I’d like to take this opportunity to thank everyone who makes Cornerstone such a special organisation, for their hard work, support, and encouragement during the past year.

The year two evaluation of our pioneering strategy, Local Cornerstone, contains some very encouraging findings, the most important of which is that working in a Local Care and Support Team brings great benefits to team members and results in more personalised services being delivered.

We continue to ensure our charitable purpose, ‘to enable the people we support to live a valued life - the life they choose’ is at the forefront of everything we do. However, in challenging financial times for the sector, it takes courageous leadership and a strong commitment from the whole Cornerstone team to remain positive and focused.

We continue to lobby national government and work with our Health and Social Care Partnerships to ensure that funding is made available to pay all our colleagues, as a minimum, the Scottish Living Wage (SLW) for all hours worked including overnight support. We are pleased to be one of a few comparable organisations who pay for overnight support at SLW rate (from 1st October 2018) and we continue to be proud of the increased salaries we can offer to team members. One of the objectives of Local Cornerstone is to demonstrate that we genuinely value social care as a profession and this will have a continued focus next year.

Cornerstone has grown in size this year, offering care and support to more people in North Lanarkshire, Aberdeenshire, North Ayrshire, and Dundee. Our new work included the opening of a new community hub and holiday home for people with a disability, in Stonehaven and the New Beginnings Café in Irvine which is run by people with a learning disability.

The Cornerstone Foundation distributed over £700,000 this year and raised more money than the previous year. These funds provide vital resources to assist us in meeting our charitable purpose. We can’t say ‘thank you’ enough to all the people and organisations who have raised money for us this year, especially our colleagues who have walked in kilts, escaped from helicopters, organised events, and baked cakes.

I would like to take this opportunity to also say thank you to our volunteer board of directors who continue to provide strategic direction and support to me personally and to other members of the leadership team.

Edel Harris,
Cornerstone Chief Executive
As a result Cornerstone has developed a response to the report and we are working in partnership with several Health and Social Care Partnerships to find alternatives to out-of-area placements, and to eradicate delayed discharge from hospital for people with learning disabilities.

Baxter View, our award winning facility in West Dunbartonshire, provides a home for eight adults who, without our support, would still be living in hospital or secure units in other parts of the UK. Our recently opened service in Argyll and Bute, The Waterfront, replicates both the living environment and the outstanding levels of support at Baxter View, for ten people and we look forward to developing additional similar services across the country.

Cornerstone shares the vision articulated in the Coming Home report for people with learning disabilities and complex needs within Scotland that everyone is supported to lead full, healthy, productive and independent lives in their communities, with access to a range of options and life choices.

"The vision for people with learning disabilities and complex needs within Scotland is that everyone is able to lead full, healthy, productive and independent lives in their communities, with access to a range of options and life choices."

From the Coming Home report.
Early indications suggest that when comparing the performance of Local Care and Support Teams (LCASTs) against a more traditional teams’ performance:

- recruitment spend is reduced.
- mandatory training costs are reduced.
- staff retention is improved.
- lost time rate is improved.
- colleague engagement is better.

Cornerstone has seen a positive impact on recruitment and a decline in the use of agency staff in Aberdeen and Aberdeenshire since introducing the new team member role.

The impact on the people we support is less easy to measure although there are a number of stories captured within the year two evaluation report that demonstrate the correlation between an up-skilled, stable, happier, more motivated workforce and the quality of the personalised care and support being provided.

We have implemented a new and improved quality assurance process which will greatly assist the LCASTs in this new way of working. We have also hosted visits from around the world, sharing the Local Cornerstone journey.

Qualitative data collected for the evaluation report has captured many examples of where lives have been enhanced and impact measurements improved (outcomes) as a result of the change to the new way of working.

We have exceeded our target (40 teams by end of March 2019) for number of LCASTs. However, as a number of the teams are smaller, in terms of number of team members, than originally envisioned, the percentage of the workforce engaged in a self-organising team appears to be a better measure of progress.

The target was therefore changed during the year - from the ‘number of teams’ to a percentage of the workforce. As at October 2019, nearly 40% of our contracted operational workforce were working in this new way.

The year two evaluation of Local Cornerstone considered each of the nine elements of the model in turn and captured evidence, stories, and feedback from key stakeholders.

“Overall, the interviews with front line staff suggested a greater ownership of work, responsibility, and confidence in decision making as a result of working in a Local Care and Support Team which reportedly had led to more person centred care being delivered.”

Ian Cunningham, University of Strathclyde

“I was really blown away by the effort you put in and we all left feeling really inspired by your values and achievements.”

Emma Ward, Business Growth Manager, South Yorkshire Housing Association

If you would like to find out more about Local Cornerstone, please contact us on 0300 131 3333.
These top scores were followed up with many impressive observations under the ‘what the service does well’ section. The report highlighted that, “people’s activities were tailored to meet their genuine personal interests,” which reflects our aim of always putting the people we support at the heart of everything we do.

“I am delighted with the inspection report”, said Margaret Mason, service manager at Baxter View.

“The team has always worked to high standards, taking a flexible and adaptable approach to ensure individual needs are met so the people we support can enjoy a valued life achieving their goals and aspirations. Baxter View is a fantastic place to work and we have a great team.”

Everyone who is supported at Baxter View is from the local area and had previously been living in a hospital setting or lived far away from their family due to a lack of suitable facilities in the area. They now all live in close proximity to their friends and families and are much happier.

One of the ladies who lives at Baxter View has been supported throughout her life in a range of places; from living with her family as a child to staying for a long time in hospital. Several times she attempted to leave hospital and live in the community but without success. She moved to Baxter View following a hospital assessment.

She is really happy in her new home; playing an active role in meetings about her care plan which is a ‘great achievement’ according to her social worker.

One of the gentlemen who also lives at Baxter View had previously spent time living in an institutional setting before moving to a hospital in Dundee. He had a history of displaying very challenging behaviour and previous attempts to support him in the community had broken down resulting in him returning to hospital.

Since moving to Baxter View, the gentleman is healthier, he has lost nearly three stone in weight, and no longer needs to visit his GP for diabetes consultations. He has not had a challenging behaviour incident in over a year and no longer needs to see the clinical psychologist to manage his anxiety or anger. He independently walks to the local shops and reports being very happy with his life.

At Baxter View, we don’t use physical interventions or any type of restraint. We believe in providing positive behavioural support. Many of the people we support at Baxter View were on sedative medication when they arrived, primarily being used as a form of behaviour management. These medications are no longer required and the people we support are responding very well to the holistic methods of care implemented at the service.
It has been a very busy year for the Cornerstone SDS service which today supports 553 people. We were offered a direct award from Aberdeenshire Council to continue to deliver the self-directed support service for a further four years.

The SDS team has grown considerably over the past year and we now also provide advice and support in Aberdeen City through funding received from the Support in the Right Direction (SIRD) fund. This funding has allowed us to start organising peer-to-peer support groups across the North East.

The first group established is providing dedicated support to veterans and their families. Other groups are being set up for single mothers with children who require support and for parents whose child is transitioning from children to adult services.

A mother who employs her personal assistant with help from Cornerstone’s SDS team said, “The three words that come to mind when discussing my SDS package are flexibility, consistency, and trust.”

The team is feeling extremely positive about the future and has continued to incorporate the ethos of the Local Cornerstone approach into their work with an emphasis on autonomy and trust.

To learn more about the Cornerstone SDS service please visit our website www.cornerstonesds.org.uk or email sds@cornerstone.org.uk
Our Shared Lives carers provide a safe, secure and stimulating family environment to help each individual to develop a sense of belonging within their community. Every placement is unique, and the support provided is tailored to meet the individual needs of the person, whilst creating a natural and supportive family environment.

Our provision in Ayrshire is registered with the Care Inspectorate as a Shared Lives Scheme, and Cornerstone is an active member of Shared Lives Plus.

Sharing life and home

Shared Lives provides transitional and long-term placements to people who need care and support due to their disability or other support need.

Earlier this year we hosted a visit from Alex Fox OBE who is the CEO of Shared Lives Plus in the UK. Alex visited our team and had lunch with some of the people we support at the New Beginnings Café in Irvine. He was interested in our strategy, Local Cornerstone, and how, as a model, it might apply to other Shared Lives programmes across the country.

The idea for the café was inspired by a group of people supported by Cornerstone who felt there was a need for something in their community to bring people together and prevent loneliness.

The New Beginnings group is made up of young and enthusiastic adults with additional support needs who are keen to make a positive impact in their community.

Heather (above right) has been working at the New Beginnings Café since it opened, and she loves the experience. Previously, Heather had worked in a variety of roles but was never allowed much autonomy or opportunity to demonstrate her creativity.

The New Beginnings café has also given Heather the opportunity to give something back to her local community, “I love nothing more than getting out of bed in the morning, knowing that I am going to help even one person that day. Whether that is serving them a delicious cake, or sitting down with them for five minutes. It costs nothing to take the time to ask how somebody is and brighten up their day. These are some of the reasons I love my job.”

In March 2018, the New Beginnings Café in Irvine, North Ayrshire had a grand opening.

The idea for the café was inspired by a group of people supported by Cornerstone who felt there was a need for something in their community to bring people together and prevent loneliness.

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More than a café

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19 health and social care partnerships.
117 residential services.
549 supported through our community based and home care provision.
919 people benefited from our Quality of Life fund.
361 children and young people supported across Scotland.

3,313 supported people.
45,000 overnight support shifts delivered.
343 people receiving 24 hour support.

Care Inspectorate
Overall 90% of the grades awarded to Cornerstone are at 4 (Good) or above.

Shared Lives and Baxter View recently achieved grade 6 (excellent).

From the Care Inspectorate

Training and Development
63,625 learning hours achieved.
15,217 e-Learning courses completed.
6,916 class based courses completed.
76 candidates have completed an SVQ/PDA through our SQA Approved Centre.

“This centre displays consistency with all assessment decisions of an exemplary standard, as are all centre processes and governance.” SQA External Verifier

Colleague Engagement Survey
82% of our colleagues would recommend Cornerstone as a good place to work. Typical comments were:
- “I like the bond I have with the people I support.”
- “I love helping people live the best life they can.”

The top themes included:
- Enabling the people we support to lead valued lives.
- Supportive colleagues.
- Being valued, empowered, trusted, and listened to.

“Watching the people I support develop their skills. I can’t describe how good it is to see.”

From our Colleague Engagement Survey

3,313
45,000
343
549
919
361

people receiving 24 hour support.
The aim of the storytelling programme is to collect stories from colleagues, people we support, and families throughout our Local Cornerstone journey.

Hannah Reynolds (left), Cornerstone Storyteller, North Aberdeenshire said, “I’m Cornerstone’s full time storyteller. I work exclusively with the North and South Aberdeen and Aberdeenshire branches and I am also a storytelling champion. As the branch storyteller, I’ve been working on story-based projects involving the people we support and our colleagues. I’ve been working to create an environment of celebrating and communicating success and achievement throughout the Aberdeen and Shire services.”

Jamie Tuckwood (left), a Cornerstone Storytelling Champion, said, “Storytelling provides a great opportunity to gather stories from across the organisation. The process is very enjoyable. I recently completed a story for the Lens, an intrapreneurship programme that supports colleagues to turn their ideas into reality. The ideas that were funded will greatly benefit the people we support. Hearing success stories like this is very rewarding and it’s lovely to celebrate achievements.”

Debbie Masson (left), another of our Storytelling Champions, said, “I think that being a storytelling champion is an amazing opportunity to collect and share the collective experiences of Local Cornerstone and document our journey together. Stories have the capacity to create emotion, capture the imagination, make events and people (characters) memorable and inspire others - they don’t have to be long or highly personal to be impactful.”

Once upon a time...

We have introduced storytelling across the organisation so we can share stories to inspire others to change.

“Storytelling is a great opportunity to gather stories from across the organisation.”

Jamie Tuckwood, Storyteller
One small step

The team at Ailsa Drive in Clydebank (left), recently celebrated their 20 year anniversary, and are reaping the benefits of being a LCAST. Annemarie told us, “When we made the decision to become a LCAST, there was a lot more freedom for us to plan our team rota. The ladies we support are at the centre of everything we do and we plan everything around them.”

One of the first steps towards becoming a LCAST is for each team to undertake their Insights Discovery® training. Ashley, a team member at Wardend in Elgin described the training, “Our Insights questionnaires yielded a personalised in-depth booklet about ourselves, and I think everyone’s jaw hit the floor when we saw just how accurate these were. As a result we are all really getting to understand each other better and this results in very effective team work.”

Team members who have worked together for years still have so much to learn about each other. The team at Wardend are over a year into being a LCAST and are ‘absolutely loving it’. Ashley said, ‘None of us would want to go back to the traditional model. We all see the way in which Local Cornerstone benefits the people we support. It has brought us so much closer as a team too and we have done some pretty amazing things this past year, none of which would have been achieved without us becoming a LCAST.’

Our colleagues at Ailsa Drive and Wardend, amongst over 500 others, have become Local Care and Support Team (LCAST) members. Thanks to our storytelling programme we get to hear all about their journey of change.
Thanks to the dedication of our supporters and donors, The Cornerstone Foundation raised an amazing £883,192 this year and distributed £788,367 through our services to transform lives across the country.

Our Quality of Life programme provides direct access to funds for our colleagues to help the people we support achieve their personal goals. We received 81 requests for funding, making a significant difference this year to over 900 people’s lives.

Launched at our Annual Dinner in 2018, our Gift of Time appeal provided £60,708 of additional staff time to help some of the people we support when they are most in need.

Our Gala Dinner was held at the Marcliffe Hotel & Spa in Aberdeen, and featured a range of fundraising activities and entertainment from singer Rachelle Rhienne. The event raised over £33,000 for our Gift of Time appeal and Quality of Life programme.

Our supporters have continued to be incredibly active in helping us raise £129,983 through activities like supermarket bag packs, ceilidhs, bake sales, bungee jumps, and trekking the Great Wall of China.

104 Kiltwalkers came out in force, raising a phenomenal £19,736 for our services across Scotland. Special thanks to our larger teams who walked for the Dundee & Angus Children’s services, the team who walked to raise funds for Moss Cottage, and to the team from Had Fab in Haddington who completed the mighty stride in Edinburgh.

Our popular Fizz Friday event treated guests to the ultimate ‘girls’ night out’, raising £12,000 in the process. The evening included plenty of fun, fashion, fizz, and performances from the talented Paul Pashley.

This year we continued to enjoy significant financial support from many grant and trust funds. In particular we would like to say thank you to the National Lottery Community Fund, Carnegie UK Trust, and Inspiring Scotland.

We continue to enjoy supportive corporate partnerships and are especially grateful for the relationships we have with BP, CNR International, and CNOOC International.

Our Foundation continues to flourish thanks to the hard work and ongoing commitment of our supporters, of whom there are too many to mention here. However, we can’t thank you all enough. Together, we are transforming lives.
A break away for Jonathan
Jonathan is supported in North Lanarkshire by our Community Support team. This summer he enjoyed a much needed short break to a caravan park in Kilwinning - which was his dream holiday.

His trip was jam packed with a variety of activities, including visits to local towns, exploring shops and tearooms, and having a lot of fun catching fish by the sea, then setting them free again! The highlight for Jonathan was being able to be more independent by cooking his favourite breakfast of French toast and going out to buy presents for his family.

Living a valued life
Our Quality of Life programme provides Cornerstone colleagues with direct access to funding to enable the people we support to achieve their personal goals.

The benefit of our Quality of Life Programme is that our support teams are aware of the needs of the people they support, and use these funds to transform lives.

We have improved the quality of life of over 900 of the people we support thanks to these funds.

Mags’ first ever holiday
Mags is a young woman from Dundee who has complex healthcare needs and, as a result, has never had a holiday.

Thanks to funding from The Cornerstone Foundation, we were able to arrange for a five day stay in Fife, within a specially designed lodge that caters for people with special needs. Mags was a little anxious about travelling away from home but coped well. This was a real boost to her confidence. The trip away gave Mags experiences she had never had before and has helped her to develop the courage to make plans for future travel.

Repairs for Jamie’s flood damaged floors
In Dundee, we support Jamie, a bright and happy young man who is a joy to be around. Being as independent as possible is very important to him, so being able to get his own flat was a major milestone.

The flat is perfectly set-up for Jamie, there’s a spare room for his support worker and plenty of space for him to move around in his wheelchair.

When a pipe in the building burst, water damage completely ruined the laminate flooring. As a wheelchair user, he was unable to move on the damp and warped floor.

Jamie’s support team responded quickly, exploring all options, and with Quality of Life funding, they were able to get his floor and furniture repaired.

You can make a difference and help others to live a valued life. Make a donation today at www.cornerstonefoundation.org.uk/support-us
Join our team

In June, some colleagues and people we support joined us in Glasgow for a professional photoshoot as part of our nationwide recruitment campaign.

First up we had Zoe (page 11) with her support worker, Sarah, joining us from West Dumbartonshire. It was clear that they had a really close connection which shone through in the photos.

Next was Michael (cover) with his support worker, Pamela, from Dunfermline. The two were natural models; laughing, dancing and posing like professional supermodels.

We then welcomed Frankie (right) who made the short walk from Dalmarnock to take part in the shoot accompanied by our Community Services Project Lead, Chris. Frankie’s natural smile lit up the room and he kept everybody laughing with his great sense of humour.

Last up was Claire (page 17), who came from Dundee with support workers Rebekah and Joanne. Their natural rapport was clear, laughing and joking throughout. They made it an easy task for the photographer to get some amazing shots.

Our advertisements appeared all over Scotland and as a result we saw a 40% increase in enquiries and a 60% increase in traffic to our recruitment page.

New board members

This year we were pleased to announce the appointment of two new board members, Geoff Huggins and Tony Dinozzi.

The Cornerstone board ensures that our strategy and policies are adhered to in line with our charitable purpose and in the best interests of stakeholders, and most importantly, the people we support.

Edel Harris, CEO, said, “I am delighted to welcome two new board members to Cornerstone. Geoff brings many years’ experience of working in both the health service and in national government; his recent work leading on health and social care integration in Scotland is particularly valuable. Tony has a passion for fundraising and is a welcome addition to the Cornerstone board and The Cornerstone Foundation committee.”

“As we continue with the implementation of our transformational strategy, Local Cornerstone, it is as important as ever to ensure good governance. At this exciting, and sometimes challenging time we welcome the fresh thinking both new members will bring to the table”.

Appointed Director of Health and Social Care Integration in April 2014, Geoff brings a wealth of experience to the board, having worked across a variety of roles covering housing and education policy in Scotland and politics and security with the Northern Ireland Office.

Geoff is looking forward to playing an active role on the Cornerstone board, and says, “In my time as Director for Health and Social Care Integration with responsibility for social care, I was consistently impressed by Cornerstone and its leadership in providing quality, person-focused care, and in continuing to innovate and challenge the traditional ways of doing things to produce better outcomes for people.”

Chartered Accountant, Tony Dinozzi became Group Head of Mergers & Acquisitions at John Wood Group PLC in 2000. Tony has vast experience in fundraising and led Wood’s fundraising efforts for the Archie Foundation and Maggie’s, where he raised almost £400,000. Tony is delighted to be joining the board and says, “I am greatly looking forward to the challenge of being on the board of Cornerstone. It’s a pleasure to be part of it.”
Thank you

The year 2020 sees another important milestone in Cornerstone’s history as we mark our 40th year.

It is a good time to reflect on all our achievements and, as your new Chair, I look forward with confidence to supporting the opportunities and addressing the challenges which lie ahead.

In these forty years, Cornerstone’s focus on its charitable purpose of ensuring all the people we support live a valued life – the life they choose, has never changed and it’s great to see how the organisation has grown again this year to provide vital services to even more people.

It has been a very challenging financial year with an operating deficit larger than we had anticipated. Some of this was expected with the additional costs of implementing our strategy, Local Cornerstone.

This year we made the decision as a board to make a significant investment in pay and in new business systems. As a result, the financial position is not as good as in previous years. In addition, we have honoured our commitment to pay, as a minimum, the Scottish Living Wage for overnight support, despite us not receiving funding to cover these additional costs from many of our commissioning authorities.

We acknowledge the valuable input of Steve Judge and Zoe Ferguson both of whom stood down from the board this year. We owe a huge debt of gratitude to Jim Douglas, who also retires as a trustee this year after almost 20 years on Cornerstone’s board.

We welcomed the publication of the Scottish Government’s Coming Home report and we will continue to lead the sector in designing and building suitable accommodation to assist more people with disabilities and other support needs to return home to their local community.

I would like to offer a warm welcome to Geoff Huggins and Tony Dinozzi who joined as directors this year.

I would like to thank our CEO, Edel Harris, and all the members of the wider leadership team for their focus and commitment despite a most challenging year. Thank you also to my fellow board members who give their time so willingly to ensure that Cornerstone is governed well.

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On behalf of the board, thank you.

Andrew Lockhart,
Cornerstone Chair

The numbers above are based on our unaudited financial statements. To request a full copy of our 2018–2019 statements, please email finance@cornerstone.org.uk

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

- Aberdeen Drilling School
- Aberdeen Football Club
- Aberdeen Standard Investments Charitable Foundation
- ASDA Foundation
- BBC Children in Need
- BP
- Bridgeton and Dalmarnock Area Association
- Carnegie UK Trust
- CNOOC International
- CIR International
- Creative Breaks
- Energy Institute
- EY
- ExxonMobil
- Forties Delta
- Had Fab
- Harold Merton Adams Trust
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- Hugh Stenhouse Foundation
- Hunter Adams
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- Robertson Construction
- SIB
- Scottish Government
- Shell
- Space Solutions
- St. Katherine’s Fund
- Steve McKnight of St James Place Wealth Management
- The Lens
- Vistage
- Wood PLC

Our year in numbers

Income £42,625,986
Expenditure £43,245,790

Charitable Activities
Donations & Legacies
Other Trading Activities
Investment Income & Net Gains on Investments
Expenditure on Charitable Activities
Costs of Raising Donations and Legacies
Costs of Other Trading Activities

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