



Looking  
to the  
future

Annual Review  
2015/16

**ScotsCare**   
The charity for Scots in London

# Message from Willie Docherty, CEO



Willie Docherty

We live in an age of uncertainty: we have had ample proof of it this year. Pollsters can no longer predict political events with a reasonable degree of accuracy.

ScotsCare's role is to provide stability and support to the most vulnerable in our community, whatever the circumstances. We have been there for them for more than four centuries, through many changes and challenges.

This review shows how we have carried out our mission over the past year: the detailed, day-to-day work of our caseworkers, housing officers, advocates, event organisers, support staff and managers; the vital help of our volunteers. The resources set up by our founding Trustees have been carefully managed by generations of their successors to the present day, and generous donors continue to add their contribution.

This year marks a new chapter in that long story. After more than 14 years at the helm, I am retiring as CEO of ScotsCare. I am proud of the way all constituent parts of this Charity have worked together during that time to bring it firmly into the 21st Century, listening to the needs of our clients and anticipating the future.

That future, as the title of this review suggests, is about the children of our community and their families. Some may feel only a remote connection to Scotland. However, the evidence provided by our surveys, and the experience of our staff and volunteers, show that they welcome the values that ScotsCare represents, and the support we can provide.

We celebrate those longstanding common values together during our St Andrew's Festival Week. I will take this opportunity to say thank you and farewell to all who make this Charity unique, and to wish you a bright future.

A handwritten signature in blue ink that reads "Willie Docherty". The signature is written in a cursive, flowing style.

# How we serve our clients

Potential clients first contact ScotsCare through our website enquiry form, the telephone helpline, or our drop-in service at City Rd. The drop-in service, staffed by a member of the Client Support Team, is available five days a week. It offers a one-to-one meeting with clients that generally results in an application being made, or an emergency intervention (for instance a travel warrant or referral to a food bank). All website enquiries are dealt with straight away by the Duty Caseworker.

The assessment of each qualifying client involves a financial assessment, including a benefits check, and looks closely at support needs. In the case of vulnerable clients, a home visit is carried out. There were 597 such visits last year. Others were assessed during appointments at ScotsCare (235 last year) or by telephone (31). The process from application to completion took on average 23 days.

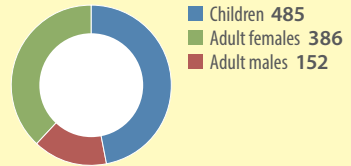
In the year up to March, we made 691 assessments. [Chart 1](#) shows the latest breakdown of client profiles in terms of adult females, adult males, and children.

Grants are an important part of the support we provide to our clients. We offered 1,028 last year. You can see what types in [Chart 2](#)

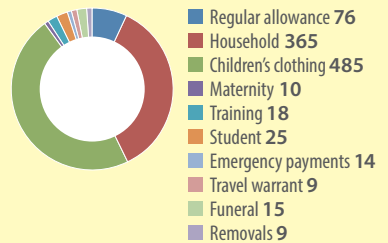
[Chart 3](#) shows areas where clients have disclosed an issue and engaged with the support offered. It does not include other issues identified by caseworkers during assessments, where clients have chosen not to accept the support offered.

This year our Advocacy staff supported 79 clients with an 82% rate of success. [Chart 4](#) shows the detail of those interventions.

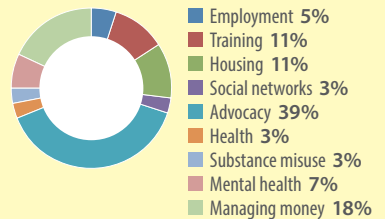
### Chart 1: Client profiles



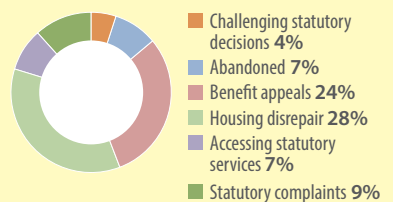
### Chart 2: Grant types



### Chart 3: Interventions



### Chart 4: Advocacy Interventions

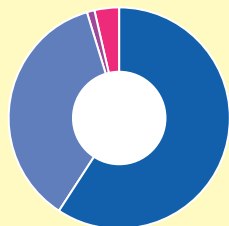


# Financial statement

2015 – 2016

## Income

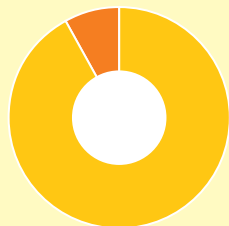
Total £2,252,114



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

## Expenditure

Total £2,430,865



- Charitable activities
- Investment management

# Volunteers: a vital part of ScotsCare

Volunteers provided 7,013 hours of support across the organisation in many different ways.

This year, 62 volunteers undertook 87 volunteering tasks across eleven different roles.

They play a major part in our Charity, and we thank them for it.



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Registered Charity Number 207326

