



COMMUNITY ONE STOP SHOP

IMPACT REPORT 2024-25



Community One Stop Shop continues to develop in response to the needs of people living in poverty in South West Edinburgh.

This report gives an insight into how our 13 services have impacted the lives of our clients. It also shows how dependent we are on the support of our volunteers, donors and partners to enable us to keep providing these vital services.



IMPACT REPORT

2024-25

- 1 Chair & CEO Reports
- 2 Service Summary
- 3 Service User Journey
- 4 Broomhouse Pantry
- 6 Employability
- 7 Advice Service & Foodbank
- 8 Baby Bank
- 9 Fuel Vouchers & Calders Soup Kitchen
- 10 Christmas Programme
- 11 Summer Programme
- 12 Volunteers
- 14 Big House Multibank
- 15 Accounts & Partners
- 16 Partnership Working
- 17 Funders & Supporters



As we reflect on the past year, I am inspired yet again by the incredible work our organisation has accomplished in partnership with our community. At a time when the demand for all of our services was continuing to rise, our project stood firm in its mission to alleviate the impact of poverty on people living in south west Edinburgh.

As always, our dedicated team of board members, staff and volunteers continue to go above and beyond to support our local community, and I am so proud of the work they do on a daily basis. Our new services, the Calders Soup Kitchen and the Baby Bank, both entered into their second year, and we continue to support the most vulnerable in our community with practical offers of help and long-term advice and support.

The last year has been difficult with the sad loss of our board member and friend Alice Finlayson. Alice was a vital part of our team for over 15 years. She brought wisdom, enthusiasm and a whole lot of fun to the project, and she is greatly missed by us all.

Looking ahead, our vision is clear. We aim to deepen our impact through expanded outreach, innovative partnerships, and sustainable practices. We will listen to our community, evolve with their needs, and work hard towards a future where no one has to choose between food and other necessities. **Carol Swan, CEO.**

CHAIR & CEO REPORTS

A few words from our CEO, Carol Swan and
Chair of the Board, Jim Henderson



Looking back over the work Community One Stop Shop has achieved over the last year, I am filled with pride for everyone who has made this possible. We continued to provide a wide range of services to our clients again in 2024.

We do more than provide 'lifeline services' such as the Foodbank and Fuel Bank vouchers. The Broomhouse Pantry offers clients the opportunity to become more engaged with their community, and the Advice and Employability services encourage people to look beyond their circumstances to move themselves and their families forward.

As you look through this report, you will see more information about all of these services and activities. What we do is more than 'just a foodbank', it is an inclusive, multi-point support system for the community, and I am very proud to be a small part of that until such a time when, hopefully, we are no longer needed. **Jim Henderson, Chair.**



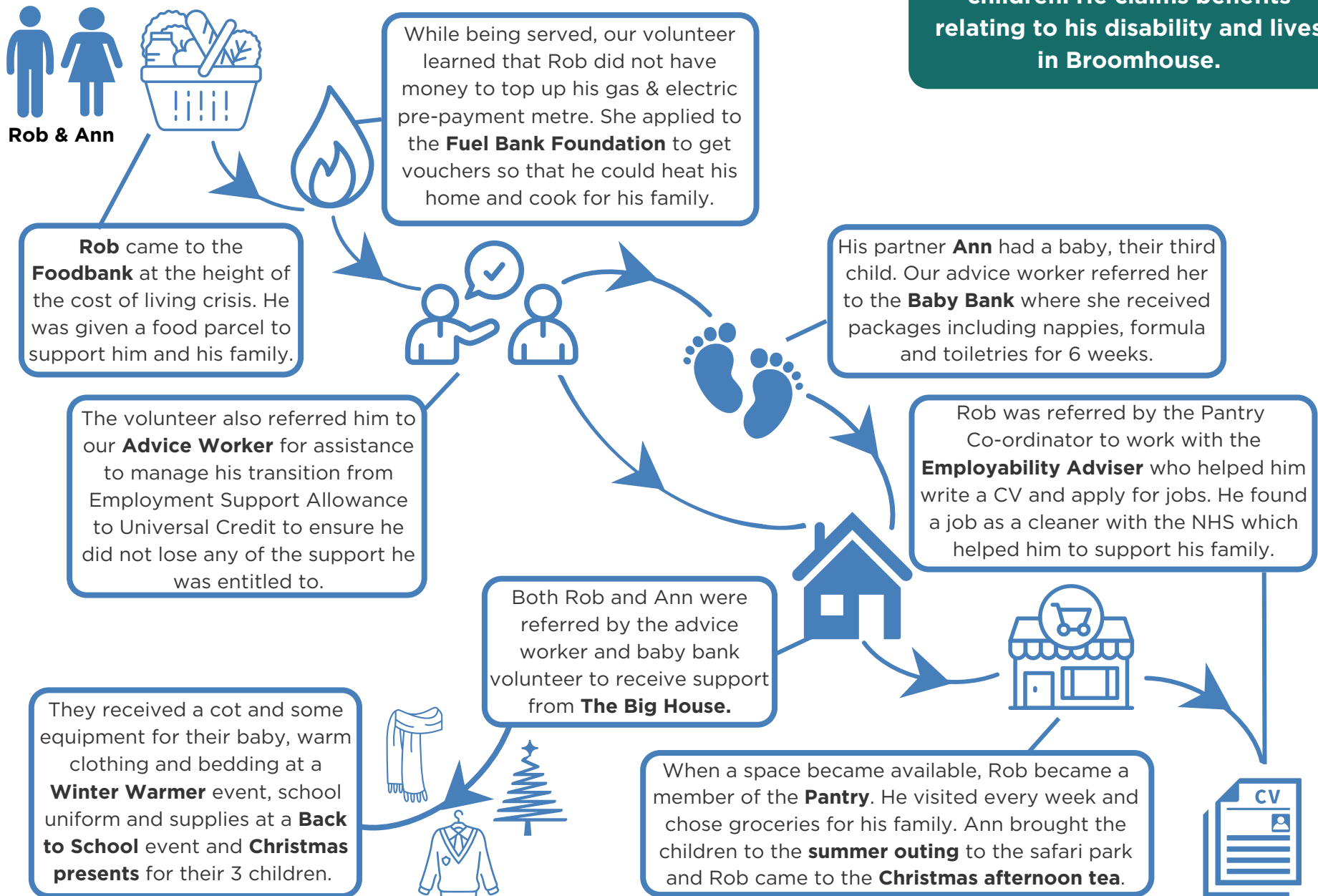
13 SERVICES 2024-25



- 2,693 emergency packages were given out by the **Foodbank**, often to people living in insecure housing and with limited or no cooking facilities.
- 2,386 **Fuel Bank vouchers** were issued to households who were unable to afford to heat their home.
- 3,307 shopping trips were made by 116 **Pantry** members who successfully budgeted to purchase subsidised groceries.
- 359 service users received support with in-work and out-of-work benefits claims and appeals from the **Advice** worker.
- In the first 7 months of a service relaunch, 13 people found sustainable employment as a result of engaging with the **Employability adviser**.
- 115 babies and their siblings received 506 packages containing essential items from the **Baby Bank**.
- 1959 hot meals were given out at the **Calders Soup Kitchen** to people living in one of the most deprived areas of Scotland.
- £413,000 worth of clothing, homewares and footwear donated by **The Big House Multibank** was meaningfully distributed to 4,561 people in desperate need of essential items.
- 180 children received individually curated **Christmas gift packages**.
- 1,338 **breakfast packs** were given to children during the school holidays.

SERVICE USER JOURNEY

Client Rob is in his 30s and lives with his partner Ann and their 2 children. He claims benefits relating to his disability and lives in Broomhouse.



The pantry has celebrated a whole range of festivities in the past year, from Christmas to Eid, Easter to Ramadan, and Mothers Day to Valentines Day.



There has been an average of **116** Pantry members between 2024-25.

They made a total of **3307** visits which fed **10,114** household members.

BROOMHOUSE PANTRY



Members have been invited to **5** events this year where they can choose a number of items donated by The Big House. This has enabled them to get school uniform for their children, and clothing and footwear suitable for winter.



A new floor and a coat of paint gave the Pantry a fresh new look in the spring.

Members say it helps make it a calmer environment to do their shopping in.



60% of Pantry members tell us that fresh food makes up at least 50% of the items they select.

100% of clients report that their Pantry membership makes their finances more manageable.

89% feel more engaged in their local community.

70% attended at least one Pantry event in the past year.



The Pantry model supports members in the short term to enable them to get back on their feet and move towards self-sufficiency.

Anna-Maria used the Pantry services for 6 months while she looked for a new job. When she found one, she brought doughnuts in to celebrate with the staff and volunteers who had supported her.



The service continues to evolve to meet the needs of our clients. A number of our older regulars told us they were struggling to stand in the queue.

We responded by introducing an Over 65s hour every week where they can do their shopping away from the crowds.

The Pantry celebrated its 4th birthday in January. Since its launch in 2021, it has served its members a total of 11,139 times.



EMPLOYABILITY SERVICE

The Employability service has been completely transformed in the past year. The Employability adviser works intensively with a group of clients, aiding them to overcome barriers they face which have been preventing them from securing meaningful work.

In the first 7 months since the relaunch of the service **13** people found work in sustainable roles.



Client A worked with Jade to find work after she was made redundant.

"I can't begin to explain how much the Employability service has helped me. For years, I struggled with my health, which often made it difficult to feel confident or motivated. On top of that, after being made redundant from my last job, I felt lost and uncertain about my future.

I had always worked hard, but after losing my job, I started to doubt myself. My medical conditions also made it tough to even think about returning to work, and I was unsure if any employer would consider me.



When I found the Employability service, I wasn't sure if they would be able to find something suitable for me. But from the moment I reached out, I felt supported.

Jade took the time to listen to my concerns and worked with me to find a job that would accommodate my health and give me the opportunity to grow again. She didn't treat me like just another client, she really took the time to build my confidence back up.

Thanks to her help, I found a job. It's a role that respects my medical needs and offers the flexibility I was desperately looking for. I honestly didn't think I could find a job that would be the right fit for me, but now, I'm delighted to be in work again.

I feel like I've got my confidence back, and I finally see a future where I can thrive, despite everything I've been through. I'm so grateful she believed in me when I didn't believe in myself."

2,693 people were served in the Foodbank last year. They were each given an emergency food parcel to last them 3 days.

The items received were valued at **£81,000** which fed a total of **6,823** household members.



30 regular Foodbank clients were given membership to the Pantry. This encourages them to develop skills such as budgeting, planning and meal preparation.

This is just one of the ways clients are being supported to move towards a greater level of self-sufficiency.

96% of foodbank clients tell us they are making more meals from scratch.

ADVICE & FOODBANK

Clients received **359** hours of advice on issues such as benefits claims and appeals, housing and debt.

The changes to the way benefits are assessed and processed continues to be one of the main reasons clients seek advice.

Most recently, clients in receipt of Employment Support Allowance transitioned to Universal Credit, and those who were receiving Personal Independence Payments are now getting Adult Disability Payments.

The next phase will see Attendance Allowance replaced with Pension Age Disability Payments.

This extensive overhaul has required a huge investment in knowledge acquisition by the advisors to ensure that clients transition without their payments being affected.



69% of clients report feeling less stressed as a result of using the Advice service.

56% say their household income increased after being reviewed by the adviser.

The Baby Bank continues to support vulnerable babies and children under 2 years old by providing essentials such as nappies, formula and toiletries to parents and carers.



Client C was referred to us by a social worker who had made an emergency visit to a struggling mum and her newborn baby.

They were in a desperate situation with no nappies, formula or clothes for the baby. The social worker contacted us to provide urgent assistance.



COSS supplied the mother and baby with formula and nappies to last two weeks, as well as baby clothing and a food parcel. She was offered support from the Baby Bank for 6 weeks, and worked with our Advice worker who carried out an income maximisation session and gave advice for budgeting and managing debt.

The joined up approach that COSS operates enables our advisers to work holistically with clients. This allows them to address a spectrum of issues, which helps clients to move forward from their situation.

115 babies were supported in the past year
506 bags were given out containing
528 packs of nappies &
407 tins of formula

Goods given out to support Baby Bank clients are valued at **£14,242**

BABY BANK
SERVICE



"The Fuel Bank vouchers have helped me massively. I can now buy food without worrying"

Client J

FUEL VOUCHERS SOUP KITCHEN

2,386 Fuel Bank vouchers were issued in the past year. This represents **£100,097** given out to clients. **86%** of people who received a voucher say that their mental health has improved as a result.

Clients were served **1,959** portions of hot food at the Calders Soup Kitchen.

This service supports people who are living in the poorest conditions in Edinburgh.

Surplus groceries are made available in addition to other services.



Fuel vouchers were issued to **207** Soup Kitchen clients.

124 referrals were made for clients to receive items from The Big House Multibank.

December is always busy at COSS, but volunteers and staff pulled out all the stops in 2024 to deliver the best Christmas yet for our clients.

Volunteers gave up **561** hours of their time to help us meet exceptional demand for our services.

They prepared and delivered **76** hampers to people in the community.



CHRISTMAS PROGRAMME

Volunteer Mel pulled off the incredible task of managing our Christmas gift programme.

Working closely with referral partners and generous donors, she curated gift bags for **180** children living in poverty in Broomhouse, The Calders and the surrounding area.

"I've been trying to get my kids Christmas presents from the charity shop, but it's really nice to get some new things for them. You've all been so kind to me. I could cry I'm so grateful for what you've all done for me."

Client J



COSS has continued to support families in the area by offering a range of activities over the school holidays.

1,338 breakfast packs were given out to children during the summer holiday.

435 tickets were issued for the local swimming pool and other attractions in Edinburgh.



SUMMER PROGRAMME & EVENTS



39 children attended a workshop to apply for a Blue Peter Badge.

45 Pantry members and their families visited Blair Drummond Safari Park.

The COSS team hosted bracelet making sessions and a tombola at the annual Broomhouse Street Party

VOLUNTEERS

AT COSS

Our volunteers are vital to the success of COSS. Their dedication, flexibility and willingness to help are the reason for our success with building and maintaining relationships with our clients.

We currently have **42** volunteers working with us. Together they contributed **5,046** hours.



In June 2024 Alice Finlayson was presented with the Volunteer of the Year award in recognition of the exceptional contribution she made whilst serving on the COSS Board for 10 years.

The award was presented by Robert Aldridge, Rt. Hon. Lord Provost at a private ceremony in Edinburgh City Chambers.



Volunteers were treated to a celebration night during National Volunteers' Week as well as a festive event at Christmas.

Volunteer Co-ordinator, Willie Borthwick gave a speech to formally thank the volunteers for their invaluable contribution.





"I came to COSS wishing to give something back to a locally focused foodbank project. I have found it to be a friendly, collaborative place to work, where we can have a laugh whilst carrying out the serious work of the day."

Alistair Cant
Foodbank Volunteer



Each month we recognise one of our volunteers for the outstanding contribution they make to COSS.

Without their generosity, far-reaching skill set and commitment, COSS would not be able to operate its 13 services.

"I've been serving clients in the Pantry for nearly 4 years now. I'd been working from home for more than 10 years and wanted to be part of something a bit more people focused."

I love the people here. Most of the clients I serve come at the same time each week so I get to know them and what's going on in their lives. It's busy, but I love it. The time goes so quickly."

I grew up not far from Broomhouse and know first hand how useful these services are to people in need, so it's the perfect place for me to volunteer."

Lyndsey Young
Pantry Volunteer

THE BIG HOUSE MULTIBANK

The relationship with The Big House Multibank has strengthened further over the past year. COSS receives regular donations of items such as footwear, clothing and kitchenware.

Distribution channels have been established to make sure every item is passed on to clients where a need has been identified.

Last year **19,730** items with a value of **£227,690** were given out to **4,561** clients.



Some of the clients who have recently been support include:

- A woman and her two children rehoused due to domestic abuse. They received emergency clothing, footwear and toiletries, followed up by further support once they were settled in secure accommodation.
- A homeless man living in temporary accommodation was undergoing rehabilitation for addiction issues. As part of his journey, he learned to cook so that he could take better care of his health. He had limited kitchen facilities so was given utensils and cooking equipment that he could use to support him with his rehabilitation.
- A refugee who had been granted leave to remain in the UK received a suit, shirt and shoes to wear for a job interview. He was successful and subsequently started work in customer services for a major airline.



All the services run by Community One Stop Shop are supported by a committed network of partners.

A host of organisations, businesses and individuals donate their funds, resources and expertise to enable our services to operate.



The Community One Stop Shop is a Registered Charity Incorporated Organisation (SCIO) SC049181.

Details of the charity, information on operations and full accounts can be found on the charity regulator, OSCR, website www.OSCR.org.uk.

ACCOUNTS & PARTNERS



"Working with Community One Stop Shop has been crucial for the Big House Multibank to establish connections in Edinburgh. Providing essential household goods to families through the incredible team at COSS has been a privilege over the last two years and has made such a difference to so many families. We look forward to continuing and strengthening this relationship into the future"

Grant Barnes,
Manager, Big House Multibank

PARTNERSHIP WORKING



"I have been volunteering at COSS as part of Broomhouse Mosque's initiative to engage with and support the local community.

My role is to act as a link between COSS and its Muslim service users. By communicating directly with them we can all clearly understand the needs of this group of clients and identify how we can work together to benefit the community.

Being there for people in their time of need is a very fulfilling aspect of volunteering. It is rewarding to see people that we work with regain their confidence and independence."

Ruziya Islam
Broomhouse Mosque

"Every day National Lottery funding is changing the lives of thousands of people in communities across Scotland. This project, delivered by Community One Stop Shop, is a great example of community activity in action, showing just what can be achieved when people come together for a common cause or to help others.

"National Lottery players can be proud to know that the money they raise is helping to support this vital work which is making a real difference to so many."

Kate Still,
National Lottery Community Fund Scotland Chair



FUNDERS & SUPPORTERS



We are extremely grateful to all our supporters for their generosity, and for understanding the needs of the clients we serve.

Some of the organisations we work with are listed here. There are many more who are not listed. Thank you to everyone who supports our work.



Community
One Stop Shop

Community One Stop Shop
3 Broomhouse Market
Edinburgh EH11 3UU
SC049181



0131 443 6223



info@coss-broomhouse.org.uk



communityonestopshop



cossfoodbank



CommunityOneStopShop



www.coss-broomhouse.org.uk