people, support, times and their key staff member. All this information is entered by managers managing the schedules.

Tagtronics offers us the ability to report on staffing efficiency, holidays, training and reporting on support hours delivered. Making reporting straightforward and efficient. We can monitor they way people are achieving their outcomes and evidence good quality of support.







# FINANCE SUMMARY 2022

## Income

2022	2021
£4,285,416	£3,716,425

## Expenditure

<b>Staff Costs</b>	£3,510,685	£3,121,021
<b>Direct Costs</b>	£74,421	£94,307
<b>Premises</b>	£179,079	£135,018
<b>Administration</b>	£294,411	£264,920
<b>Other</b>	£193,142	£156,373
<b>Governance</b>	£13,860	£9,978
<b>Total Expenditure</b>	<b>£4,265,598</b>	<b>£3,781,617</b>
<b>Net Income/(Expenditure)</b>	£19,818	-£65,192
<b>(Loss)/Gain on Investments</b>	-£92,673	£86,522
<b>Net Movement in Funds</b>	-£72,855	£21,330



*Thank you for reading!*

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**Cosgrove Care | The Walton Community  
Care Centre | Giffnock | Glasgow | G46 6LD**

**www.cosgrovecare.org.uk | Tel: 0141 620 2500**

*With thanks to our funders:*

**The Walton  
Foundation**

**The Wolfson  
Family Charitable  
Trust**



**AWARDS  
FOR ALL  
SCOTLAND**

**Short  
breaks fund**



**Community  
Funding**



**Scottish  
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and Digital Boost**