



Jewish Care Scotland
Annual Review 2021





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Jewish Care Scotland

A year in review and looking ahead

Despite still facing many struggles and uncertainties resulting from the COVID-19 pandemic, 2021 was a much more positive year for Jewish Care Scotland (JCS). The focus continued to be adapting our services to meet the ever-changing needs of our community and I'm proud to say that JCS rose to every challenge we faced. Our team displayed real creativity and resilience

We were able to reopen our building-based services from Summer 2021, with some restrictions and limitations. The newly named JCS Wellbeing Hub returned safely, with some familiar faces as well as welcoming new friends to the Walton Community Care Centre. In late 2021, we successfully updated our registration to allow us to continue delivering social support at home which has now become a hugely in demand service, a lifeline service for some in our community.

Thanks to our dedicated cohort of volunteers, we also saw the launch of Welcome Wednesday towards the end of the year. This is a fantastic, volunteer-led drop-in café which helps to combat social isolation and provides healthy, Kosher refreshments. The sessions are so popular now that we continue to grow and add to the programme of activities, all led by those who attend.

We continued to work closely with many key organisations in the community, including the Glasgow Rep

Council, and Calderwood Lodge Primary School. Our ever-popular Chanukah card competition went ahead with so many fabulous entries that we had to award a winner for every year group! I am pleased to say that this year we have been able to continue to build on this relationship further with JCS Wellbeing Hub attendees benefitting from this connection during Intergenerational Week. Our team are already working on ways to enhance this further in the coming academic year.

In this Annual Review you will see that the financial situation of JCS continues to be stable, despite running at a slight deficit. We are humbled to be supported by some generous legacy donations and are hugely grateful to those individuals and families who support our work in this way.

2022 has brought even more growth and adaptations to date, with the introduction of a new registered service, Community Connects, enabling people who need some support to get out and about to do so in small, regular group outings. There have been some changes too, with our Chief Executive Julie Marshall leaving the organization after three years. Julie achieved a lot during her time and the Board are grateful to her for her vision and leadership, through a challenging period.

As you are aware, we have taken this opportunity to pause and reflect on what's next for JCS and how we

can best serve our community now and in the years to come. We are delighted that Linda Kemp has joined us as our Interim CEO, Linda brings with her considerable clinical and management experience within the private and NHS health and social care sectors both overseas and in the UK and joins us from the Care Inspectorate. Alongside our Interim Deputy CEO/ Head of Income Generation, Robyn Friel, our Senior Managers and the rest of the team we are confident the next chapter for JCS will be an interesting one.

The coming months will present some new challenges for everyone around the increasing cost of living and fuel poverty. JCS is also impacted by increased costs and rising energy bills, and we may also be impacted with a potential reduction in income if our supporters are forced to cut back on their outgoings. We are currently exploring how JCS can best support our community through these difficult months and beyond, as we prepare to mark our 165th Anniversary in 2023!

Dr Richard Groden

Dr Richard Groden
JCS Chairman



What we do

JCS services in 2021

Jewish Care Scotland exists to meet the needs of those within the Jewish community who require care and support. Over the past few years those needs have changed and continue to evolve. We are incredibly proud of how adaptable our team of staff and volunteers have been and continue to be.

Throughout 2021, we supported people in their homes through window visits, lunch deliveries, kosher foodbank deliveries, help with essential shopping and regular welfare calls. When necessary, we even facilitated support to attend vaccination appointments. When it was safe to do so we reintroduced in-person services including social support visits at home. In the summer of 2021, the JCS Wellbeing Hub returned to the Walton Community Care Centre welcoming people from the community into the centre twice a week to socialise, enjoy activities and a hot kosher meal. In October 2021, with the support of a group of core volunteers, Welcome Wednesday was launched – a weekly drop-in café for anyone in the community to meet up with old friends and make new ones and enjoy refreshments catered by Mark's Deli. Welcome Wednesday has quickly become a highlight of the week for many

people in the community, with attendance of more than 40 people in some weeks.

In November 2021, JCS received permanent variation of our Care Inspectorate Registration, ensuring we can continue to safely deliver our new variety of services within the community. With the necessary adaptations made, we continue to work towards our strategic aims of “connecting people, promoting wellbeing, and maximising resources”.

Everything we do has our community at the heart.

Connecting people – cultural connection

In 2021, we delivered gift bags to around 70 clients at Pesach, Rosh Hashanah and Chanukah. Due to restrictions in place at the time, Seder meals were delivered to clients to enjoy at home but we were able to host a Rosh Hashanah meal at JCS HQ and for Chanukah our service users were delighted to enjoy a meal out at L'Chaims!

COVID-19 highlighted the need for extra support from time to time, which is why JCS are proud to have our Financial Assistance fund and Kosher foodbank available to those who need some extra help through

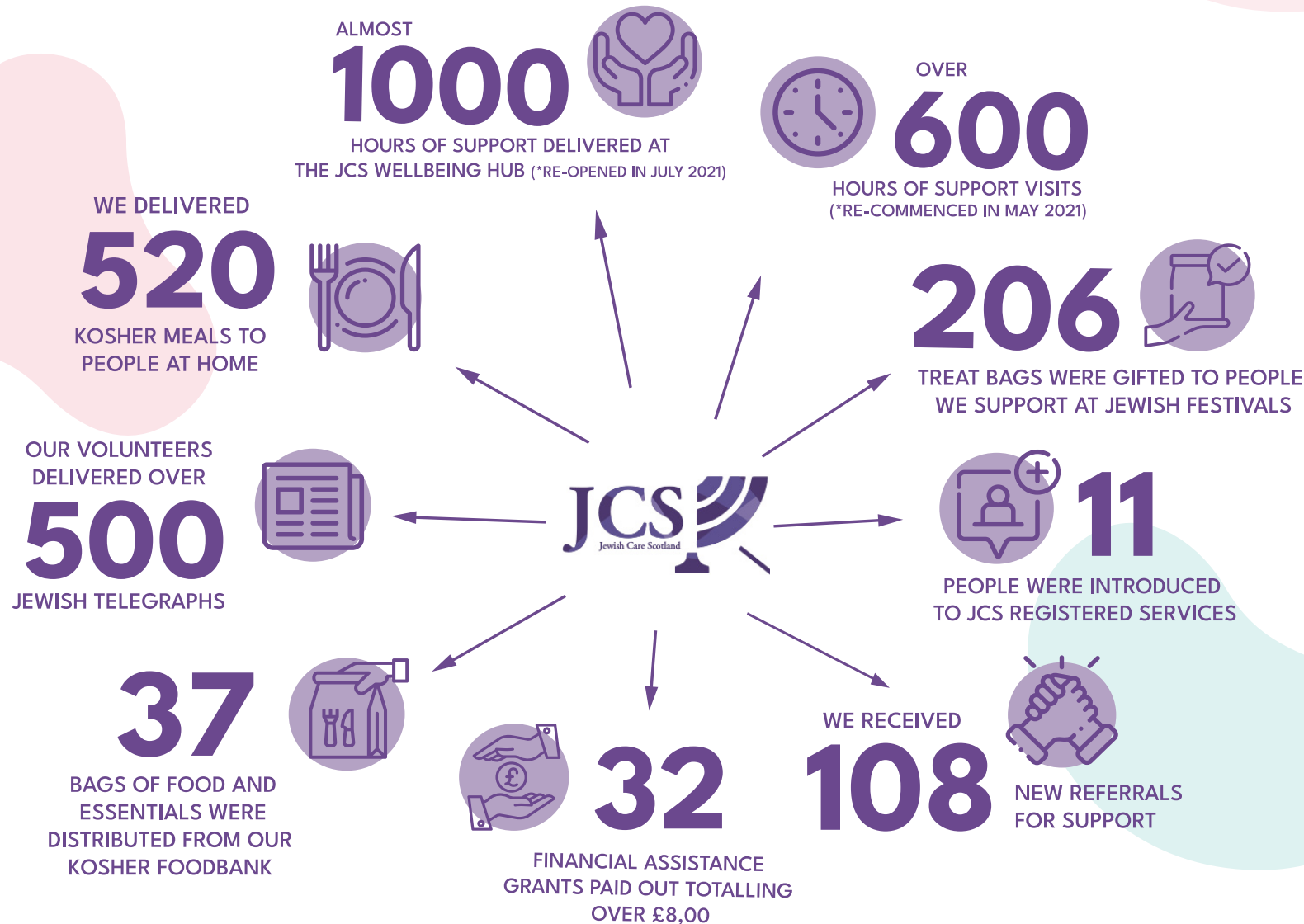
difficult times. In 2021, 32 grants of financial assistance were awarded totalling over £8,000. Our team also supported people to apply for and receive a further 10 grants from external funders to support them. 37 bags of food and essentials were distributed throughout the year and two shopping vouchers were gifted to those who needed them.

Some organisations we connected with in 2021

- Mark's Deli
- L'Chaims
- Giffnock Shul/Rabbi Rubin
- Calderwood Lodge
- Talking Points
- Care Inspectorate
- Scottish Care
- Food Train
- Morrisons, Giffnock
- Voluntary Action East Renfrewshire
- East Renfrewshire Health and Social Care Partnership
- East Renfrewshire Carer's Centre
- Macabbi
- Cosgrove Care
- Money Advice & Rights Team East Ren
- Edinburgh Hebrew Congregation
- Sukkat Shalom Edinburgh

What we do

Our impact



What we do

Volunteering in 2021

- 13 Welcome Wednesday volunteers: 16 hours per week
- 2 Call on Me Volunteers: 4 hours per week
- 2 Shopping volunteers: 2 hours per week
- 2 meal delivery volunteers: 4 hours per week
- 2 Jewish Telegraph delivery volunteers: 4 hours per week
- 7 Minibus drivers: 4 hours per week
- 1 Fundraising volunteer: As/When required
- 3 'Pool' Volunteers for occasional assistance with one off tasks

The people we support benefit from at least 34 hours of volunteer time every week.

“

I honestly don't know what I would do without the support from JCS. The support and shopping assistance has been great especially throughout the pandemic all the staff and volunteers are marvellous.

Service User, 2021

“

I am glad that you did not forget about me, my daughter lives in America. JCS calls reminds me that I am not alone.

Call on me recipient, 2021

“

I am happy to have the opportunity to attend the Wellbeing Hub. This is something to look forward every week and be able to spend time with other clients.

JCS Wellbeing Hub attendee, 2021

“

I do like to have one to one support, as this helps me to go walks, and supports me with outings. I also like to use this to chat and to play some games.” -

Service User, 2021

What we do

Duty of Candour

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future.

An important part of this duty is that we provide an annual report about the duty of candour in our services. This short report describes how our care service has operated the duty of candour during the time between 1 April 2021 and 31 March 2022

In the year to which this report relates there have been no incidents to which the duty of candour applied.

Where something has happened that triggers the duty of candour, our staff report this to the Registered Manager (Community and Wellbeing Team Leader) who has responsibility for ensuring that the duty of candour procedure is followed. The manager records the incident and reports as necessary to the Care Inspectorate.

When an incident has happened, an incident report is compiled and reviewed by senior staff. This allows everyone involved to review what happened and identify changes for the future.

All staff are made aware of the process for reporting incidents as part of their induction. We know that serious mistakes can be distressing for staff as well as people who use care and their families. Jewish Care Scotland would provide occupational welfare support for our staff if they have been affected by a duty of candour incident.

Where people we support or their families are affected by the duty of candour, the organisation would also make arrangements in place to provide welfare support as necessary.



What we do

Our year at a glance



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What we do

Our year at a glance



Jewish Care Scotland

Our Finances

With COVID-19 restrictions continuing in to 2021, some of our services were impacted and only returned to the building in the summer of 2021. This had an impact on our income in this area. Furthermore, the restrictions also meant that we were unable to deliver any in-person fundraising events which had a further impact on our income.

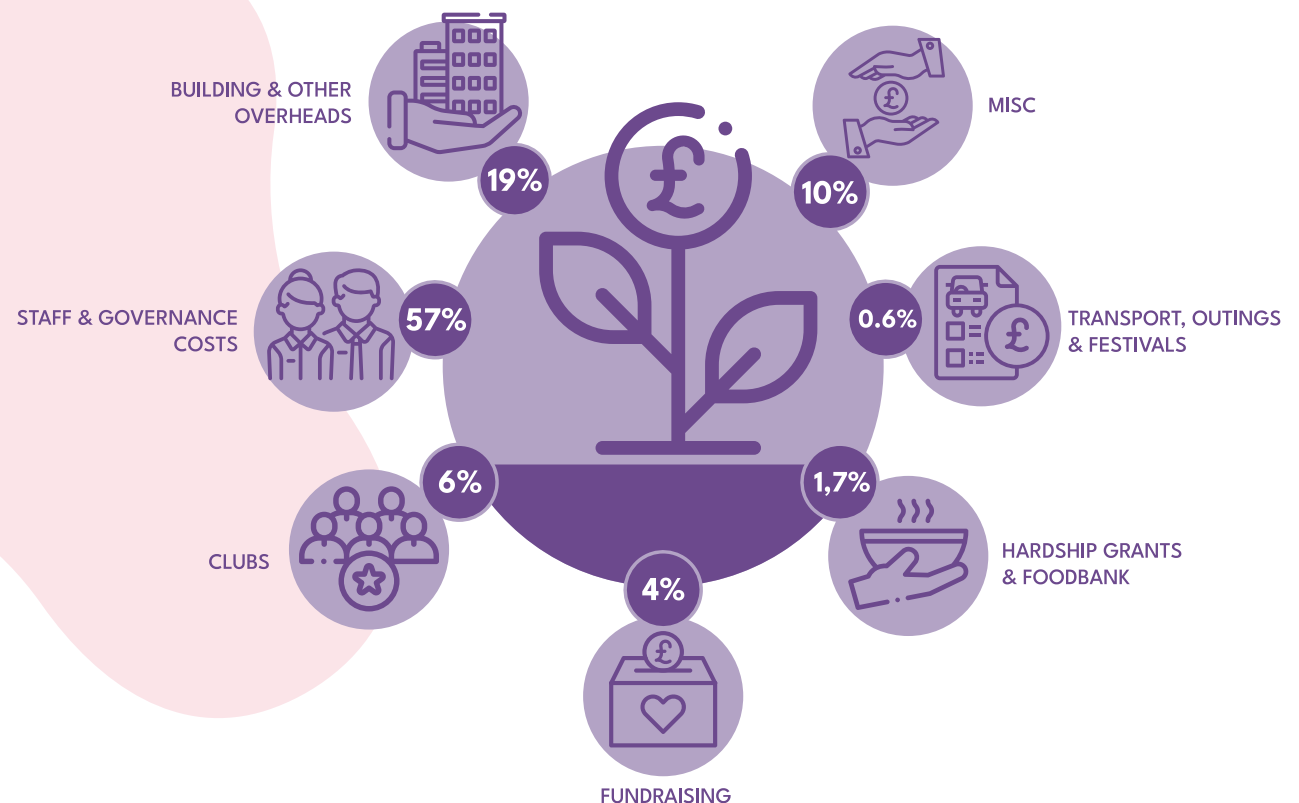
A new Head of Income Generation was appointed in June 2021 in line with the organisational strategy to maximise income generated. Fundraised income received in 2021 was significantly higher than 2020, due to a substantial legacy donation received as well as a generous increase in donations made to our annual Rosh Hashanah appeal.

2021 was a year of celebrations, with many of our generous donors and supporters making donations to JCS to mark special milestones and festivities. Donations made specifically to support our Hardship Fund (now known as Financial Assistance Programme) were also higher in 2021.

Expenditure in 2021 was lower than the previous year. Wages and salaries made up this saving, despite a large repair bill for the boiler and heating system that was incurred towards the end of 2021.

Our net income in 2021 was much stronger than the previous year and ensures that JCS is able to continue providing lifeline services to our community in the coming years.

WHERE DOES THE FUNDING GO?



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*With Best Wishes to all at
Jewish Care Scotland
from Lee and Richard
Groden and family*

With Compliments



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Glasgow**
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Who we are

Our people

Board Members

- Richard Groden
- Howard Beach
- Brian Fox
- Paul Winocour
- Martin Livingston
- Jennifer Watson
- Elisa Walton (resigned September 2021)
- Miriam Jackson
- Eileen Carroll
- Jonathan Lewis

Honorary President

Maureen Solomons

Honorary Vice Presidents

- David Strang
- Alice Tankel
- Joan Sellyn
- Angela Hecht
- Trevor Schuster Davis
- Melville Robinson
- Marcus Green
- Sylvia Cohen
- Paul Morron
- Lesley Roles

Staff

- Julie Marshall
- Chris McCann
- Hazel Tenby
- Helmi Livingstone
- Lynsey Allan
- Vicki McPhee
- Katy Martin
- Robyn Friel
- Megan Sweeney
- Karen Ruth
- Monica Ribeiro
- Angela Zaziemska
- Dan Rezkalla
- Jerome Brettell
- Nicole Telfer
- Kayleigh Chalk
- Ana Fawi

Volunteers

Our loyal group of volunteers gave up over 1,000 hours of their time, around 34 hours each week, in 2021 to make deliveries and keep our community connected! Our volunteers supported our community by delivering kosher meals, shopping and making welfare calls to check in on with socially isolated members of the community.

We have vacancies for volunteer Minibus Drivers. Welcome Wednesday volunteers and volunteers to support our 165th Anniversary celebrations!

In memory

The Board of Trustees and everyone at JCS were deeply saddened at the passing of our Honorary Vice Presidents Alice Tankel and Sylvia Cohen in 2022. Both Alice and Sylvia were active members of our community and their contributions to JCS were invaluable and they will be missed.

JCS would like to acknowledge the passing of all clients, volunteers and community members who sadly died during 2021 and we wish all their families a long life.

*Best wishes from
Anita & Adam Berkley
and family.*

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Jewish Care Scotland

Donors and supporters

Thank you!

Thanks to your amazing generosity we are able to be there for our community.

Thank you to everyone who has donated, including:

- 500 Club members
- Annual appeal donors
- Annual review advertisers
- Donations made in memory of loved ones
- Donations made in celebration of a special birthday, anniversary or marriage
- Our monthly donors
- Donors to our Kosher foodbank

Trusts and Foundations including:

- Glasgow Jewish Community Trust
- The Goldberg Trust
- The Walton Foundation
- The Jewish Blind Society
- The Alma & Leslie Wolfson Charitable Trust
- Netherlee & Clarkston Charitable Trust
- Talteg Ltd
- Westleague Ltd
- Ralph Slater Foundation
- And more...

*We could not provide
any of our services with-
out you all. Thank you!*



the *heart* of
the community

Community Connects

Community Connects is a new initiative from JCS for people who need support to get out and would like to have the chance to come together with others in the community.

Community Connects is a regular small group community outing with our trained support staff. The outings are flexible and tailored to suit those meeting up.

For more information
contact Kayleigh by emailing
hello@jcarescot.org.uk
or call 0141 620 1800.



TOTIE PHOTIES
By Jacki Gordon





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🌐 www.jcarescot.org.uk

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