



JCS
Jewish Care Scotland

165th
anniversary
1858-2023

Jewish Care Scotland

Annual Review 2023



I have a little Dreidle
I made it out of clay
And when it's dry and ready
Then dreidle I shall play

CHORUS:
Dreidle dreidle dreidle
I made it out of
And when it's dry and ready
Then dreidle I shall play
Dreidle's always playful
It loves to take
Every game of Dreidle
Come play now let's

I have a little dreidle
I made it out of snow
I hid it in the oven
Where did my dreidle go?

CHORUS:

Sell with confidence

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Jewish Care Scotland

Reflecting on 2023

2023 saw Jewish Care Scotland (JCS) celebrate 165 years as a charity. 165 years caring for the community, responding to the evolving needs of the people we exist to care for, and making a difference.

We marked our 165th year by looking back at where we have come from, looking through old photographs, speaking with the people who have been involved with JCS for a number of years, and celebrating where we are now.

Throughout the year we posed the question, "What does JCS mean to you?" to many of our stakeholders, volunteers, staff and the people we care for. Some feedback included, "I look forward to my visit.", "It gets me out the house.", and "good company for everyone." One person simply told us that JCS means "Everything."

Welcome Wednesday, our volunteer-led weekly drop-in café, has continued to go from strength to strength. In August 2023, volunteer Lennie Wilson launched his regular discussion panels as part of our calendar of activities. The first panel saw record numbers come along to Welcome Wednesday with over 50 people dropping in for lunch and to take part in the conversation. Due to the success of Welcome Wednesday, and based on feedback from the community, we trialled Happy Mondays from 9 October, an informal afternoon tea each Monday which was supported by our loyal volunteers. Due to low attendance, the decision was made to leave Happy Mondays in 2023 and refocus resources elsewhere.

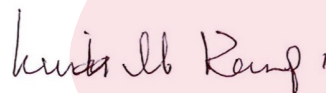
I was incredibly proud of our team and our response to the attacks and conflict in Israel by hosting Community Support Gatherings. Offering a safe space for the community to come together during such difficult times, in conjunction with ScoJec the Glasgow Jewish Rep Council, Giffnock Newton Mearns Synagogue and Glasgow Reform Synagogue.

In the Autumn of 2023, we received an unannounced visit from the Care Inspectorate to inspect our Registered Services, which continue to increase in demand. We were delighted to have the opportunity to welcome them to the Walton Community Care Centre and show off the positive impact we have on the people that we support. The delight continued when we received our official Grade 5 from the Care Inspectorate report, an evaluation of very good which applies to performance that demonstrates major strengths in supporting positive outcomes for people. We could not deliver such an efficient and impactful service without the dedication, skill and motivation of our team and I would like to take this opportunity to thank and congratulate every member of the team, staff and volunteers, who made this grade possible.

The success has continued this year, with our team being named as Finalists in three categories of the Scottish Care Care at Home Awards 2024. This year we continue to have conversations with people we support, their families, and other members of the community to gather feedback and identify areas of need in the community

and investigate how we can respond to meet those needs. Our 165th anniversary has provided an ideal opportunity to look back at where we came from but now it is time for JCS to focus on what comes next. Watch this space.

Linda Kemp
Interim CEO



What we do

JCS and the community

Connecting people

Welcome Wednesday

A team of **14 core volunteers** continue to deliver the popular weekly drop-in café, Welcome Wednesday. The café offers an opportunity for people to meet old friends and make new ones, with 100% of attendees surveyed in April 2023 telling us they come along to see friends.

In 2023, our average weekly attendance has been 30, with a high of **51 attending** one week in August 2023. Welcome Wednesday successfully continues thanks to our volunteers, staff, and visitors alike.

Welcome Wednesday gives us the chance to offer other activities too, including our discussion panels, craft group and information stalls.

Discussion panels

In June 2023, Lennie Wilson organised and led the debut discussion group at Welcome Wednesday. It was the first conversational event at JCS in 2023, bringing people together for engaging discussions in a relaxed setting. The gathering proved to be highly successful, drawing in more than 50 individuals to participate in Welcome Wednesday and engage in the discussions – breaking JCS's record for number of Welcome Wednesday attendees! From last June there has been seven discussion events with over 15 guest speakers visiting to join the conversation and connect with one another.

The first discussion centred around issues affecting the community and has grown since to discuss educational topics such as learn for life digital skills panels inviting a range of guests specialising in upskilling, health and wellbeing.

Talking is a natural form of connection which JCS will continue to offer, enabling fun, meaningful conversation and giving the community a chance to be heard.

Crochet, sew, knit & natter

Our informal, craft group 'Knit & natter', with creative queen Jennifer Watson, continued to meet weekly during Welcome Wednesday. People brought along their latest project to work on while catching up with friends, sharing tips and advice with one another

This group of like-minded people maximise their resources, and knowledge, to carve out a community-building, creative space for all to feel welcome at. The group continues to grow and attract new people each week, feel free to pop along and join in!

Community engagement initiative partners

We regularly host guest organisations at Welcome Wednesday who help to connect the community with relevant information and advice. Some of the partners invited to exhibit and share information and offer support last year included Social Security Scotland and RNID's hearing loss clinic.



Calderwood Lodge Primary School Intergenerational project

In Spring 2023, we invited pupils from Calderwood Lodge Primary School to join our Wellbeing Hub attendees to participate in JCS's annual intergenerational project.

The project facilitates an opportunity for primary school aged pupils to come together with our elderly Wellbeing Hub attendees throughout school term and connect through meaningful activities. In May, the group engaged in a games day at the Walton Community Care Centre followed the next week by a trip to Calderwood Lodge Primary School's campus for a choir sing-a-long session. In Autumn, the project continued with a visit from Therapy Ponies Scotland.



“Visiting people at JCS made me feel so happy. It was fun and made me smile. I will miss it a lot. I enjoyed learning how to use a record player.”

- One Calderwood Lodge Primary School pupil said of the project

“It was refreshing to get to be around young people. The best bit was getting the views of the visits from the pupils.”

- A regular JCS Wellbeing Hub attendee also benefitted from the sessions,

The children and older people worked together to have memorable interactions and learning experiences; this impressed the judges and won us the Highly Commended Award in the Encouraging Reciprocal Learning category from the Generations Working Together 2023. In 2024 we were invited to return to the roadshow to showcase our award winning project.



Happy Mondays

Through feedback received following Warm Spaces, from Welcome Wednesday attendees, and based on the increase in attendance at these sessions, JCS introduced an additional drop-in offering of a safe, informal afternoon tea in October 2023 called ‘Happy Mondays.’

Happy Mondays ran from 2 to 4pm every Monday and was facilitated by our Community & Wellbeing team and volunteers. Attendee numbers were low and after 12 weeks the decision was made to concentrate resources elsewhere.

JCS are always looking to expand our services to create a full calendar of weekly relevant events to connect and engage our community. In 2024, we continue to gather feedback to improve our offering to the community.

“I feel lucky when I attend the Wellbeing Hub, I have been coming for years and have great memories.”

- Wellbeing attendee feedback.

“My wife really enjoys the people she meets weekly at Jewish Care. The support benefits me as I can have a bit of time to relax knowing she’s enjoying her time at Jewish Care”

- Family feedback

What we do

JCS and the community

Promoting wellbeing

Community Connects

Community Connects, JCS's monthly group outings, continued to flourish in 2023. The service offers the chance for people to connect with each other and get out and about within their communities with the support of trained JCS staff.

Trips were made to the Burrell Collection in Pollok Park, Loch Lomond and a summer beach day in Troon! These popular trips promote wellbeing, connect people and are a welcome addition to JCS's registered service calendar.



Social support at home

Our trained staff have continued to offer social support visits to isolated members of the community who require care or are seeking connection.

The visits aim to improve and maintain peoples' wellbeing and personal goals are discussed and set out in an individual care plan.

"JCS's a lifeline to me. Before I came to Jewish Care Scotland I didn't care! The main service I get is care and laughter. They've helped me get out my house, until Jackie started to come, I wouldn't even go to the shops. My social visits have brought me back to who I am, I look forward to doing the shopping now. I enjoy life now, and that's a gift."

– Ruth

Home visits also provide an opportunity to engage in meaningful activities to maintain cultural and social connections. Demand for home visits have overtaken the demand of the Wellbeing Hub, fast becoming JCS's most popular registered service.



JCS Wellbeing Hub

Our JCS Wellbeing Hub continues to meet at the Walton Community Care Centre each Thursday from 10am to 2pm. For those unable to make their own way, our staff team are able to provide transport to and from the centre. Here they enjoy a hot drink and a cake while catching up with friends, before some entertainment or an activity they've chosen and a two-course Kosher lunch. For many, this is the only opportunity to get out of the house and to socialise each week due to limited mobility or other additional support needs.

A total of **32 unique people** accessed our registered services in the year. We also supported **26 people** through weekly or monthly welfare calls and lunch deliveries.



Maximising resources

Financial assistance & grants

Throughout 2023, JCS paid out a total of **24 grants** helping support **17 households** in the community. These grants we awarded to support people with the additional costs associated with Jewish festivals such as Pesach, Chanukah, and increased every day costs of basic essentials like heating and food.

The Kosher foodbank was accessed by three households. People accessing the foodbank reported that the offering is restricted and the benefit, particularly to families with children, is therefore limited. In October 2023, JCS then made the decision change the Kosher foodbank format to instead offer Essential Provision vouchers. The vouchers provide a flexible means of support that promotes individuals' choice and independence while extending our geographical reach.

This year our team also supported seven people in applying to and receiving external grants from organisations such as Jewish Temporary Shelter, The Phyllis Shulman Fund and The Jewish Respite Fund for special treats and holidays.

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 2023 and 31 March 2024.

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.

Care Inspectorate 5*

In late October, JCS received a grade 5 following an unannounced visit from the Care Inspectorate. The grade 5, an evaluation of very good, indicates to a performance level that demonstrates major strengths in supporting positive outcomes for people. Internally, this report shines a spotlight on, and is a testament to, the valuable contribution of all members of the team. This grade confirmed our confidence in continuing to improve and maintain wellbeing throughout the community while providing an opportunity to engage in meaningful activities and to maintain cultural and social connections.

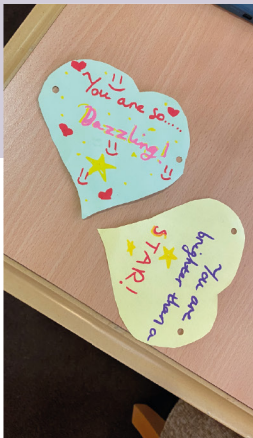
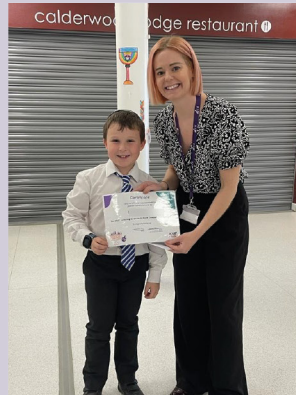
“The social interaction provided by attending the Thursday session was valuable to people. Social support was the focus of both the Thursday day centre and the one-to-one home visits.”

- The Care Inspectorate Report

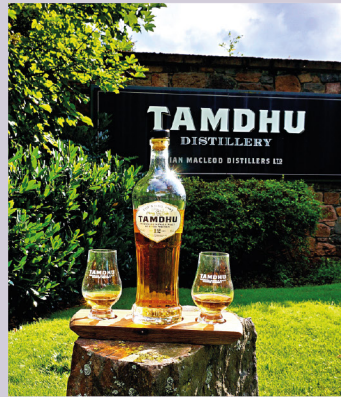


What we do

Our year in pictures



Our year in pictures

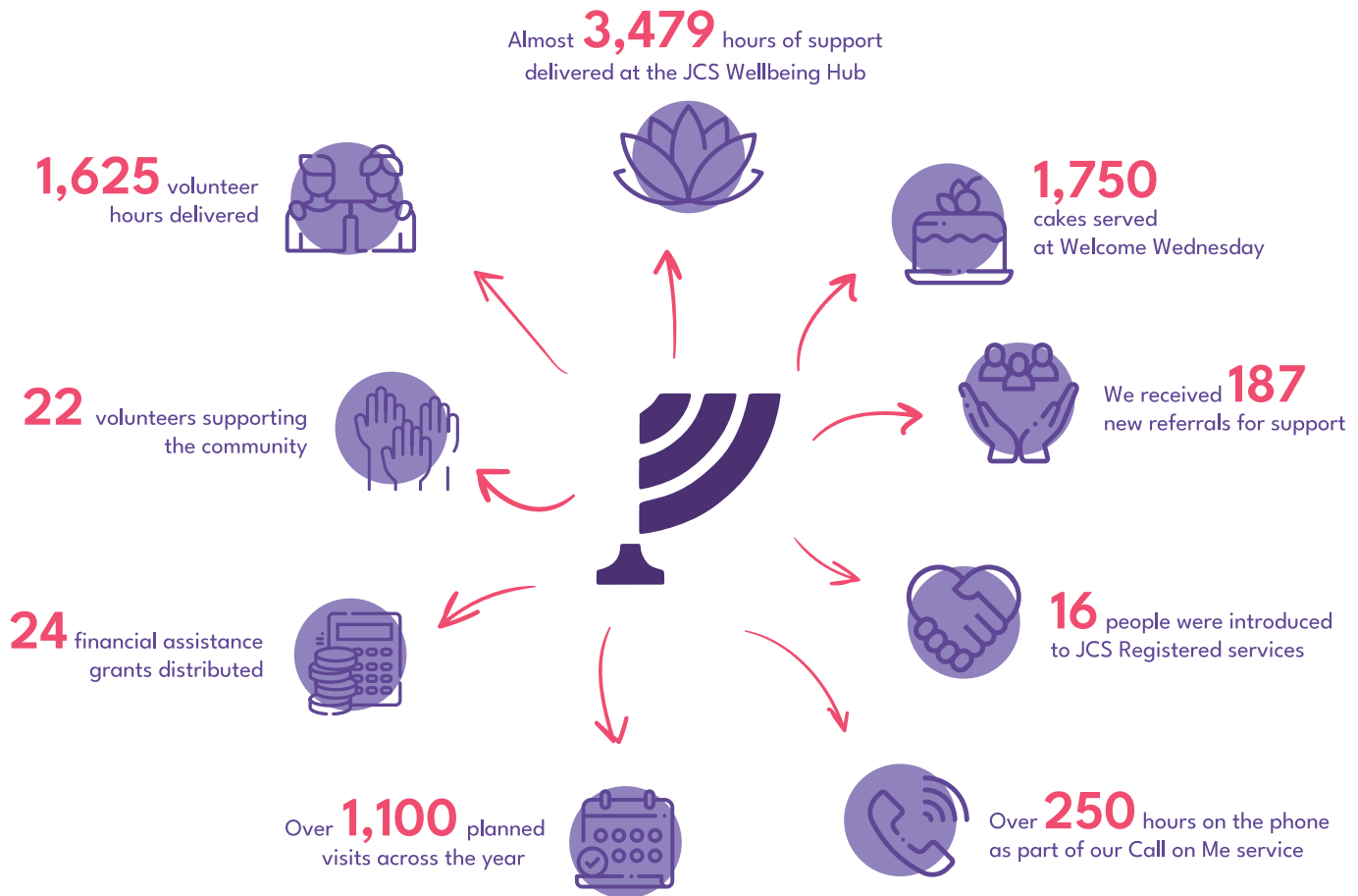


What we do

Our impact

JCS began in 1858 with a group of volunteers eager to help and has grown over the years into a professional charity that provides innovative, individual care.

165 years later we are proud to still be evolving to meet the communities' ever-changing needs. Whether you need advice, support or connection Jewish Care Scotland is here.



What we do

Our history

In November 2023, Jewish Care Scotland celebrated our 165th Anniversary. We marked the occasion by inviting donors to make donations in honour of the milestone, creating a special logo, hosting a Reception at our HQ and asking the community what does JCS mean to them? We took the opportunity to have a look back at our beginnings, how things have changed over the years and how that impacts where we are now. We're delighted to share some of the highlights from our archives in this special 165th Anniversary Annual Review.

1858

The earliest written record of the Glasgow Hebrew Philanthropic Society. Our roots go back to the earliest days of the Scottish Jewish community when charitable caring for those in need was a priority for everyone in the community.

1867

The merged Glasgow Jewish Board of Guardians and Philanthropic Association took on responsibility for the relief of the poor.

1911

The charity moved to the Gorbals where most of those making a claim on its funds resided.

1917

Renamed The Glasgow Jewish Board of Guardians.

1970

The Glasgow Jewish Board of Guardians was renamed The Glasgow Jewish Welfare Board, coinciding with a move into new premises at 49 Coplaw Street and to reflect changing public attitudes to welfare services.

2012

Jewish Care Scotland awarded The Queen's Award for Volunteering- the MBE for volunteer groups- in recognition of its outstanding voluntary work in the community.

1999

Jewish Care Scotland moved into the purpose-built Walton Community Care Centre, along with Cosgrove Care and the Jewish Blind Society.



1996 - A radical change...

The Glasgow Jewish Welfare Board changed its name to Jewish Care Scotland and moved from Coplaw Street to temporary premises within the Maccabi complex in Giffnock. East Renfrewshire Council entered a partnership arrangement with Jewish Care Scotland, leading to the development of a seconded social work team and a day care service.

2018

We achieved the Investing in Volunteers award.

2020

Due to Covid-19 lockdowns JCS adapted services to be able to reach and support vulnerable members of our community.

Since 2020 our trained staff have offered social support visits to isolated individuals who require care and support. The visits focus on improving and maintaining wellbeing.

2021

Jewish Care Scotland introduce Welcome Wednesday, our drop-in style café.

Facilitated by JCS volunteers, each Wednesday from 12pm to 3pm anyone can drop in and enjoy socialising as well as refreshments.

2023

Jewish Care Scotland celebrate its 165th anniversary!

What we do

165 years of JCS



“JCS has been a godsend to me. It has brightened up my life and my family all say they can see a big difference in my personality since I started to attend. They said it is like having the old me back. I wish I had joined JCS years ago.”

- Registered Service User





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WALTON FAMILY FOUNDATION

Congratulations on Jewish Care's 165th Anniversary and wishing you every continued success for the future.

Carole and David Walton, Trustees, The Walton Foundation

With Compliments



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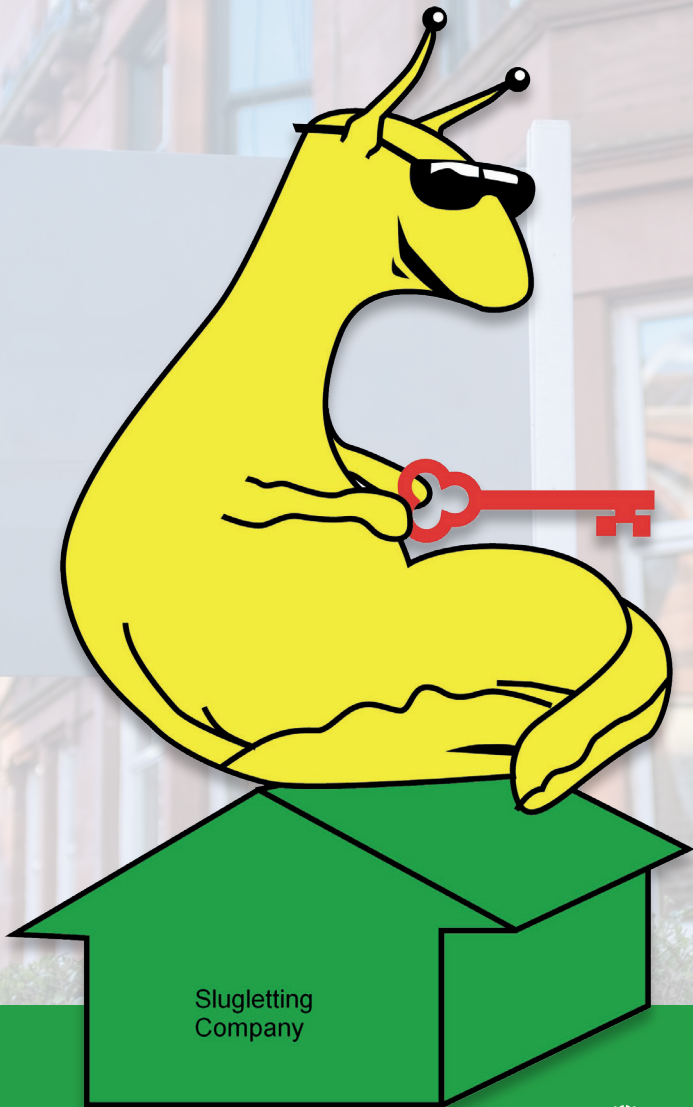
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Jewish Care Scotland

Our finances

Our finances

2023 was another challenging year financially for JCS, the people we support and our donors. Once again, our Rosh Hashanah annual appeal raised less funds than the previous year, with 24% less donations received and the average gift falling by £14.

It was a good year, however, for celebrations within the community with dozens of individuals, couples and families choosing to include Jewish Care Scotland in their special occasions. Donations received in lieu of gifts to mark Bar Mitzvahs, birthdays and wedding anniversaries, as well as donations celebrating 165 years of JCS, raised over £13,000 in 2023!

Costs continued to increase in 2023 which impacted our expenditure. Our highest expenditure continues to be staff and governance costs, including our Community & Wellbeing team delivering services directly as well as our behind-the-scenes team, training costs and governance costs such as our financial audit and HR fees.

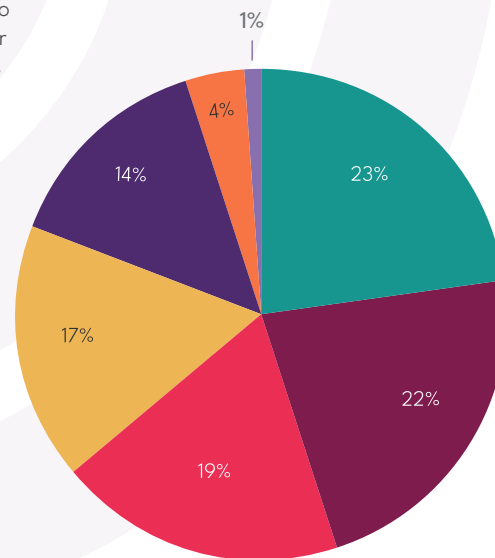
Building and other overhead costs increased this year too, with a huge 165% increase in the cost of our heating and lighting compared to 2022. This was due to rising energy costs. Plans to upgrade lighting to be more energy efficient are in progress to minimise energy use throughout the Walton Community Care Centre.

With thanks to a generous legacy gift in 2023 there was a surplus in the financial year. The legacy gift has been made with a specific purpose which has not yet been fulfilled, but

plans are underway. Without this legacy gift there would have been a notable deficit in our budget which is why we are so grateful to every one of our donors and funders for their contributions towards delivering our services for the community, thank you.

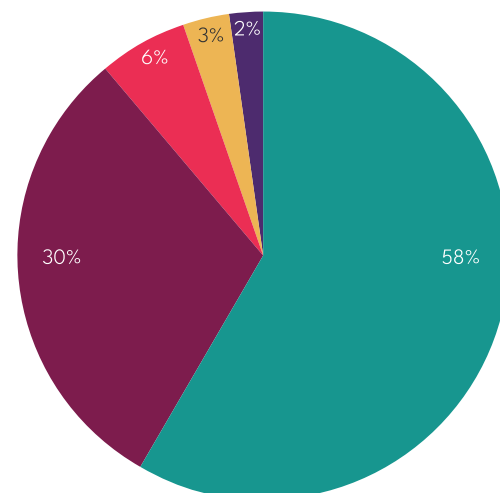
How are we funded

- East Renfrewshire HSCP
- Legacies
- Fundraising & donations
- Rent & investments
- Jewish Blind Society
- Clubs & activities
- Other grants



Expenditure

- Staff & governance costs
- Building & other overheads
- Services (registered and non-registered)
- Fundraising
- Hardship grants & foodbank



Our fundraising

Chanukah whisky raffle

In late 2023, JCS teamed up with Magen David Adom UK, Chai Cancer Care and The Whisky Barrel Judaica to deliver a Whisky Raffle with star prizes kindly donated the Tamdhu Distillery and Whisky Barrel Judaica.

“It is my privilege and pleasure to make things exclusively for the benefit of charity and it is heartwarming to see three charities collaborating in this raffle.”

-Jack Kay of Whisky Barrel Judaica said about the raffle

The event raised **£795** in total, which went on to benefit not just one, but three organisations.



Fundraising & donations breakdown

- | | |
|--|--|
| ■ Annual appeal | ■ Minibus appeal |
| ■ Trusts & foundations (including Glasgow Jewish Community Trust) | ■ Annual review advertising revenue |
| ■ Regular gifts | ■ 500 club |
| ■ Celebratory donations | ■ Events & challenges |
| ■ Gift aid | ■ Special donations (including in memoriam) |

Grandma's Wood

Miriam Berlow-Jackson's 'Grandma's Wood' project was established by Miriam and her family in loving memory of her late mother, Evi Berlow née Woolfson. The community are invited to sponsor a tree sapling in Grandma's Wood that will eventually turn into a small forest. Donors will see their message attached to their special tree in the woods and be part of this legacy project.

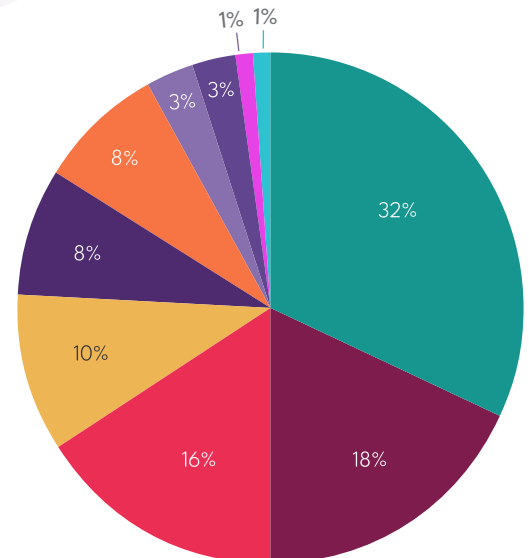
“As the trees grow and begin to improve our soil, soak up excess water, shelter livestock, attract pollinators and offer us fuel, our hope is a place for our grandchildren to play and their grandchildren, and so it will always be Grandma's Wood, and we'll talk about Grandma Evi as she lives on in the trees, plants and flowers and nature she so loved to be in and create with.”

-Miriam Berlow-Jackson said of the unique tribute.



Meet Zippy!

With huge thanks to the Walton Foundation, our new wheelchair accessible car was delivered to May Terrace at the end of the summer. The new vehicle meets the needs of the people we support and allows them an easier, more accessible way to get to and from our Registered Services at May Terrace and Community Connects outings. Funding from The Walton Foundation towards our vehicles allowed us to purchase this new vehicle, reducing ongoing maintenance and running costs and offering reliable, comfortable and accessible transport for the people we support. In anticipation of delivery of our accessible vehicle we asked our supporters on social media to help us choose a name. We received a number of suggestions and invited the JCS Wellbeing Hub attendees to choose the winner... Zippy!



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Jewish Care Scotland

Our people

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Company Secretary

Howard Beach

Board members

Dr. Barry Adams-Strump (appointed 2024)
Nick Black (appointed Jan 2024)
Eileen Carrol (resigned Mar 2023)
Sam Selkirk (appointed 2024)
Paul Winocour
Dr. Martin Livingston (resigned Sept 2024)
Tracy Levy (appointed Jan 2023)
Hazel Tenby (resigned Jan 2024)

2023 discussion panelists

Heather Gray
Lee Groden
Warren Karpf
Adam Lewis
Donny Lyons
David Strang

Honorary President

Maureen Solomons

Honorary Vice-Presidents

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



Jewish Care Scotland

Our people

Volunteering in 2023

Our full group of **22 volunteers** gave up over **1,625 hours** of their time! The people we support benefit from at least **32.5 hours** of volunteer time every week.

Volunteer breakdown



17.5 Hours
Welcome Wednesdays



5 Hours
Meal deliveries



5 Hours
Call on Me



2 Hours
Jewish Telegraph deliveries



2 Hours
Shopping support

“It’s a great service, the Volunteers are attentive to their duties and I receive a regular weekly service. Very reliable and friendly.”

- Jewish Telegraph delivery recipient

It may seem like a small thing to do, to deliver a paper or lunch or to have a chat with someone who has popped in to get something to eat on a Wednesday but to those people it can mean a great deal.

People are at the heart of the Jewish Care Scotland community. From our caring staff team, Board of Trustees, to our dedicated volunteers; we all share a goal to deliver high quality care to those who need us.



The Albert and Alice Tankel Bursary Fund

In 2017, after the passing of her beloved husband Albert, former Chairman and Honorary President of Jewish Care Scotland, Alice set up the **Albert Tankel Bursary fund**. Continuing Alice's ethos to do all she could to help others, the purpose of the fund was to ensure access to education, training and development opportunities for staff and volunteers, with the aim of ultimately benefitting the people we support.

This year, Jewish Care Scotland received a further contribution following the passing of Alice. The family requested the fund be renamed The **Albert and Alice Tankel Fund**.

To mark this generosity, in November 2023 the Board of Trustees welcomed Jewish Care Scotland staff, volunteers and members of the Tankel family to an intimate reception to launch The Albert and Alice Tankel Bursary Fund.

Since established, the bursary fund has allowed two JCS staff members the opportunity to complete their SVQ3 qualifications as well as providing first aid and mental health awareness training for staff and volunteers. Most recently, staff and volunteers have completed dementia awareness training.



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Jewish Care Scotland

Thanks to you!

With huge thanks to you for your continued generosity and support we are able to be there for those in the community who need us.

Donors and supporters

500 Club members
Annual appeal donors
Annual review advertisers
Donations made in celebration of a special birthday, anniversary or marriage
Donations made in memory of loved ones
Donors to the Kosher foodbank
Jack at Whisky Barrel Judaica
Miriam Berlow-Jackson and family
Monthly donors
Social media followers

Trusts and foundations including:

Arthur & Minnie Goodwin's Charitable Trust
Clive Jay Berkley Foundation
Edinburgh Liberal Jewish Community
Glasgow Jewish Community Trust
Hermia Community Energy CIC
Jewish Blind Society
Jewish Respite Fund
Mearns Probus Club
Netherlee & Clarkston Charitable Trust
Ralph Slater Foundation
Shoresh Charitable Trust
The Alan Slifka Foundation
The Alma & Leslie Wolfson Charitable Trust
The Goldberg Trust
Olam Hazeh Charitable Trust
The Walton Foundation
Voluntary Action East Renfrewshire
Community Mental Health and Wellbeing Fund
Voluntary Sector Development Fund
Westleague Ltd
And more...

Partner organisations we connected with in 2023:

Calderwood Lodge Primary School
Cancer Research UK
Care Inspectorate
Chai Cancer Care
Cosgrove Care
East Renfrewshire Carers Centre
East Renfrewshire Council Scam prevention team
East Renfrewshire Health and Social Care Partnership
Generations Working Together
Giffnock Newton Mearns Synagogue
Glasgow Jewish Representative Council
Glasgow Reform Synagogue
Glasgow's Golden Generation Income
Maximisation team
Maccabi Glasgow
Royal National Institute for Deaf People (RNID)
Scottish Council of Jewish Communities
Scottish Care
Scottish Jewish Archives Centre
Sky Time to Care
Talking Points
Voluntary Action East Renfrewshire

Without every one of you we would not be able to be there for those who need us most, when they need us. Thank you!

Jewish Care Scotland

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