



**It's volunteers
that make us**

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ScotsCare 
The charity for Scots in London

Registered Charity Number 207326

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Annual Review 2011/12

Message from the Chairman

Welcome to our annual report and accounts for 2011/12 which I am pleased to present to you.

This year will be my last year as Chairman and I would like to take the opportunity firstly to thank you all for your continued support of ScotsCare. I would also like to touch on some highlights during my five years as Chair which have been years of change.

In 2010 we moved to our office in City Road. This has allowed us to provide a much improved service to our clients. In response to our professional welfare team, we have adapted how we work with our clients over the last 2 years. We now focus on longer term work and setting measurable goals. We hope that this will lead to lasting change in our client's lives and especially those who re-engage in education, training or employment. Last year we celebrated our 400th year of supporting our fellow Scots in the capital. We had the chance to look back at our history and also to evaluate our future to ensure we meet the needs of those who need us most. We celebrated that significant anniversary with a St Andrew's Night Dinner at the House of Commons, hosted by Pete Wishart MP and attended by many supporters and donors.

As I have mentioned in previous reports, the Charity's work can only be carried out through the community of people who make it possible and again I would like to take this opportunity to suggest the many ways in which you can become involved in our community at ScotsCare.

Volunteers

The theme of this year's report is celebrating the wonderful work of our volunteers. We have a number of volunteering opportunities which range from long term commitments, such as becoming a trustee, through co-option onto our various specialist sub-committees to short term commitments, such as helping with our mailings. If you have more time to give, perhaps you could come into the Charity on a weekly basis to help out with reception or to answer our helpline calls? One of the areas that has grown in recent years is our Blether Buddie scheme. This started out as a telephone befriending project and has been a great success. We have now trialed a home visit Blether Buddie team in Camden and Islington. We hope to extend this to the other boroughs in the future and will report back on this in next year's review. Perhaps you could be our future Buddies? Some volunteers also come along and help with our events such as day trips for the elderly or family outings.

Donors & Legators

As a charity, we rely on the generosity of others to continue our work. There are various ways that you can donate. You can always support ScotsCare by making a one off or regular donation. Also, leaving a legacy in your will is a great way to support the Scots who will follow us.

Clients

If you know someone who may need the Charity's help, do recommend us to them. We may be able to provide grants for children, help to buy household items or help with training to gain employment. If it is the loneliness of London that concerns them they may prefer coming along to one of our monthly lunches or outings for families or the elderly which are very popular.

Our Team

I take this opportunity to pay tribute to our dedicated professional team at City Road, headed by Willie Docherty. In my experience, not only do they go the extra mile for our clients and but they have also been a great support to me and my co-trustees throughout my time as Chair.

Getting in touch

There are many ways to contact us. You can call our City Road office on 0207 240 3718 or 0800 652 2989 for clients, visit our web-site, www.scotscare.com, or do like thousands now do, follow us on Facebook or Twitter to help grow our community online.

Thank you to everyone who has been involved with ScotsCare this year and over the last 5 years of my Chairmanship. I hope we can welcome even more volunteers, donors, legators, Blether Buddies and clients in the months and years ahead.



Peter Scott



A word from our Volunteer Co-ordinator

I am delighted that this year's annual report is focusing on volunteering because it cannot be overstated just how much volunteers contribute to ScotsCare. To give you an idea of the range and scale of help:

In 2011/12, our volunteers contributed approx. 5,150 volunteer hours across our range of services!

Volunteers are an important public face for the organisation and often the first point of call for our clients; greeting visitors, answering calls on reception and our helpline service.

Our Blether Buddie volunteers call or visit older, socially isolated clients for a weekly blether. Volunteers also help to run the monthly over 50's lunches, social events and outings throughout the year. It should be said that all the above roles are performed with empathy, commitment and good humour!

I feel privileged to work with so many dedicated people who give up their time and skills and I would like to take this opportunity to say thank you for making my job so enjoyable! I would also encourage anyone who is considering volunteering to get in touch now.

Sarah Norwood



"Having known and supported the charity for 50 years, I am pleased to have volunteered following my retirement in 2005 and have enjoyed the contact with staff, other volunteers and beneficiaries."

John Black, Helpline volunteer

"I really like working with Scottish people and enjoy volunteering."

Delilah Calnan,
Reception volunteer

Our Volunteers



"Volunteering for ScotScare is like being back in Scotland for a few hours each week."
David McComb, Helpline volunteer



Social events volunteers

Our volunteers play an important part in helping us deliver social events throughout the year. They set up and run monthly lunches for clients aged 50+ in Euston and Luton. They also decorate the halls, set the tables and serve the food at our Christmas and Burns Suppers. Volunteers also provide support for the families and over 60's outings.



Reception volunteers

The reception area at ScotsCare is run entirely by volunteers and the volunteer receptionist role is vital to the day to day running of the office. Volunteer receptionists are the first point of contact for clients and the general public. It's a great way to help our fellow Scots but also meet new people and gain experience.



Helpline volunteers

The role of the volunteer helpline operator is to answer calls and carry out an initial assessment of need. Volunteers provide information about ScotsCare's eligibility criteria and the ways in which ScotsCare can offer help.



Blether Buddies

Blether Buddies are volunteers who telephone or visit ScotsCare clients aged 60 and over.

The purpose of the scheme is to reduce social isolation and improve the emotional wellbeing of isolated older and/or disabled first or second generation Scots.

Blether Buddies can provide a weekly phone call, planned outings and activities in the local community, support with walking outdoors, help with correspondence or support during a difficult time.

The feedback from volunteers and clients has been very positive.



Fiona Neville, Blether Buddie home visitor

I had been thinking about volunteering for some time when I came across ScotsCare. I saw that the Blether Buddie scheme was launching firstly in Camden and I was immediately interested as I live in Camden, I'm Scottish and love to chat, so this was the perfect opportunity for me!

Meeting Norah has been a pleasure and we have a really enjoyable few hours every Saturday talking about her amazing life, sharing laughs about last week's Strictly Come Dancing & just catching up on the past week. We have even had a day shopping at Westfield.

It's not often one makes new friends in London and to make a new friend with such an amazing story to share has been a treat. I thoroughly look forward to our visits and I'm really pleased that I got involved.

Norah, Fiona's Buddie. *"I have nothing but praise for Fiona. I absolutely enjoy our visits and she is so helpful."*

"I enjoy being a volunteer at ScotScare because I'm helping fellow Scots and also being part of the team!"

Sarah McCann, Reception volunteer

"I like volunteering at ScotScare because it's good to feel I am doing something worthwhile for other Scots in London."

Anne Rungen, Helpline volunteer

Why I became a Blether Buddie

After many years of voluntary work in my local community, I thought I'd really like to do something for my 'ain folk', and getting involved with ScotsCare's Blether Buddie scheme fitted the bill perfectly.

I have been a telephone Blether Buddie for just over a year and enjoy it tremendously. I love hearing about my Buddies' lives, past and present, and consider it a real privilege and joy to share a good blether with them.

I also visit one Buddie, Carolyn, fortnightly and we usually have an outing which we both look forward to.

We are of a similar age, both 'Weegies' (Glaswegians!) and like a good laugh! It's great to be with someone who understands words like 'skoosh' and 'scunnered' without explanation! We have built up a good relationship which I believe is mutually rewarding.

Cathie Bjarnason

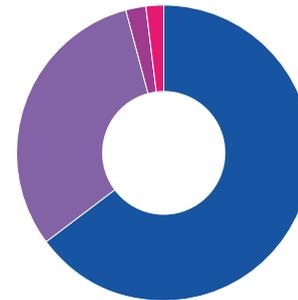
"I enjoy the visits immensely and really look forward to seeing Cathie. Cathie feels like a true friend to me."

Caroline, Cathie's Buddie

Financial Figures 2011 – 2012

Income

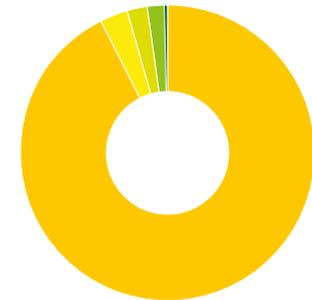
Total £2,006,639



- Investment income and interest
- Rental income
- Legacies, donations and other income
- Income from services in respect of homeless people

Expenditure

Total £1,942,706



- Charitable activities
- Investment management
- Governance costs
- Cost of office relocation
- Cost of voluntary income

Legacy Club

As you know, funds are crucial to sustain the long term future of The Royal Scottish Corporation. To effectively plan ahead, it is useful for us to know what funds the organisation might receive.

We would be grateful if you could give some thought to your future finances and let us know if you are planning to leave a gift to the Charity. Returning this form will allow you to join the Scots Box Club.

The Scots Box Club is designed to recognise those Scots who will provide for future Scots in London:

- Leave a gift over £10,000 and one of our 84 houses will be named in your honour
- Leave a gift over £5,000 and have a regular allowance or training grant named after you
- Automatic inclusion in our legacy roll of honour which will be updated annually and be on permanent public display at The Royal Scottish Corporation
- Return this page, letting us know your intentions, and we will send you a specially designed Scots Box badge



Thank you for planning to leave a gift to The Royal Scottish Corporation in your will. We realise it is difficult to think about these matters, but your foresight and generosity will change the lives of Scots in London for years to come.

Please complete this form (your privacy will be respected) and return it marked private and confidential to:

**The Scots Box Manager
The Royal Scottish Corporation,
Ground Floor, 22 City Rd,
London EC1Y 2AJ**

Full Name:	<input type="text"/>		
Address:	<input type="text"/>		
	<input type="text"/>		
Postcode:	<input type="text"/>	Telephone:	<input type="text"/>
Email:	<input type="text"/>		

I wish to leave a legacy to The Royal Scottish Corporation to help the Scots who follow us.
(please tick the appropriate box)

- I am planning to leave a legacy to The Royal Scottish Corporation over £10,000**
- I am planning to leave a legacy to The Royal Scottish Corporation over £5,000**
- I am planning to leave a legacy to The Royal Scottish Corporation**
- I am planning on leaving a Residuary gift to The Royal Scottish Corporation**
A residuary gift allows you to leave a share of your estate, once your family has been taken care of
- I am planning on leaving a Pecuniary gift to The Royal Scottish Corporation**
A pecuniary gift allows you to leave a specific amount of money
- I am planning to leave a Reversionary gift to The Royal Scottish Corporation**
A reversionary gift allows you to leave your estate to your dependents while they are living but after they pass away it will revert to The Royal Scottish Corporation
- Please send me a Codicil so I can update my will**
A codicil is a form you attach to your existing will to make a change to it. The codicil should refer to the original will and needs to be attached to it