

SOCIAL CARE COUNCIL

May 2015

PROPOSED DELIVERANCE

The General Assembly:

1. Receive the Report.
2. Support and promote the dual role of the Social Care Council to:-
 - a. Resource the Church in the specialist area of social care. *(Section 2c (2))*
 - b. Oversee and govern the work of CrossReach as the Church of Scotland national provider of social care services. *(Section 2c (1))*
3. Instruct the Council to appoint a Social Care Mission Officer to take forward the work of the Council in resourcing the Church and bring a development plan to the 2016 Assembly in order to re-imagine the social care efforts of the whole Church. *(Section 2c)*
4. Instruct Presbyteries and local churches to engage with CrossReach in two main areas of support; Prayer and Getting Alongside and instruct those presbyteries that do not already do so to include a special focus on their agendas on the work of the Social Care Council. *(Sections 2a & 2b)*
5. Note the challenges to long term financial planning in complying with the terms of local authority framework agreements and invite the Moderator to write to the Scottish Government and the Convention of Scottish Local Authorities on this matter. *(Section 3.3c)*
6. Note the urgent need to implement an Income Generation Strategy and encourage Church of Scotland members, in addition to their normal church giving, to support CrossReach as their chosen charity. *(Section 3.3b)*
7. Note the importance of CrossReach Week in promoting the social care mission of the church and encourage the whole church to celebrate CrossReach and Social Care Sunday on Sunday 15 November 2015. *(Sections 2b i & ii)*
8. Welcome the partnership working with other Councils and Committees and urge the Council to continue to identify areas of mutual interest and collaborative working. *(Sections 2b v, vi & vii)*

REPORT

"It is they who dream bright dreams that in the end deliver do not be afraid or ashamed to announce your splendid hopes. It is enthusiasts the world needs." Archibald Charteris

1. Introduction

Our Report to the Assembly last year covered the two 'faces' of the Social Care Council:-

1. The Inwardly Facing Council.
2. The Outwardly Facing Council operating as CrossReach.

We reported on the work of the Council's Church Involvement Working Group which explored a two way engagement between the Council and the Church and the importance of working together at a national and local level to support and further the mission of the Church through social care initiatives.

We proposed that over the ensuing year we would address 4 tiers of engagement:-

1. **Prayer** - Since we undertake our work in Christ's name it is crucial and of significant importance and value that the work is supported through prayer across the whole Church.
2. **Getting Alongside** – Opportunities for ways in which local churches, individuals and groups can 'get alongside' locally based CrossReach national projects to support the mission of the Church
3. **CrossReach National** – The services provided by the Council, operating as CrossReach, through three main operational sections; Adult Care, Services to Older People and Children and Family Services.
4. **CrossReach Local** – The exploration of establishing 'CrossReach Local' under which local church social care initiatives can be developed and supported. We intimated that we would work with some key partners to explore and develop this idea.

The main thrust of this report to the General Assembly is to report on progress on each of the four tiers of engagement over the last year and in the words of Archibald Charteris (often credited with the development of the Church's

social care work in the latter part of the 19th Century) to outline our 'splendid hopes' for the future development of engagement with the Church.

2. (a) Prayer

During the past year we have produced a revised prayer diary which has been well received by our prayer supporters. Featured services have provided 'prayer topics' rather than written prayers which has enabled people to pray for specific challenges or issues in the service. In order to reflect the fact that we are all involved in the mission of 'serving communities' we have featured the following local church social care initiatives:-

The Grassmarket Community Project

St Andrew's Church, Arbroath

St Andrew's Church, Bo'ness

Any churches that operate local social care initiatives are invited to contact us if they wish to be featured in our prayer diary which is published 3 times per year; email bdd@crossreach.org.uk

We have been encouraged that over the last year more people throughout the Church have contacted us specifically to support our work in prayer. This is in addition to our range of worship resources for congregational and individual use. We are committed to develop these resources further and to use web based, online and social media outlets.

2. (b) Getting Alongside

- i. **CrossReach and Social Care Sunday** – The first CrossReach and Social Care Sunday was held on Sunday 2nd November when congregations were encouraged to reflect on and celebrate the social care initiatives which form part of the mission of the Church across Scotland. We were grateful to the then Moderator the Very Rev John Chalmers for his support in promoting this across the Church,

and in being involved in a national service in St George's Tron Church, Glasgow which also launched CrossReach Week.

ii. **CrossReach Week** – It was of incalculable value to CrossReach, particularly in the promotion of our work, for the Moderator to devote a week of his moderatorial year to serving the organisation, hosting events and visiting projects. In a varied and busy week the Moderator:-

- Visited Bellfield, the newly refurbished home for older people in Banchory.
 - Met service users and staff at the Bungalow, a residential service for young adults with learning disabilities and complex needs in Stonehaven.
 - Hosted an evening reception in the Moderators Flat for staff and volunteer award winners.
 - As a keen and proficient golfer spent a morning with boys from our two residential schools giving them golf tuition.
 - Took part in 'CrossReach Question Time' attended by CrossReach Managers at which he was joined on the panel by Alan Baird, Chief Social Work Adviser and Dr Sally Bonnar, Convener of the Social Care Council.
 - Spent time with staff and service users at Cunningham House, a residential service for homeless people, and met volunteers from St Giles Cathedral who support the service.
 - Facilitated a dialogue with staff from the Children and Family Services Section and key partners exploring some of the issues deriving from CrossReach's experience of encountering prejudice, poverty and postnatal depression in their everyday work.
 - Met people who have moved on from Cunningham House and are now supported by the Rankeillor Initiative to maintain their recovery from addiction.
 - Visited Grassmarket Community Project to see the value of working in partnership
 - Held a service of thanksgiving at Charis House
- Joined with service users at the day opportunities project for people with learning disabilities in Threshold Edinburgh.
 - Attended a workshop presented by the Services to Older People Section featuring, OOMPH, Heart for Art, and Playlists for Life, presented by Sally Magnusson. (These initiatives are expanded on later in this report.)
- iii. **Your Charity Changes Lives Leaflet** - On CrossReach and Social Care Sunday we set ourselves a challenge to try and reach as many people attending a Church of Scotland on that day. A leaflet was produced on the work of CrossReach and 115,810 copies were circulated. We are grateful to Ministers, our many congregational contacts and other volunteers who distributed the leaflets. Since this was the first such initiative we were encouraged by those people who completed a return slip offering to pray for our work, fundraise, volunteer, work for us or support us financially.
- iv. **Presbytery Updates** - We have begun regular communication with every Presbytery so that the Church is better informed about our work and therefore better able to pray for and get alongside us. Towards the end of each month, all Presbytery Clerks receive an email copy of our Presbytery Update, which tells the ongoing story of our work to support people in Christ's name. The Update is sent out in time to be included in Presbytery meetings and newsletters. We have had positive feedback from several Presbyteries who value being kept up to date on our work, and who feel more closely connected to CrossReach through this regular communication.
- v. **Links with the Church and Society Council** - Hosting a conference with Church and Society Council on 22nd November was an excellent opportunity to discuss how CrossReach can work alongside the rest of the Church to serve our local communities. We were able to speak about recent

innovative initiatives such as; our Dementia Ambassadors, Prison Visitors' Support and Advice Centre and the government-funded, ecumenical Daisy Chain Early Years Project. We were also able to showcase one of the Church-based, volunteered social care projects that CrossReach is helping to develop through local partnerships. The fact that we cover such a spectrum of service user groups as a national provider and also support small, voluntary projects reflects the huge positive impact we can have on Scottish society as we work alongside other Councils of the Church. Based on the response from participants discussions are taking place to run a further joint venture. The Secretary and Convener of the Church and Society accepted an invitation to address the Social Care Council in which areas of common interest were explored. This invitation was part of a wider strategy to invite representatives of all the main Councils to address the Social Care Council on areas of mutual interest.

- vi. **Engagement with the Youth Assembly** - We were pleased to be invited to the National Youth Assembly in August to share our work with delegates. Delegates wanted to focus on our work supporting people who have family members involved in the criminal justice system, and they made a generous donation to our Perth Prison Visitors' Support and Advice Centre. In November, members of the Youth Assembly volunteered to help us distribute our 'Your Charity Changes Lives' leaflets on CrossReach and Social Care Sunday. Our ConneXions project has also been developing links with COSY through their Youth Partners training events. ConneXions presented at the Youth Assembly's Community of Faith conference in February on Working Together and Building communities.
- vii. **Annual DVD** – Following on from the success of the DVD distributed in 2014 we will issue a resource

for Churches and church members from footage of the 2014 CrossReach Week. The film will follow the events of the week, giving an insight into the work CrossReach staff are doing every day. Also forming part of the film will be study questions to help congregations, small groups and individuals to think through what it means to reach out into Scotland's communities and offer social care in Christ's name. Viewers will be challenged and encouraged to get alongside the social care work being done in the name of the Church of Scotland.

- viii. **Church of Scotland Guild** - Links with the Guild have been strengthened over the year particularly with the appointment of some Guild members to our Council, one of whom is the official link between ourselves and the Guild. The General Secretary and National Convener of the Guild addressed the Social Care Council in February of this year and it is hoped at the Assembly to launch some pilot projects with the Guild.

2. (c) CrossReach Local

Our discussions with three key partners, Very Rev Albert Bogle, Rev Dr Richard Frazer and Rev Martin Fair, all of whom have significant local social care projects has enabled us to refine how we believe the Council can resource the wider Church of Scotland.

The Council has traditionally focussed on the provision of social care services throughout its history and currently, through CrossReach, is seen as a national provider. It would be fair to say that there has been little emphasis on initiatives attached to individual churches partly due to the fact that these have been limited in number. However there are now a growing number of churches that are looking at ways in which they can serve their communities as part of their mission and that of the whole Church. Other Councils traditionally have a role to 'resource' the Church in particular specialist areas. The discussions with our key partners have focussed on the need of the church not specifically for CrossReach 'franchises' at local level,

although this may ultimately develop, but to be resourced in the specialist area of social care. This is not about seeking to take over the work being done locally, it is purely about being able to resource, celebrate and support this work, develop new work where possible and ensure that those who are doing caring work in Christ's name throughout our communities are not overlooked, unsupported or unacknowledged.

We recognise that the church is not just the soul of a community, it should also be the heart. By being the soul of the community, we offer the ordinances of religion providing worship, pastoral care, mission and outreach to our communities. By being the heart, we offer a variety of forms of social care depending on the resources available to us and the context in which we operate. Historically, the Church has been at the heart of pioneering a variety of forms of care and support. From providing a school for every parish to offering poor relief, from creating structures that foreshadowed the welfare state to founding CrossReach itself, the church has been in the vanguard of shaping models of community care for many centuries. The priority therefore is for the Council, (for both practical and theological reasons) alongside the provision of a national service through CrossReach to develop its role to be a source of support, help and encouragement to the whole church to offer social care to the communities in which our congregations worship, (in other words, the whole of Scotland). In addition, members of congregations are often best placed to identify need in their communities, to act as a link between professional care providers and their clients and to offer time, talent, money, prayer and practical support to caring initiatives.

Many congregations offer a variety of forms of social outreach and community care already and as a result of our discussions over the past year we believe that the Social Care Council might usefully assist in making that work more visible, more effective and indeed enable the development of new initiatives. Some of the ways in which this support might be offered are:-

- **Regulatory, Workforce and Procedural Guidance** – There are many regulatory and legislative requirements which might at first sight seem insurmountable at local level. From its experience as a professional provider the Council is in a good position to give guidance on a range of issues.
- **Information Sharing** – As many have said, “there is no point in re-inventing the wheel”. Good practice in one area can often be replicated in another, but sometimes we simply do not know what is happening just down the road. Social Care Council proposes the production of a web based social care resource for enabling the church to share best practice, inspiring ideas and providing a range of resources including policies and procedures, useful contacts and sources of information. Such a resource would also help us as a church to better understand, nurture and resource the full range and scope of the work being undertaken at local level, in response to Christ's call, “For as much as ye did it unto the least of these, ye did it unto me”. Matthew 25: 40. This resource will be launched at the General Assembly as part of a fringe event.
- **Facilitating Partnerships** - With the development of a web based resource the Council will be in an ideal position to facilitate partnerships between local church projects and help assist in identifying potential partnerships from its knowledge of the wider voluntary sector. Indeed there may well be opportunities to explore local partnerships with CrossReach as is the case with the day centre for older people which operates from the Parish Church in Bankfoot. Heart for Art for people with dementia also presents opportunities at a local church level.
- **Finance and Funding** - Social Care Council can prepare resources to advise congregations on how to develop their own social care initiative and do so in such a way that these harmonise with the need to raise funds for congregational life and to support the wider work of the church. There are a number of congregations that have already found ways to develop social care initiatives that stand alongside other financial commitments. By offering advice the Council hope to

make it less daunting for congregations to get going on initiatives for social care without being hampered by the time that might be required to work out how to do this alongside other ongoing commitments. This is about sharing best practice, about signposting to places of help and creating a database of potential sources of funding for local initiatives which often as a national provider CrossReach is unable to access.

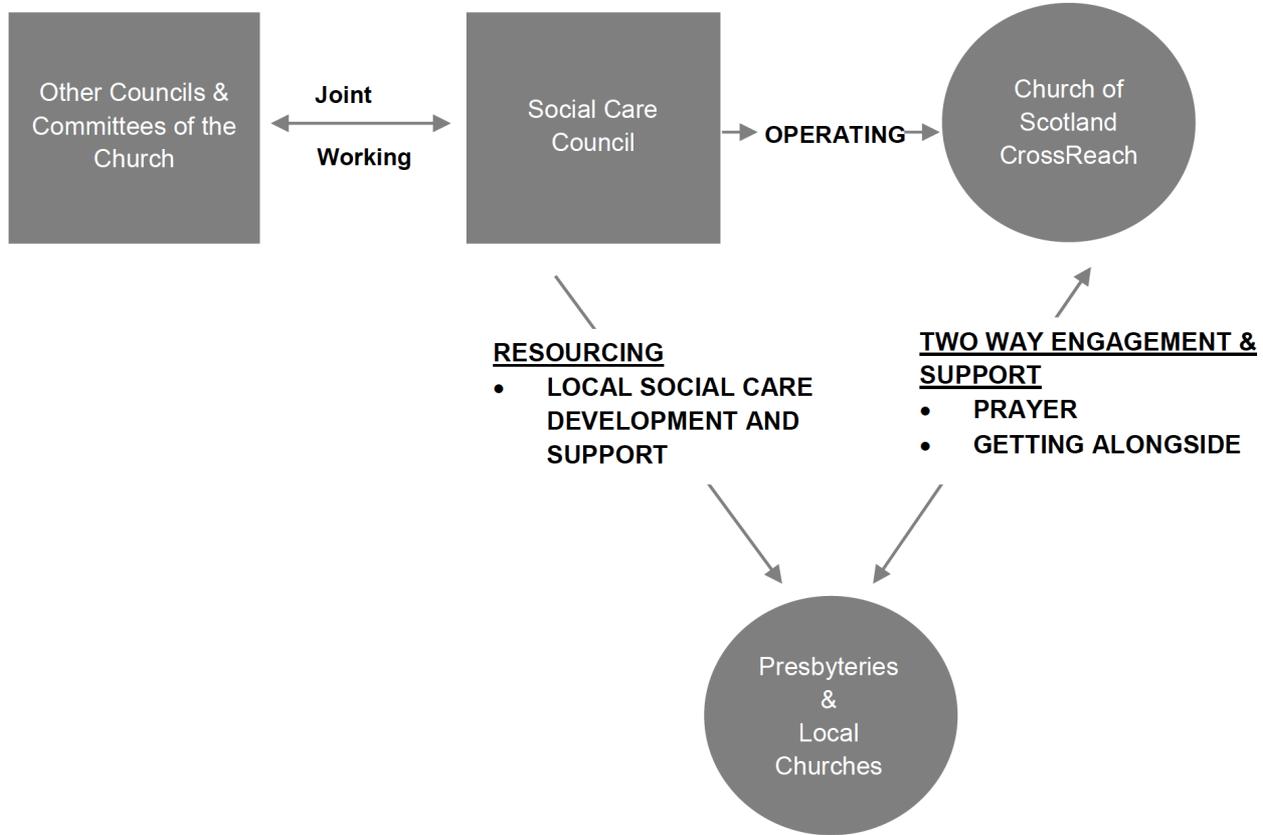
- **Working more closely with other Councils of the Church** – It is clear that there is an overlap between much of the work being done by CrossReach and local congregations and other councils of the church. In order to do this more efficiently, and especially to support our communities, the poorest and most vulnerable, we need to find ways of doing things in a more joined up, co-operative and creative way. Much of the caring work undertaken by CrossReach and by local congregations working in their communities does much to alleviate harm, unhappiness and social need. The saving to the nation in both financial as well as in terms of overall wellbeing is immense. As an organisation the church needs to be in a position both to report on the outcomes it achieves in terms of community wellbeing, but also advocate a greater

degree of investment in social care that works and makes a difference.

In order to provide a resource to the Church and build up ways in which it can support the wide mission of the church, the Council will fulfil a dual but complimentary role:-

1. It will continue to oversee and govern the work of CrossReach which will continue to be seen as the Church of Scotland national provider of social care services. As part of the Church of Scotland mission, CrossReach will still require two way engagement with presbyteries and local churches particularly in the two current areas of support, a) Prayer and 2) Getting Alongside.
2. In a similar way to other Councils it will 'resource' the Church at local and national level in the ways outlined in section 2 (c) in the specialist area of social care.

The 'positioning' of the Council with this dual function over the coming year is illustrated in the following diagram.



In order to take this initiative forward we will appoint a Social Care Mission Officer who will address the proposals to “resource” the church and bring a progress and further development plan to the Assembly in 2016. As part of the scoping of this initiative the Officer will hold a workshop for all interested parties where the above issues will be shared, discussed and action points agreed in order to re-imagine the social care efforts of the whole church.

3. CrossReach National

“Your Charity Changes Lives be part of it”

“This service is my 1 hour of sanity in the week.”

“I could not have coped without this service in my life at the moment.”

“I consider myself very lucky to be living here”

“The service has already changed my life for the better and more is still to come”

“Would come every day if I could”

“The service continues to exceed all my expectations for my mother’s care.”

“.....the thoughtful care given to her and us as a family, emphasises the quality that is achieved through countless small acts by many people which together, demonstrates genuine Christian love.”

3.1 The Council, operating as CrossReach has continued over the past year to provide life changing services in over 70 locations grouped under three main sections:-

1. Adult Care - providing services in criminal justice, for homeless people, in learning disabilities and mental health and substance misuse.
2. Services to Older People - providing residential care, residential care for people with dementia, day care and Heart for Art.

3. Children and Family Services - delivering services in care and education, early years, prison visitors support and advice centre, counselling and recovery.

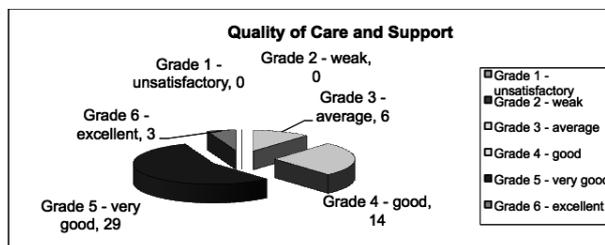
(A full list of services across Scotland is attached at Appendix A of this report)

3.2 Our service user survey reinforces the fact that CrossReach as the Church of Scotland Social Care Charity ‘changes lives’.

96.88% of services users who responded to the survey agreed that their quality of life is better because of the service that they received with 53.44% strongly agreeing and 43.44% agreeing.

98.96% of service users who responded to the survey agreed that they feel supported and well cared for in the service with 61% strongly agreeing and 37.96% agreeing.

Not only does the work carried out change lives but the quality of service is acknowledged by the Care Inspectorate in the gradings applied to our registered services as a result of their inspections.



33 Services retained the Customer Service Excellence Award in their annual assessment. Customer Service Excellence is a government standard for quality accreditation. The standard tests in great depth, areas that research has indicated are a priority for customers. There

are 5 criteria to the Customer Service Excellence assessment namely:

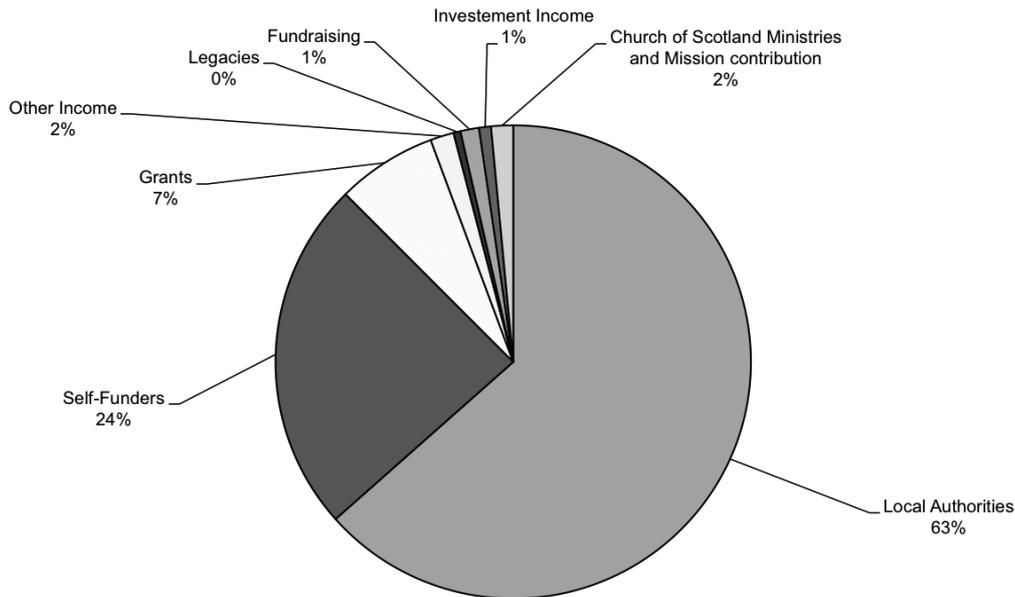
- Customer Insight
- The Culture of the Organisation
- Information and Access
- Delivery
- Timeliness and Quality of Service

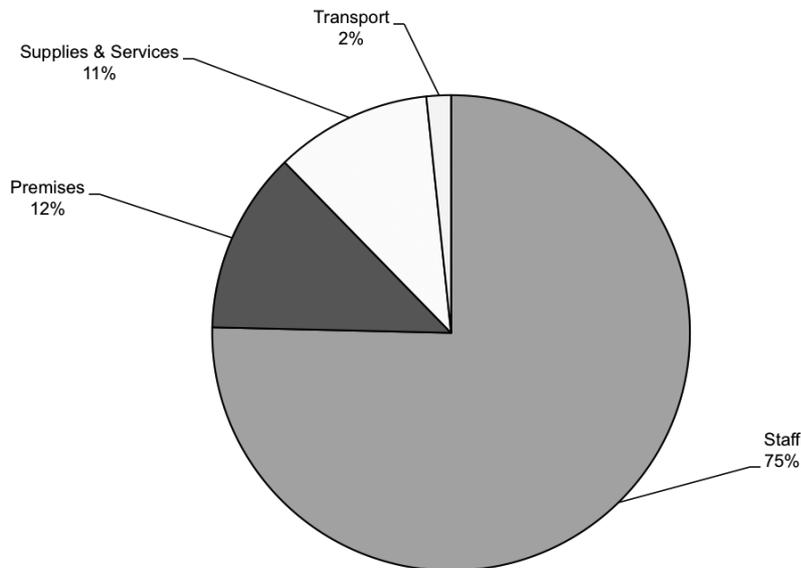
3.3 Challenging Environment - The organisation has operated in a challenging financial environment throughout the last year. A significant amount of our income comes from local authorities and public bodies all of whom are facing financial challenges. Some examples of these challenges are:-

3.3a Finance - In the financial year to December 2014 the organisation had a total income of £46m. Less than

2% of this income came from Church funds. The following tables provide a breakdown of the incoming and outgoing resources of CrossReach in 2014. As reported to the General Assembly in 2014 we are currently investing over £3.1m to provide fit for purpose care and education services for young people, phased over 3 years. As a result of significant financial pressures, excluding the Children and Family investment we operated with an operating deficit of around £1m. Although, this figure is considerably reduced compared to the average over the past 5 years it is not sustainable and Council is embarking on year 2 of a 3 year recovery plan to achieve a breakeven budget. Despite the challenging financial environment in which we operate and excluding the Children and Family investment the organisation performed close to budget for the full year.

CROSSREACH INCOMING RESOURCES 2014



CROSSREACH OUTGOING RESOURCES 2014

3.3b Income Generation - Alongside the challenging external financial environment the organisation has seen a significant decline in legacies which have, for many years, formed part of the core funding for the organisation. This decline has been particularly noticeable over the past 5 years and legacies received in 2014 were one tenth of the annual average over the past five years. Assuming that this trend continues this presents a major financial challenge to the organisation. Accordingly, in 2014, the Council appointed an income generation task group to look at all aspects of income generation. 2015 will see the start of a major income generation strategy with a target of raising at least £650,000 over the next 3 years. Part of the strategy will be to seek support from Church of Scotland members. It is known that many members, in addition to their own church giving, support charitable causes and it is proposed that as part of the Church of Scotland they consider their 'own' charity, CrossReach in considering their charitable responsibilities.

3.3c Framework Agreements - A framework agreement is an agreement or other arrangement by one or more buying authorities and one or more service providers which establishes the terms (in particular the terms as to price and where appropriate quantity and quality) under which the service provider will enter into one or more contracts with the contracting authority in the period during which the framework applies. The duration of a framework agreement must be limited to a 4 year term except in exceptional circumstances.

On one level, framework agreements are attractive since in most cases they give CrossReach preferred provider status. This, in many but not all cases, gives greater predictability in terms of services which will be purchased under the agreement.

On another level some recent framework agreements have demanded that the price be set for a two or up to a 4

year period with no guarantee of a built in annual increase. In this case accurate long term, financial planning is challenging and in some cases a 'best guess' given that variables cannot be predicted for a four year period.

Whilst not to co-operate with framework agreements would result in significant loss of service to vulnerable people by CrossReach, it is of major concern to the Council that they require the setting of a price for upto four years with no knowledge of the other financial challenges which might arise during this period.

3.3d Scottish Living Wage - In 2012 the General Assembly agreed a deliverance by the Church and Society Council in relation to the Living Wage:-

1. Support the principle of a Living Wage by encouraging all Church of Scotland employers to pay staff the Living Wage.
2. Instruct the Church and Society Council to support congregations and other Church of Scotland organisations to work towards paying staff at least the Living Wage or to have an action plan in place to do so by 2015.
3. Call on the Scottish Government and Scottish Local Authorities to revise procurement policies in favour of service providers which pay at least the Living Wage.

The Council is absolutely committed to the Scottish Living Wage and would wish to pay this to all employees of CrossReach. However, given that 70% of our income comes from local authorities and other public bodies we are dependent on the funds being made available through such contracts to achieve this. At the time of writing this report, discussions are taking place with a number of key stakeholders which have not been concluded. A supplementary report will be brought to the Assembly once the discussions have been finalised in order to meet the terms of the Church and Society Council Deliverance in presenting an action plan in relation to this matter.

3.3e Rubislaw Park Care Home

In light of the operational difficulties faced in the running of Rubislaw Park Care Home in Aberdeen resulting in significant losses the Council gave careful consideration to a number of options. In discussion with the Council of Assembly it was agreed that Rubislaw should be sold as a going concern to another care provider. At the time of writing, negotiations are at a final stage and it is anticipated that the transfer will take place in April 2015. The Council wishes to express its appreciation to all staff who have worked tirelessly to provide the service, many of whom have elected to continue employment with the new care provider.

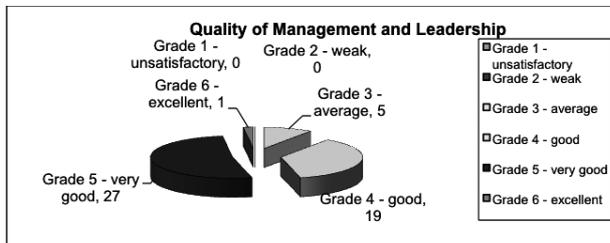
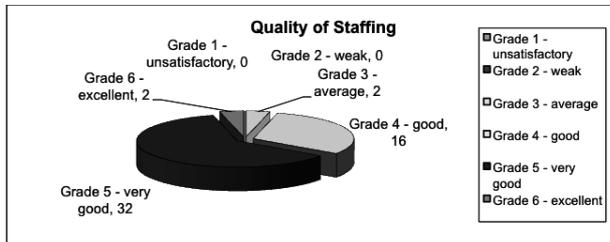
4. Staff

Details of the number of staff employed compared to the previous year form part of appendix B of this report. It is our staff that day in day out provide and sustain the services in the name of the Church of Scotland. They are valued by those people who use our services as reflected in our recent service user survey:-

98.87% of services users who responded to the annual survey agreed that they are treated fairly with 62.06% strongly agreeing and 36.81% agreeing.

98.81% of services users who responded to the annual survey agreed that staff are polite and friendly with 74.2% strongly agreeing and 26.41% agreeing.

Staffing and Quality of Management and Leadership were further covered by the Care Inspectorate in the gradings applied to our registered services as a result of their inspections.



Staff commitment to improving quality of service is further evidenced in the number of staff who were recognised for gaining a qualification at our annual CrossReach Service of Celebration in May 2014. As of 3rd February 2015 our qualified staff level, calculated on the percentage of fulltime hours worked by staff, was 61.2%. :-

Award	Staff Awarded at Awards Ceremony 2014
SVQ Health and Social Care Level 2	3
SVQ Health and Social Care Level 3	26
SVQ Health and Social Care Level 4	6
HNC in Social Care	6
BA in Social Care	1
PDA in Supervision	12
PDA in Administration of Medication	22
PDA in Leadership and Management	1

Leadership and Management Awards	2
TOTAL	79

At the same Service 16 staff were recognised for achieving 20 years service and 1 for achieving 30 years service. In addition the following awards were presented:-

Ian Manson Award for Excellence

The Bungalow Staff Team, Stonehaven

Ian Manson Award for Adult Learner of the Year

Mary Therese McCabe, Rainbow House

CrossReach Employee of the Year Award

Douglas Freeland, Threshold Edinburgh

Volunteer of the Year Award

Millicent Evans, Threshold Glasgow

External Recognition - At the Scottish Care Awards Gwen Anderson from Queens Bay Lodge in Edinburgh won the 'Meaningful Activity Award' and Janis Grubb from Bellfield in Banchory was a finalist in the 'Management and Leadership Award' category.

Cost of Living Rise - It is a source of real concern and disappointment to the Council that they were unable to grant staff a consolidated cost of living increase in 2014 and were only able to give all staff a one off £100 payment in December 2014. This is not a tenable long term position and the Council are committed to continuing discussions with funders and employee representatives to try to seek ways to address this without affecting the long term sustainability and viability of the organisation.

Appreciation of Staff – The Council wishes to place on record its appreciation of all that the staff do to provide quality services resulting in changed lives in what are regularly challenging and tiring circumstances.

5. Innovation

5.1 Commissioners, on the day on which the Social Care Council report is presented will receive a copy of our

annual review which will give a more detailed overview of the transformational and life changing work carried out by CrossReach in Christ's name and in the name of the Church of Scotland. However one of the key 'drivers' to the success of the organisation is its ability to continually innovate and reflect the changing face and demands of the social care market place. As a conclusion to the report there follow some examples of innovative and creative work which is taking place across the organisation or is planned for the future.

5.2 Gaelic initiative - A recent partnership between Cameron House, which offers enhanced support for people who have dementia and their local Gaelic primary school (Bun Sgol Gaidhlig Inbhir Nis), gave Gaelic speaking residents the opportunity to informally chat with participating children. The success of the initiative was highlighted in September 2014 at Scotland's Dementia Awards, where it was recognised as "Best Innovation in Continuing Care." The publication of the CrossReach News in Gaelic has been warmly welcomed.

5.3 Allarton - Allarton, situated in Glasgow's west end is a residential Care Home for 12 people with severe and enduring mental illness. The building no longer meets our aspirations due to its age and lack of amenities. Plans are well advanced to lease new purpose built premises from Partick Housing Association. The cost of the build has been around £1.6m and has been sited close to the existing Allarton, ensuring residents can continue to use existing services in the area which are familiar to them. The site will provide a mix of affordable family accommodation and social housing along with the supported living facility for the current residents of Allarton. The plans include twelve bedrooms to be contracted by Glasgow City Council plus an additional three bedrooms we intend to use for new opportunities such as respite. There is also a large indoor recreational space which could be used for additional drop-in support facilities if needed in the future. The new facility will bring state of the art building design to complement the high standards of care and support provided resulting in residents enjoying an environment in which anyone would be pleased to live.

5.4 OOMPH – 'Our Organisation Makes People Happy' was set up in 2011 with the aim of transforming and improving the quality of lives for older people. The sessions increase the levels of physical strength and mobility in people and research has shown that there has been a reduction in falls and improved social interaction. This service is being rolled out across all our Services to Older People.

5.5 Recovery Volunteers - It has long been appreciated within substance misuse and mental health services that positive activity plays a major part in people's recovery and wellbeing. As highlighted in a previous report to Assembly, for the past 3 years CrossReach has offered a Recovery Volunteer Training Programme, equipping former service users who want to give back to services. The programme covers recruitment, induction, basic training and identification of appropriate volunteering opportunities over a period of approximately 6 months. The aim is to provide volunteering opportunities which ensure a real experience of services and to put in place appropriate training to provide a positive volunteering experience. It is encouraging to report that three of the graduates from this programme have now gained employment.

5.6 Sunflower Garden Project – The official launch of the Edinburgh Befriending Consortium took place in the City Chambers. This is an exciting collaboration between Children 1st, Sunflower Garden Project and Broomhouse Befriending Project. It supports young people across Edinburgh who are affected by substance misuse in their family and who may be particularly isolated and unable to take part in activities. This represents a great community based addition to the work of the Sunflower Garden Project.

5.7 Hope and a Life Worth Living – Heart for Art Exhibition – Much has been said in previous reports to Assembly of the significant impact of the Heart for Art projects across the country supported by the Guild as one of its funded projects. The impact of therapeutic art for people with dementia has proved to be hugely beneficial and artists have produced some stunning work as part

of their attendance at Heart for Art classes. We were delighted to be able to stage an exhibition of their work in the House for an Art Lover in Glasgow. An extract from the exhibition catalogue reads:-

“Demonstrating that people with dementia have amazing abilities for emotional and procedural learning, the Heart for Art Exhibition is silent evidence shouting out against the societal barrier-building preconceptions regarding dementia. Charged with emotion, the masterpieces are visibly filled with love, fear, compassion and so much more.”

5.8 Research Project - Counselling Service Managers Jacqui Lindsay and Anne Goldie were invited to publish their research with Prof John McLeod on the client experience of counselling both at the BACP and EACP conferences in London and Copenhagen.

5.9 Playlist for Life - Sally Magnusson founded Playlist for Life in 2013 after being impressed by the effect of personally meaningful music on her late mother's dementia and then researching the evidence for her memoir *Where Memories Go: Why Dementia Changes Everything*. The core work is to encourage families and other caregivers to offer people with dementia a thoughtfully compiled and highly personal playlist, delivered on an mp3 media player device such as an iPod, of the music that has been meaningful to them during their life. In partnership with Playlist for Life we will be starting a pilot in 10 services in 2015.

5.10 Threshold Glasgow Day Opportunities - We are providing opportunities to people with disabilities to help design services which meets their aspirations for a full life. Services are increasingly moving away from building-based “traditional” activities, to provide more personalised activities consistent with Self Directed Support legislation. This includes accessing mainstream leisure facilities such as Bowling, Cinema, Yoga, Heritage group, Glasgow Tours, Arts and Crafts, Football, Snooker, Music and Drama, Creative writing and much more. Since launching the Day Opportunities service the main focus has been service user

involvement. This has seen the further development of more user friendly language and pictorial prompts in all our documents thereby empowering people who use our services to share their experiences and opinions.

5.11 Dementia Ambassadors - CrossReach has become the first social care provider in Scotland to appoint a ‘Dementia Ambassador’ in every one of its services for older people. 56 members of staff have volunteered and been trained to take on these proactive appointments. The benefits of this initiative are reflected in the comments of one of the ambassadors:-

“I've trained all our staff including our gardener and chef to an ‘informed level’ about dementia and hopefully this will result in an even better quality of care and service for our residents. Families feel relieved that staff have been trained in dementia because they can leave their loved one and know that they are in safe hands.”

5.12 Service User Management Committee - The Adult Care Section have set up this management committee which is the driving force behind many of the developments in learning disabilities and is the forum for harnessing service user involvement. Margaret Winchole, the chair of this committee is now a Lay Assessor with SCSWIS, (Care Inspectorate). This is recognition, indeed, of the increasing awareness by regulatory bodies of the importance of service users as active contributors to their support plans and society in general.

5.13 Third Sector Early Intervention Fund - In December 2014 CrossReach received the news that the Children and Families Team would continue to benefit from a Third Sector Early Intervention Fund grant until March 2016. This grant is divided into three parts. Two grants support families at the Daisy Chain Project and the Postnatal Depression Services. Both services work with children experiencing difficulty or disadvantage at the earliest stages of their lives supporting them and their parents to build positive relationships. A third grant aids the work of the Children and Family Services Team, generally, allowing CrossReach to ensure they are well

equipped to meet the aspiration of the Scottish Government's 'Getting It Right for Every Child' initiative and can continue to work with partner churches and agencies to support the progress made in this area over the last 18 months.

6. Appreciation

The Council appreciates the support received from the whole Church. This is evidenced in many ways through volunteering, giving, legacies, prayer and many other

ways. This support makes a real difference to the lives of many of the most vulnerable people throughout Scotland.

In the name of

SALLY E BONNAR, *Convener*

RICHARD FRAZER, *Vice-Convener*

RICHARD BEGG, *Vice-Convener*

PETER BAILEY, *Chief Executive Officer and Council Secretary*

ADDENDUM

Rev Dr Richard Frazer concludes his term as Vice Convener at this General Assembly. The Council wishes to record its sincere thanks for his dedicated service and leadership during this time. He has contributed significantly to the work of the Council and brought a wealth of experience and knowledge especially from his pioneering involvement in the Grassmarket Project. Deeply committed to issues of social care and social justice he is passionate in his belief that these are fundamental to the mission of the Church at both local and national level and as such has been a major contributor to the Council's initiatives in relation to Church Involvement. His insightful and sensitive chairing of the recently formed Quality, Compliance and Improvement governance group has furthered the Council's commitment to continuous improvement. We thank God for Richard's Christian example and creative enthusiasm for the work of the Council. We wish him well as he pursues further areas of service within the Church.

In the name of

SALLY BONNAR, *Convener*

RICHARD BEGG, *Vice-Convener*

PETER BAILEY, *Chief Executive Officer and Council Secretary*

APPENDIX A

Adult Services

Criminal Justice

Dick Stewart Service (Glasgow)

Homeless People

Cale House (Inverness)

Cunningham House (Edinburgh)

Kirkhaven Project (Glasgow)

Learning Disabilities

Eskmills (Edinburgh)

The Bungalow (Stonehaven)

Threshold Edinburgh

Threshold Glasgow

Threshold West of Scotland (Hamilton)

Mental Health

Allarton (Glasgow)

Gaberston House (Alloa)

Lewis Street (Stornoway)

Morven Day Services (Kilmarnock)

Substance Misuse

Axis Forward Project (Dundee)

Beechwood House (Inverness)

Clova Support Services (Arbroath)

Dochas Housing Support (Stornoway)

Rainbow House (Glasgow)

Rankeillor Initiative (Edinburgh)

Whiteinch Move on Service (Glasgow)

Children and Family Services

Ballikinrain School (Balfron)

Geilsland School (Beith)

The Daisy Chain (Glasgow)

The Mallard (Glasgow)

CrossReach Counselling: Lothian

CrossReach Counselling: Moray

Postnatal Depression Services: Glasgow

Postnatal Depression Services: Lothian

Tom Allan Centre (Glasgow)

Perth Prison Visitor Support and Advice Centre (Perth)

Simpson House (Edinburgh)

Sunflower Garden Project (Edinburgh)

Make it Happen (Edinburgh)

Services to Older People

- Achvarasdal (Thurso)
- Adams House (Elderslie) – *Dementia*
- Auchinlee (Campbeltown) – *Dementia*
- Balmedie House (Balmedie)
- Bellfield (Banchory)
- Budhmer House (Portree)

- Cameron House (Inverness) – *Dementia*
- Clashfarquhar House (Stonehaven)
- Cumnor Hall (Ayr) – *Dementia*
- Eastwoodhill (Glasgow)
- Glasgow Supported Living Services
- Heart for Art, Broughty Ferry
- Heart for Art, Garelochhead
- Heart for Art, Glasgow
- Heart for Art, Kirkcudbright
- Inverack (Dunoon) – *Dementia*
- Morlich House (Edinburgh)
- Oversteps (Dornoch)
- Queens Bay Lodge (Edinburgh)
- Rubislaw Park Care Home (Aberdeen)
- South Beach House (Ardrossan)
- St Margarets House (Polmont) – *Dementia*
- The Elms Care Home (Edinburgh) – *Dementia*
- The Oasis Bankfoot Day Care & Home
- Care Services
- The Oasis Garelochhead Day Care Service
- The Oasis The Tryst Day Service (Pitlochry)
- Walter & Joan Gray Care Home (Shetland)
- Well Hall (Hamilton)
- Whinnieknowe (Nairn)
- Williamwood House (Glasgow) – *Dementia*

For further details and addresses of all our services visit our website at www.crossreach.org.uk

APPENDIX B

Comparison of Employee Numbers between 2014 and 2015

	Full Time		Part Time		Total		Full Time Equivalent	
	2014	2015	2014	2015	2014	2015	2014	2015
Operations Staff	493	446	889	897	1382	1343	1075.22	1027.07
Relief Staff			554	536	554	536	113.46	105.41
Executive, Office Support Staff	62	61	19	22	81	83	71.33	72.02
	555	507	1462	1455	2017	1962	1260.01	1204.50