

# Tgether

Annual Review  
2014/15

**ScotsCare**   
The charity for Scots in London

## Message from Willie Docherty, CEO



Willie Docherty

Several events in the past year have shown again how important solidarity is in times of crisis or difficulty. Remembering shared values and responsibilities helps overcome differences in opinion, circumstances, and lifestyles and also to deal with anxiety, pain or bereavement. It also helps celebrate achievement.

This is what ScotsCare, throughout its long history, has always been about. London Scots, their partners, and their children are very different from what they were when we started supporting them in the 17th century. But our values remain the same.

In order to best fulfil our mission, our services constantly adapt to respond to our clients' evolving needs, as you will see in this report. Mental health issues affect many of them. That is why we are piloting a psychotherapy project. There is an increasing demand for help in dealing with service providers, and ensuring

complaints are heard. We have expanded our advocacy services. And our effort to increase support for children and families is continuing, with more children's outbound activity holidays, and an enhanced children's grant to fund after school activities.

Along with new resources, such as career coaching, we of course continue to deliver the core services that we have provided over a period of time: housing for the elderly and vulnerable, social activities in and around London, grants, help for students.

We now measure outcomes with increasingly precise tools in order to pinpoint needs, areas for improvement, and where justified, to highlight success.

Our volunteers are an invaluable help in many aspects of our work, as are our Trustees, and our supporters. Together with our clients and staff, they make up the longstanding diverse, extended and unique Charity that is ScotsCare.

## Communications

Scots are not always easy to identify in London. They don't tend to congregate as much as some other groups. Second-generation Scots may not be aware that they qualify for our support.

In order to reach more potential clients and supporters, and further raise awareness of the Charity, we are continuing to develop and diversify channels of communications.

While maintaining a presence in traditional media such as print, advertising and posters, we are further expanding our profile online. This year has seen continuing updating of the website, with richer content, and more sustained use of social media. We have also updated our supporter software, while of course maintaining strict procedures to protect clients' and supporters' confidentiality.

## General client outcomes

The number of clients has grown slightly compared to last year. At the end of March, the number of adult unique users of our services had reached 574. The 530 children whom we support are not counted as clients, but they form a large and increasingly important group (see [chart 1](#)). Children receive support via an application made by a parent.

In order to target our services effectively, we categorize our clients in the way shown in [chart 2](#).

Not all our clients use our services. Some only receive a regular allowance. The total number of clients shown in [chart 2](#) includes both these groups, and adds up to 644.

To meet the demand from our clients, ScotsCare services are constantly evolving. We have expanded services for children, and will continue to increase our support for them, while maintaining a holistic approach to families.

Overall, our grants are divided in the way shown in [chart 3](#) below.

When clients apply to ScotsCare, several areas of need and potential support are identified during the assessment process. The interventions noted in [chart 4](#) are those areas where our clients have disclosed an issue and engaged with the support offered.

Chart 1: Number of beneficiaries

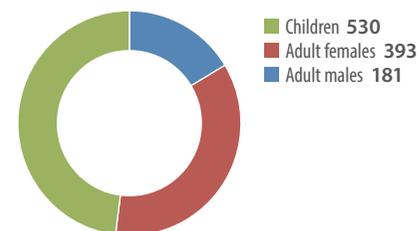


Chart 3: Grant types

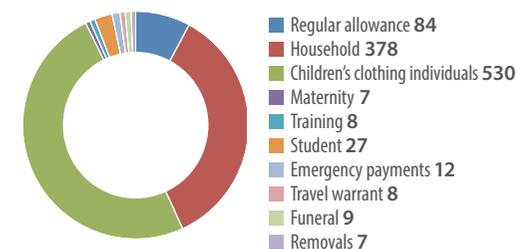


Chart 2: Client groups

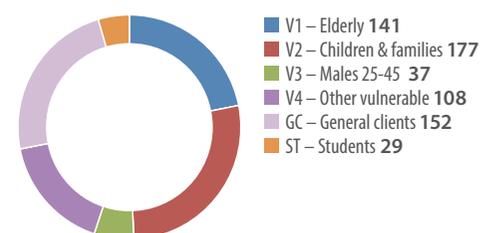
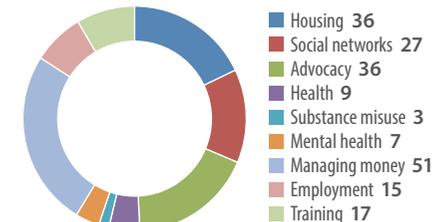


Chart 4: Interventions





## Willie's story

Willie moved from Glasgow to London in the Sixties to pursue his dream of becoming a professional footballer. He was talented, but broke his ankle and had to change careers. He worked as a decorator. But eventually his marriage broke up, his health deteriorated and he needed treatment. When he was discharged from hospital, there was no suitable accommodation available. He was housed in a care home for people with dementia. Fortunately, when he applied to ScotsCare, a flat had just become available.

"I had given up hope of moving into accommodation that suited my needs and slowly became fearful for my own future and mental health. It wasn't until a friend told me about ScotsCare and the services they provide that I made an application for assistance.

I was scared to make contact with them at first. You always think you'll be turned away or they won't be able to help you and you'd be signposted elsewhere, but this couldn't have been further from the truth with ScotsCare. Within a week I had been assessed and given new housing – they even bought a bed and sofa for me!

Living in my new ScotsCare housing has been important for my physical health and recovery after my operation. I have a new found independence and happiness. I feel like the luckiest man on earth."

## Sheltered housing

ScotsCare has 84 flats across three housing sites, two of which are sheltered housing. Our tenants are fairly mixed at all three sites and are allocated accommodation based on priority housing need. Over the past year we have accommodated four new clients who have low to medium support needs and there are a further 52 on our waiting list.

## Volunteer programme



Pamela Todd, a volunteer, dresses as a Land Girl at the annual 'Salute the 40s' vintage fair.

Volunteers provided over 7000 hours of support across the organisation in many different ways. Over the period, 54 volunteers undertook 87 volunteering opportunities across ten different roles. Our volunteers receive specific on-the-job training to provide them with the skills necessary to perform in any given role.

## ScotsCare feedback surveys

A series of ongoing client feedback systems is being developed to provide information on client, tenant and volunteer satisfaction in all areas, in order to identify areas for improvement. This is in addition to the outcomes framework which provides us with the information required to identify client need and the development of future services. The feedback surveys will also provide the necessary evidence of ScotsCare's effectiveness for use with stakeholders and a way to test acceptance of new services.

## Children's outbound activity holiday



ScotsCare give clients' children opportunities to make new friends and learn skills to help them in later life.

Following the success of our outbound holidays over the past two years, we again partnered with PGL this summer to provide a three day outbound holiday for 9-12 year olds.

Our assessments have identified an improvement in the children's self-esteem and emotional well-being as a result of these holidays.

## Career coaching

Our career coaching pilot project began in April 2013. Over the two year period, we have referred 32 individuals for support. Three have gained full-time employment and one is preparing to become self-employed. A further seven clients are enrolled on training courses and four have taken up volunteer roles outside ScotsCare

## Pilot psychotherapy project



A recent analysis of our clients has shown that 55 per cent of them suffer from a mental health problem. We found that a significant number of our clients received no mental health support or were prescribed anti-depressants on an ongoing basis.

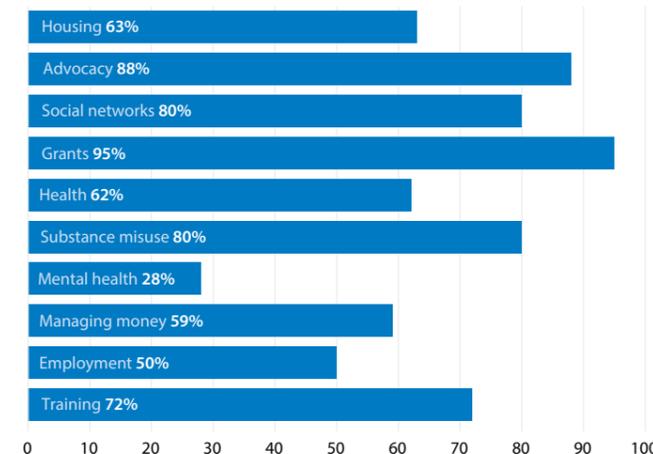
ScotsCare responded by developing a relationship with Camden Psychotherapy Unit, an established specialist service in the provision of psychoanalytic psychotherapy.

The project was formally launched on 1st September 2015 and provides a psychotherapy service for a minimum of five ScotsCare clients, once per week, for up to a year. The project is being monitored by Deputy CEO Shona Fleming, herself a trained psychotherapist.

## Measuring impact

We measure the progress of our interventions across each of the 10 outcome areas. The percentage of progress in each outcome area includes clients who have achieved a full outcome as well as those still in the process of addressing that particular issue. A breakdown of our progress across the 10 outcome areas is noted below:

Chart 6: Percentage of progress



## Social events



A group of families enjoy a trip to Winter Wonderland 2014.

Monthly social events for the elderly group (V1) usually take the form of a buffet lunch and a game of bingo. They provide the opportunity to meet new friends and reduce social isolation.

Other social events include regular lunches in Euston and Luton, special Christmas lunches and day trips.

Our children & families events (V2 & GC) are held several times per year and last year included a Thames river cruise, a seaside trip, ice skating or circus at Winter Wonderland in Hyde Park and a trip to the cinema.

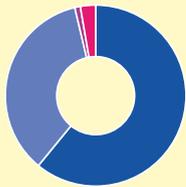
Overall attendance at these outings is high and provides a great opportunity for parents to spend time with their children with ScotsCare meeting the costs of travel, food and entry for each event.

The total number of places taken up at social events was 1,654

# Financial statement

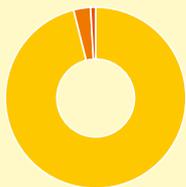
2014 – 2015

Income  
Total £2,174,301



- Investment income and interest
- Rental income
- Legacies, donations and other income
- Income in relation to homeless services

Expenditure  
Total £2,163,820



- Charitable activities
- Investment management
- Governance costs

## Advocacy

The process of appealing a benefits decision or making a formal complaint regarding healthcare or housing disrepair issues can be complex and many of our clients are unable to navigate their way through the process.

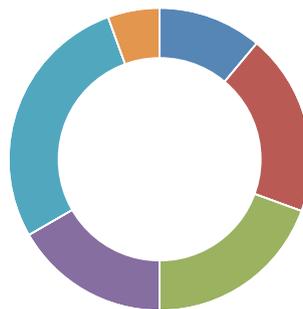
Since introducing our new Advocacy service in 2014 our advocate has intervened on behalf of 36 clients and achieved an 88% success rate in accessing services, making statutory complaints and overturning medical and DWP decisions.



Beverly Paterson joins ScotsCare's expanding advocacy team.

Due to demand this service has been expanded with the addition of an Advocacy Worker in October 2015.

Chart 5: Advocacy interventions



- Abandoned 11%
- BeneRit appeals 19%
- Housing disrepair 19%
- Accessing statutory services 17%
- Statutory complaints 28%
- Challenging statutory decisions 6%