

ANNUAL REVIEW 2019 2020

01/04/19 – 31/03/20



Providing care
and support in
your community.

Providing care and support in your community.

Board of Directors: Malcolm Laing (Co-chair from 16th July 2020), Elaine Thomson (Co-chair from 16th July 2020), Tony Dinozzi, James Douglas (retired 22 Aug 2019), Zoe Ferguson (resigned 23 May 2019), Alastair Forbes, Geoff Huggins, Sharon Irvine, Andrew Lockhart (Chair, resigned 15th July 2020), Helen Munro, Jonathan Parkes (resigned 15th July 2020), Craig Pollock (resigned 16th July 2020), Ian Robbie (retired 25 May 2020), Judith Tocher (resigned 15th July 2020), Stephen Lynch (joined 23rd Sept 2020) and Helen Stuart (joined 23rd September 2020). **Patrons:** Dame Anne Begg and Karen Darke MBE.

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Welcome

Whilst the primary purpose of this annual review is to report on Cornerstone activities during the period 1st April 2019 - 31st March 2020 it would be an oversight not to acknowledge the significant events that have happened in the immediate months after that period, prior to us being able to go to print.

The COVID-19 global pandemic has presented huge challenges for the social care sector; for everyone who works within it and for everyone who relies on it. To say I'm proud of how Cornerstone teams have responded during this unprecedented time would be a major understatement. The resilience, compassion and determination shown by colleagues across the country has been inspiring and humbling; serving to spotlight the many amazing individuals and teams we have working at Cornerstone.

The pandemic may have fundamentally changed how we go about our work but it has also challenged perceptions, finally elevating the importance of social care to publicly-recognised 'key worker' status. Next year's 2020-21 Annual Review will no doubt give a

full account of all that has taken place during the year, but I wanted to take this opportunity to thank all colleagues, Board, supporters, funders, and partners for their overwhelming support and guidance during this very difficult time.

Looking back, throughout 2019-20 we continued to implement our strategic change 'Local Cornerstone'. However it was becoming clear, towards the end of the year and into the beginning of 2020, that the organisation was beginning to show signs of financial and change fatigue. Much had been achieved, but it was time to slow down, take stock and consult, look at what we had achieved, and decide if we wanted to continue as we were or perhaps head in a slightly different direction.

The journey of change that Cornerstone

has been through over the last few years has undoubtedly provided us with many challenges and frustrations, however, we have emerged stronger as an organisation.

We want to be the very best we can be; an organisation that supports individuals to live their best lives by ensuring that they are always at the very forefront of all that we do and by making sure those providing their support feel valued for the work that they do. We have learnt a lot about ourselves throughout this journey, with as many positives as challenges emerging, and we will learn and grow from these as we plan for the future.

I am immensely proud to be part of Cornerstone and humbled to be given the opportunity to lead it through such

a time of change. Our thanks and best wishes go to Edel Harris, who stepped down as Chief Executive in November 2019 after 11 years of committed leadership and service. Of course, I could not fulfil my role without the support of our senior and wider leadership team, our volunteer Board of Directors and, most importantly, our amazing colleagues. You will find many examples within this review which celebrates their professionalism, passion and commitment to the people we support and spotlights the positive impact they are having across the country.

There are many unknowns ahead regarding the future of social care, how it is commissioned, how it is delivered, how the people who receive it are involved in designing it. In our 40th Birthday year I truly believe we will

play a major part in shaping this future with the same pioneering spirit as Nick Baxter had back in February 1980 when he first realised the need for an organisation to provide the best quality care and support for people with learning disabilities who were leaving hospitals. He recognised their right to be part of their local communities and to lead fulfilling lives. That part of Cornerstone has never changed and our commitment remains as steadfast as ever.



Hazel Brown,
Chief Executive



We're 40!



In February 2020 we kicked off our 40th anniversary celebrations at the newly opened Tardis Coffee Box in Glasgow.

Since being established by Nick Baxter in 1980, Cornerstone has grown to become one of the largest care providers in the country. We have supported tens of thousands of people over the last 40 years including adults, children, and young people all with a variety of needs.

Our pioneering work of Cornerstone has been fundamental in changing the face of the care sector over the last 40 years. Nick Baxter was at the forefront of providing a solution to the then hospital closure programme, believing that people with learning disabilities should not simply be able to live, but thrive, within their local communities. Guided by that vision, we continue to ensure that everyone, regardless of ability, has the opportunity to play an active part in their community.

The Cornerstone Tardis Coffee Box is a newly opened social enterprise selling tea and coffee, with all profits going towards providing a quality service for the people we support. The Coffee Box also aims to raise awareness of the conditions, disabilities, and challenges that many of the people we support face and will provide them with valuable experiences and learning opportunities.

By adopting and promoting a person-centred, creative approach to care we have replaced traditional, institutional establishments with amazing homes such as Cornerstone's Baxter View in West Dunbartonshire and The Waterfront in Argyll and Bute. We are able to support people in their own homes and communities by offering a wide range of vital services that have been developed in response to local, identified need and demand. It is this unique offering that is allowing us to transform lives.

Looking to the next 40 years, we will ensure that Cornerstone remains at the forefront of the social care revolution: influencing government, holding

decision-makers to account, and making sure our voice, and the voices of those we care for, are heard. Through working together with the people we support, our key partners, stakeholders and fundraisers we must rise to the considerable care sector challenges that lie ahead and meet them head on. We will continue to work hard to find creative and innovative solutions that will help transform lives and deliver exceptional care to the many people we support in communities across Scotland.



"I feel supported and involved with what goes on and am kept updated. I would choose Cornerstone every time."

Sarah's future is bright

When we were approached to take over support for Sarah, her life situation was in crisis. Her existing care package had broken down and Sarah was presenting difficult behaviours.

Sarah had been served notice on her current tenancy and it was clear she needed to move away from people she was very familiar with, who also had support needs. Plans were already in place to identify a single tenancy, and ahead of becoming the main support for Sarah, we started to build a Cornerstone team. We quickly identified Sarah would need 2:1 staffing and a team of experienced and confident support workers. We therefore approached staff from existing Cornerstone teams and recruited two members of Sarah's existing staff team.

Burnie Day Service in Buckie, was one area that was felt to work well for Sarah. She attended five days a week and the service provided her with much needed stability and structure. This was identified as being a good environment for Cornerstone staff to shadow support and start to build a relationship with Sarah.

The team also recognised it was important we started support as we meant to continue, so immediately introduced strategies to support communication and behaviour. Daily tasks and activities were structured and broken down into pictorial format; 'now and next' was introduced to limit information

overload and social stories are used to breakdown complex and important information.

Sarah immediately responded positively to the changes. The number of incidents started to decrease as, together, we established a routine. We quickly set goals with Sarah to work towards, to help her feel safe and settled. In the time Sarah has been supported by her Cornerstone team she has exceeded these goals and more.

Sarah has had very few incidents of difficult behaviour and where these have occurred, early intervention has meant they have been a very small part of her day. She has secured her tenancy having successfully completed the six month trial period, and has joined slimming world – losing almost two stones in weight! She is incredibly proud of her achievements and has received lots of compliments and great praise from her NHS consultant.

The future looks bright for Sarah! Everyone who knows her has commented on all the positive changes in her life.

What a difference a year can make!



Giddy up!

Mini Shetland ponies Wilson and Flicker delighted the people we support when they visited our Canalside day centre in Edinburgh, a respite for people living with dementia.

Therapy Ponies Scotland, based in Lothian, is run by husband and wife team John and Elaine Sangster, who look after a grand total of 15 ponies and 11 dogs. Established in 2015, they have been taking their miniature Shetland ponies all around Scotland into care homes, hospices, and hospitals, where they have been bringing joy to people with a range of conditions and needs.

Animal therapy has become a popular way of reducing stress and anxiety in older people, and aside from their entertainment, the therapy has many proven benefits for people with dementia, supporting their physical and mental wellbeing, as well as encouraging communication.

Elaine explained that they have been shown to make big improvements to the residents' wellbeing by lifting their moods, and even encouraging people who don't normally interact to become

animated and excited by the ponies' arrival. She also mentioned that carers can often become emotional too, when they see the reactions of some of the quieter residents.

Wilson and Flicker brought beaming smiles to residents of Canalside, where they were able to stroke and hug the well natured ponies, alongside Newfoundland dog Arthur who tagged along! The ponies, who spend most of their time grazing out in a large field, are specially trained to be sociable and comfortable around the residents. Wilson was even put through his paces, trotting up and down next to Ron in his wheelchair.

One of the residents said how much she enjoyed meeting them describing them as "absolutely beautiful".

Leanne Forrester, Canalside mentor said, "It was really good to have the

ponies here. I was looking at research as well that's found it's really beneficial because it's comforting, and it destresses people with dementia.

"I saw their faces as the ponies came in, their faces all lit up and every single person was just so happy and wanted to take them home."



Jigsaw

Last year, BBC Children In Need contacted Jigsaw and CLASP, asking to feature one of the children who benefit from the services. This fantastic opportunity allowed us to show how our services have been of immense benefit to Sean and his family, as well as all the other people we support.

Jigsaw, our childrens' service based in Rhu supports children and some young adults with additional needs in Helensburgh and the surrounding areas of Argyll & Bute. The team are committed to giving everyone they support the opportunity to meet with peers, make new friends, and have fun all whilst accessing their local and wider communities. There is also a great service in Dunoon, known as CLASP which offers support to children and young people during holiday periods.

Both services work with children and young people with a range of physical and learning disabilities, and aim to encourage opportunities for young people to feel less isolated and more included in their communities, by helping them to socialise with their peers and work on achieving their goals through meaningful activities.

With fundraising support from Cornerstone, Jigsaw and CLASP made a successful, three year application to BBC Children in Need to undertake new exciting outdoor activities such as archery, canoeing, climbing, cycling, and horse riding.



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New ways of working

The Scottish social care sector has been transformed in recent years with many organisations looking at new operating structures and services.

In 2017, Cornerstone was awarded a six figure investment from the Big Lottery Fund to develop the 'Local Cornerstone' strategy. The aim was to overcome the challenges presented by the ever-changing social care sector and to ensure Cornerstone was well-placed to successfully provide a high standard of care well into the future.

The strategy involved transforming the model of care and support by getting rid of traditional structures and creating a network of self-organised teams called Local Care and Support Teams (LCASTs). There is a greater emphasis on supporting staff through coaching and upskilling in

order to provide an improved, person centred care and support service.

Lynne McHugh, a mentor in Dundee, shared some feedback on how her service, and the families we support, found the transition, "A meeting was held with the Chief Executive regarding the new plans, and the families were given reassurance that the new structure was optional.

"It was then decided as a team that we would trial being a LCAST. I had numerous meetings with the families to reassure them of the process.

"As a team we realised that this would be not only beneficial for us, but also the people we support. The service we would be providing would not just be good, but exceptional.

"The families have recently provided fantastic feedback, stating that the staff are focused, motivated, and that the communication is excellent. The upskilling of the team continues, and it is so satisfying to see the team's morale raised and their engagement reinstated.

"From where we started, to where we are now has been a monumental journey. We can demonstrate great benefit to the people we support, and families are reassured knowing the team have a higher knowledge of the care and support provided.

"I was recently asked if I would ever go back to the traditional way of working, I can honestly say I would not. By pulling together all the resources provided, I truly feel we are one team - one Cornerstone. I feel I am in a much happier and better place, and my work life balance has improved greatly.

"The team have always been great but now they're truly amazing."

Find out more

by visiting [Cornerstone.org.uk](https://www.cornerstone.org.uk)



A good and fair employer

Following formal discussions, Unison and Cornerstone met on Thursday, 5 March 2020 to sign off a new voluntary recognition agreement.

The agreement adopts the principles of the Scottish Government's Fair Work Convention Framework, embedding the fair work dimensions into collective bargaining and partnership working arrangements. It provides for trade union recognition and facilities, negotiation and consultation, and an agreed channel for dealing with any matters in dispute.

The spirit and intent is to promote and maintain the best possible open, respectful and healthy employment relationship between all Cornerstone's employees, relief workers and Unison.

The agreement will help both organisations work towards a common objective that drives efficiency, effectiveness and sustainability whilst promoting security of employment and advancement of employees (and workers).



Mike Kirby, Unison Scottish Secretary said, "This agreement establishes new working relations with Cornerstone. We look forward to a constructive engagement which will benefit Unison members and the whole workforce."

Under the new agreement, both organisations pledge to work collaboratively to highlight the issues facing the social care sector; to improve the working conditions for care workers across Scotland and how care is commissioned.

Engagement Forum

The Engagement Forum strive to make Cornerstone an excellent place to work. During the last year we have pro-actively gathered colleagues' views and suggested and implemented related changes for a happier workforce.

We keep colleagues up to date about Perks at Work, any policy or legislative changes, and liaise regularly with the local Engagement Forums.

Following on from our last 'You Said We Did' survey, we listened and rolled out a network of Health and Wellbeing champions across all branches. We also progressed the implementation of electronic payslips, to a positive response.

Andrew Will and Emma Fechman were appointed Chair and Vice Chair in Autumn 2019 when Robyn Birrell stepped down.

Local forums continue to be an invaluable source of support and information and we aim to strengthen Engagement Forum membership going forward.

Cornerstone endeavours to be a good and fair employer and the wellbeing of our colleagues is an absolute priority. Just some of our colleague benefits are:



News from our branches



Tea and cake

As part of our Chief Executive's tour of services, East Dunbartonshire decided to bring all their local services together by hosting a summer tea party in Bishopbriggs War Memorial Hall. Over 50 people attended, and enjoyed the cakes made by the team and the people we support. It was a very successful day!



Scott's Kiltwalk

Scott was the first person our North Lanarkshire Supported Lives team helped to complete the Kiltwalk in 2019, raising funds for other people supported by Cornerstone.

Scott wanted to raise funds for the people we support in the same way he received money from fundraising to allow him to achieve his goals. Scott loves the outdoors and being out exercising.



Christmas Festive Fun

Our North Lanarkshire branch held a Christmas Festive Fun Day. It was a huge success bringing people we support, colleagues, and families together to celebrate Christmas.

Everyone enjoyed lots of food, music, and games while also raising funds for the branch to go towards their next celebration.



Mince pie and mingle party

The ladies we support at Huxterstone Drive, Aberdeen got into the Christmas spirit by organising a festive 'Mince Pie and Mingle Party'.

Family and friends were able to go along to have a good ol' Christmas get together. The people we support and our colleagues got crafty and made these gorgeous invitation cards to send out to their loved ones.



Doggy daft

Our Upper Arnha support service in Ellon, Aberdeenshire has a new fluffy colleague on board.

Meet Kaos, a newly registered therapist. Kaos has been making a positive impact on the people we support and recently made his first trip to visit two people at Lower Arnha.

Ashley, team leader said, "Both gentlemen were excited to see Kaos, but one in particular absolutely lit up! It was fantastic to see as he interacted with Kaos and reminisced about his own dogs from when he was growing up. It really did make their day!"



Fun in the sun

In October, the people supported at Cornerstone Connects in Stonehaven went on another fun filled trip to sunny Majorca.

They had an absolute blast relaxing by the pool and visiting all of their favourite spots on the island. They even got the VIP experience at the popular 'Pirates Adventure Show'.



Festive boogie

Ho ho ho! The team in Perth held their 10th Christmas disco in 2019, and it was certainly one to remember!

Max, one of the people we support, came up with the original idea to organise these discos, and so in his honour we held an awards ceremony which included the Max Award. The other awards included Ultimate Dancers, Best Newcomers, and Best Dressed. A very merry time was had by all!



Celebrations

At Cornerstone, our colleagues are the foundation that our work is built upon, and it's important that we celebrate their hard work.

The Cornerstone Awards are a celebration of our wonderful colleagues and their fantastic achievements. With more than 100 people in attendance at the awards in October 2019, including colleagues from across the country and the people we support, we hosted a 'spooktacular' Halloween themed afternoon.

Andrew Lockhart, Chair of the Board, kicked things off with a warm welcome and a summary of what has been an extremely busy but positive year for Cornerstone. He said, "It's been another busy year for us all and our year two evaluation of Local Cornerstone in particular has been very positive. We've seen more personalised services and improved staff retention, which has resulted in an engaged and motivated workforce.

"We continue to lobby to ensure that funding is available to allow us to continue paying the minimum living wage and we remain committed to doing the best we can for our people. There remains a huge interest in what we do and it's essential that we continue to share our stories to inspire others to change."

An extra special moment in the day was when nine year old Ben won our Ambassador Award, which recognises local champions who have provided significant support to our charitable work. Ben loves spending time with the people we

support as well as helping his mum, who works as a support worker at our Abbotswell service in Aberdeen.

Ben told us, "I couldn't believe my ears when I heard my name being called out as the winner of the Cornerstone Ambassador Award. It was amazing! I am really proud to have won this award. I love fundraising for Cornerstone and the guys at the service where my mum works.

"One of the best days I had fundraising was when we all went to our local Asda to bag pack. The guys from mum's service went too and we had a great time. I told people all about Cornerstone whilst I packed and even some people who didn't have any cash went to get some to put in my bucket. The manager of the service phoned me afterwards and thanked me for helping out, which was awesome!

"I still can't believe I won, I was just doing something I like; helping people. At the awards they said that they had heard I even wear my Cornerstone T-shirt in bed. It's true. I do!"



Castlecraigs

Castlecraigs Court in Ardrossan, Ayrshire is a housing support service where the people we support have their own tenancies, with 24 hour staff support available.

The Care Inspectorate made an unannounced inspection at Castlecraigs Court on 19 September 2019, which resulted in the following grades; Quality of care and support: 6 (Excellent). Quality of management and leadership: 6 (Excellent).

These fantastic results were based on various findings including clear evidence of the people we support being involved in the development of their own care packages. They

are able to set their own agendas for review meetings, decide on their own action plans, and in some instances write their own care plans. The plans showed that the people we support are able to enjoy valued connections with family members, as well as having the opportunity to develop independent skills, and plan for their first international holiday.

The Care Inspectorate also noted that Cornerstone had “excellent working relationships” with external agencies such as local authority commissioning teams, and the health and social care partnerships.

Castlecraigs Court also successfully raised public awareness of the work they do by running a popular ‘Strictly Summer Ball’ with our Shared Lives service, which raised funds that the people we support are able to benefit from.



86% of our Care Inspectorate grades were good, very good or excellent. 85 grades were awarded from 35 inspections.

Baxter View, CLASP and Castlecraigs Court all achieved grade 6 (excellent).

Shared Lives

Members of the Shared Lives team, Lindsay Jackson, Shona Elvin, and Gail McNaught organised a summer ball in Irvine to help raise funds for the people we support in Ayrshire.

More than 100 people attended the Strictly Summer Ball on Friday 21st June 2019, and the evening was a great success with over £1000 raised! The attendees enjoyed a red-carpet reception, three course meal, an awards ceremony, raffle, and live entertainment.

Project Leader Lindsay said, "We wanted to do something really special for the people we support as well as engaging with community. We were delighted with the turnout, over 100 people attended and helped us raise an incredible amount of money. The funds will be accessible to everyone we support in Ayrshire and will be used to purchase the equipment, items and services they need to fulfil their personal goals."

The entertainment for the evening was provided by vocal duo Ebb and Flow, who put on a brilliant show, and there was even a surprise guest appearance from Jack, a person we support, who was invited to join the band on stage!

The awards ceremony recognised the incredible achievements of the people supported by Cornerstone. Awards were given to celebrate the fantastic efforts made by people to lose weight and adopt healthier lifestyles, as well as recognising the personal development made by those who have taken on roles at our New Beginnings Café.



"We wanted to do something really special for the people we support as well as engaging with community."



Self-Directed Support is growing

Our Cornerstone SDS (Self-Directed Support) service has continued to grow over the past year, now supporting 590 people to access guidance and advice about self-directed support.

The team have embraced the first year of their renewed tender which runs until 2023 and are delighted to announce that Laura Hendry (below) is now working as SDS service lead. Laura first joined Cornerstone SDS in 2014 and will be working to develop the service and raise awareness about self-directed support across the Grampian area. Cornerstone SDS have some exciting plans on the horizon so watch this space!



Total people supported

590

Adult autism or aspergers

21

Carers

20

Children and families

199

Dementia

23

Learning disabilities

67

Mental health

17

Older people

147

Physical disabilities

96

For more information please visit [CornerstoneSDS.org.uk](https://www.cornerstonesds.org.uk)

Max is an inspiration

Max has been supported by Cornerstone since 2008, initially by our community support service in Perth before moving into his own home in May 2018, where he now receives 24/7 housing support.

In March 2019, Max became gravely ill and had to spend eight months in hospital. His long and arduous journey has been an emotional rollercoaster for both Max and his support team.

During his time in hospital, Max celebrated his 36th birthday. He was still in hospital with some mobility issues and needing a wheelchair. Max's team refused to leave him on his own so made the decision to stay with him and continue to provide 24/7 care.

Max has a passion for vintage cars so his family organised a special surprise for him. On the day of his birthday, a vintage car was parked outside Ninewells Hospital to drive Max home where he celebrated his birthday with his family and team members.

Max's illness has been ever changing and everyday can still bring new challenges. Without the help of his loving family, all the doctors and nurses, dieticians, and his dedicated team, Max's story might have had a very different ending. However, with lots of encouragement from his team Max has now come full circle and has now gained almost full mobility and can walk unaided.

Max is an inspiration to us all. Next year he is doing a sponsored walk for charity and the team are hoping to make a day of it with some celebrations when he has completed his marathon.

Team member, Donna, said, "It has been a rollercoaster! Max taught us so much through his patience, resignation, faith and acceptance. It was a very humbling experience for us all. He's a true hero whose life and example should definitely be followed!"



Fundraising

Over the past year, thanks to our wonderful supporters and donors, an amazing £849,166 was raised to benefit our charitable activities. We distributed £793,837 to our local services and projects across Scotland.

Our Quality of Life programme continues to provide vital equipment, technology, and other resources which can make a lasting difference to the lives of the people we support. This year, we were able to disburse over £55,000 which improved the lives of 1,059 people across Scotland.

Our Kiltwalkers were out in force again in 2019 across Aberdeen, Dundee, Glasgow, and Edinburgh raising over £9,000 which was generously topped up 40% by The Hunter Foundation.

Special thanks to the Urban Pirates, a team of motorcycle enthusiasts who raised over £5,000 by taking on the North Coast 500 on secondhand scooters over the course of a week. Three of our supporters took on the trip of a lifetime by taking on the Inca Trail and travelled to Machu Picchu.

Together, they raised over £10,000 over the course of one year in the run up to the adventure.

Our corporate supporters, RelyOn Nutec partnered with us to host our third Chopper Challenge which raised over £5,000 for our services. We would like to thank RelyOn Nutec, the 20 brave people who took part, and the dive team who helped us every step of the way.

We continue to receive support from a variety of Grants, Trusts, and Foundations which fund many of our projects. In particular we would like to thank; The National Lottery, Inspiring Scotland, The RS Macdonald Charitable Trust, and BBC Children in Need. Our corporate partners have continued their support by volunteering, hosting fundraisers, and sponsoring our

events. We would like to thank BP, CNR International, and CNOOC for their continued and committed support.

And finally, we'd like to thank the army of supporters who took part in everything from bake sales and fun runs, to bungee jumps and marathons. We are always amazed by your creativity and passion. We could not do this work without you.

Donate Now

by visiting [Cornerstone.org.uk](https://www.cornerstone.org.uk)



£20k

CNOOC donate £20,000

CNOOC continued to support our charity with a donation of £20,000 towards a holiday home for people with support needs. Jubilee House is a beautiful seafront villa in the town of Stonehaven which will aim to provide people of all ages with a learning disability a holiday to remember.

With our Cornerstone Connects Service close by, holiday goers will be able to take advantage of our group activities

held at our newest community hub, should they choose.

Cornerstone Team Member, David Neill, said, "We are so grateful for CNOOC's support. This funding will open the doors of Jubilee House to so many people in the future."

A team from CNOOC also spent several days volunteering over the summer at one of our Stonehaven services where they made several improvements to a sensory garden.



We are so proud of what we've achieved in Stonehaven through our partnership with CNOOC over the past couple of years. The future is looking brighter than ever.

"We are so grateful for CNOOC's support. This funding will open the doors of Jubilee House to so many people in the future."



£5,323

Urban Pirates

Last year, an amazing Aberdeen based motorcycle club, Urban Pirates, and their friends took on a unique challenge and raised an incredible £5,323 for Cornerstone. The eight day challenge took the team of six bikers away from the power of their usual motorbikes, choosing instead to use scooters.

Steve Masser, of Urban Pirates said, "We wanted to do something that captured our shared interests, was going to be a

real challenge, and allow us to make a difference for this fantastic charity.

"Limiting ourselves to scooters that cost £400 and have engines no bigger than 125cc was always going to make this an interesting challenge. There were few steep roads that were always going to push these bikes to their limits!"

Needless to say, they excelled at this challenge and arrived safely back in Aberdeen to their friends, family and the Cornerstone team. Thank you so



much to all the Urban Pirates and their supporters.

"We wanted to do something that captured our shared interests, was going to be a real challenge, and allow us to make a difference."

Total raised
£849,166



Community
supporters raised
£129,983



Supermarkets/
small businesses
£10,390



Quality of life
disbursed
£55,000

Grants, Trusts
and Foundations
£632,164



Our branches
raised
£37,926



Challenge
participants
83

Challenge
participants raised
£19,194

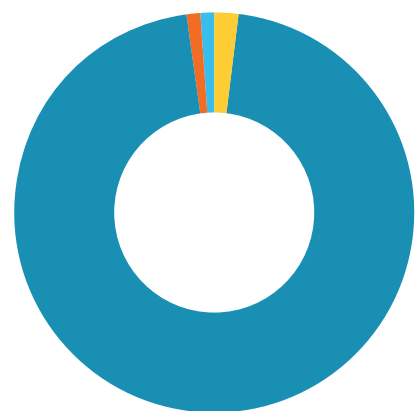


Giving Tree
raised
£8,000



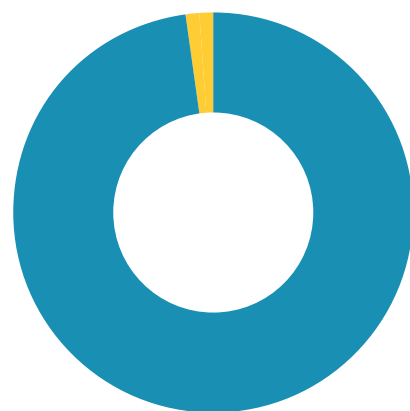
Finances

Income £44,852,570



- Charitable activities **£43,986,702**
- Donations and legacies **£762,500**
- Other trading activities **£96,039**
- Investments **£7,329**

Expenditure £45,372,266



- Charitable activities **£44,994,646**
- Cost of raising voluntary income **£377,620**

“The team are a fantastic mix of ages, experiences and personalities. They work well together and give a personal touch to the care. My daughter has a great quality of life and the team are imaginative in finding new things to do.”

Thank you

Who would have thought this time last year that the world would be hit by a pandemic which would impact dramatically on our daily lives?

We are immensely proud of the way the whole team at Cornerstone have responded to the many challenges thrust upon them, their dedication and professionalism ensuring the continuation of essential services to the people we support. The pandemic has certainly brought an increased focus on the importance of the care sector and a long overdue recognition of the value of those working in it.

2019-20 was another challenging financial year for Cornerstone as we coped with chronic underfunding of many of our services, implementation of our pioneering Local Cornerstone strategy, and development of new IT and business systems. We're pleased

to report, however, that following the implementation of a turnaround plan our financial position has improved and we are projecting a modest surplus for the year to 31 March 2021.

Edel Harris, our CEO for 12 years, left at the end of 2019 to become CEO at Royal Mencap and we wish her well in that role. We were delighted to appoint Hazel Brown as our CEO and more recently to see the promotion of two of our Branch Leaders, Sara Murphy and Kenneth Stirling, to the new positions of Director of Delivery. We welcome Marie Hernandez as our first Director of Performance and Culture and look forward to Jayne Findlay joining us in January 2021 as Director of Business Development.

During this year Andrew Lockhart, Craig Pollock, Ian Robbie, Judith Tocher, and Jonathan Parkes retired as directors and we are grateful to them for their services to Cornerstone. We are very pleased to welcome two new Board members, Dr Stephen Lynch, a retired GP and Helen Stuart, an experienced HR professional.

We rely on a large number of volunteers who provide a range of services and also on a large number of corporate and individual supporters and fundraisers. We would like to extend our sincere thanks to all of them.

As Hazel mentions in her Welcome, a comprehensive review of our Local Cornerstone strategy has been carried out and in the coming months Hazel's team and the Board will be examining the findings of the review and setting a course for the future. 2021 will no doubt bring further challenges. We are confident, however, that Cornerstone is well positioned to meet these challenges and to continue to provide a quality, caring and person-centred service to those we support.



Elaine Thomson,
Co-Chair



Malcolm Laing,
Co-Chair

Thank you! We wouldn't be able to do any of it without the help of...

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- Albyn School
- Alexander Moncur Trust
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0300 131 3333

enquiries@cornerstone.org.uk

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