

Community One Stop Shop



IMPACT REPORT 2026

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HIGHLIGHTS OF 2025-26

This year has been one of growth and new opportunities for Community One Stop Shop as we continued supporting people experiencing poverty. Alongside our Foodbank, Pantry and other existing services, we expanded our reach with the launch of the Waverley Care Van, supporting people experiencing homelessness in Edinburgh city centre.

A major milestone this year was securing a new storage facility at Lochside, thanks to ScotArt. This transformed the way we receive, organise and distribute donations, enabling us to improve our response to growing demand.

We also celebrated important achievements within our staff team. Cristina marked 10 years with the charity and Lee stepped into her new role as Operations Manager. The team attended a two-day conference featuring sessions from partners including Smart Works and Crisis.

We hope you enjoy reading this report and learning more about the impact of our work over the past year as we continue supporting and strengthening our community.



A WORD FROM THE CHAIR

Behind every number and every picture in this report are vulnerable people. Their lives are better in some way because of the dedication of our volunteers and staff, and the generosity of our donors and partners. There is also a story about the power of community, the importance of purpose, and the value of having fun along the way.

The impact of every member of staff, every volunteer, and every partner or donor can be seen throughout these pages. Together, they are making a positive difference in the lives of our clients.

I hope you read this report with the same sense of pride that I do and that it reminds you of the vital impact that COSS makes every day.

Whilst reading this summary of the Community One Stop Shop activities over the last year, it is easy to be impressed. The commitment shown by our volunteers and staff is outstanding. Together, they provide a wide range of critical services tailored to the communities in which we operate.

However, I'd encourage everyone reading this report to keep its purpose in mind. Its aim is to measure the impact these activities have on the lives of the people we serve.

AND FROM OUR CEO

As we reflect on the past year, I'm reminded that the strength of Community One Stop Shop lies not only in our services, but in our people. It is especially important to recognise the extraordinary efforts of our staff and volunteers, whose dedication, compassion, and resilience drive everything we do.

Each day, our team shows unwavering commitment; offering a listening ear, coordinating essential services, and ensuring no one is left behind. Much of this work happens quietly, yet its impact is profound. Our volunteers embody the spirit of community, giving their time and energy selflessly, even as demand continues to grow.

This year, we introduced the weekly care van at Waverley,



supporting around 70 people experiencing homelessness. As a volunteer-led service, it has brought new challenges. The ability of our volunteers to adapt and respond with empathy ensures we remain a trusted source of support.

Without the passion and commitment of our staff and volunteers, our work would not be possible. This report is a testament to the difference they make every day.

It is my privilege to lead such an inspiring team, and I extend my sincere thanks to them all.



WAVERLEY CARE VAN



1,868 people in total have received support from the Care Van.

72% of clients feel less stressed when they use the Care Van.

The Waverley Care Van is our newest service and has been supporting homeless people in Edinburgh city centre since August 2025.

The team has established a strong community amongst a group of around 70 people who are sleeping rough or are insecurely housed. They provide clients with clothing, footwear, sleeping bags and toiletries, and spend time getting to know them to build connections and understand their needs.



"I've been coming to the care van since the very first day and I've found it really helpful. The staff are always pleasant and the food and clothes really help you out.

This care van is one of the best services I've known in Edinburgh and I can't thank everyone enough for what they've done for me and others in the homeless community."



This service represents a new area of work for COSS, and the team of staff and volunteers have undertaken targeted training to ensure they can effectively meet the needs of this client group. They have worked hard to build trust with the people they support, developing strong relationships both with clients and with partner organisations across the sector.

Thanks so much for all your help with the grant application, and also for the clothes and shoes to start my new job —they are all wonderful, and I truly appreciate the constant support you show me.

ADVICE

390 appointments carried out.

£243,219 financial gain of the advice service.

Client G was moving from Employment Support Allowance to Universal Credit but had not applied for the Severe Disability Premium which meant their UC entitlement would be lower.

They experience extreme anxiety, and needed significant support throughout the process. With this support, they were awarded a higher level of UC than expected and received over £8,000 in backdated payments.

The demand for appointments with advisers is as high as ever, with the vast majority of issues relating to benefit applications, appeals and transitions.

While the process of migrating from legacy benefits to Universal Credit is almost at an end, clients are still experiencing multiple issues including incorrect calculations, omissions and delays in making payments.

Similarly, many clients who have transitioned on to Adult Disability Payment continue to have outstanding unresolved issues.

These ongoing delays and appeals significantly affect clients' mental health. The advice team continues to provide support throughout the process, including referrals to other services and help accessing additional financial assistance.



Client B was referred to COSS by her health visitor having left an abusive relationship and been rehoused locally with her young baby. She was struggling with anxiety and had no support system around her.

As well as receiving the baby bags, the volunteers offered her emergency food packages, and gave her a Pantry membership when a space opened up. She received fuel vouchers and items from The Big House Multibank. The team have stayed in touch with her to make sure she and her baby continue to thrive.

BABY BANK

75 babies have been supported.

271 bags containing nappies, formula & toiletries have been given out.

100% of clients spent more time bonding with their baby.

"Because I know my baby is ok, it helps me feel ok. It helps my mental health."



CALDER'S SOUP KITCHEN

610 clients served in the Soup Kitchen.

100% clients feel less stressed when using the Soup Kitchen.

67% report an overall improvement in their mental health.



The Soup Kitchen has continued to provide vital support to people living in the Calder's throughout the winter months. With the addition of a professional chef to the volunteer team, every client receives a freshly prepared hot meal, alongside access to our wider services.



SUMMER PROGRAMME

106 Children took part in workshops & trips.

1,500 Snack packs were given out.



“As a parent, it’s important my daughter enjoys fun activities during the summer holidays. The sessions did just that, and gave us lovely memories too.”

COSS ran an extended summer programme featuring children’s workshops and a trip to the safari park. We enjoyed connecting with more of the community through fun activities such as bracelet making and a visit from the mini zoo.

Healthy snack packs were also provided to local children, helping support families with the additional costs during the school holidays.



CHRISTMAS PROGRAMME

188 Gift bags given out to children living in poverty.

76 Hampers given to members of the community.

200 Children chose presents for their grown up.

561 Hours worked by our team of volunteers.



Christmas is always a fun-filled and jam-packed time at COSS, and this year was no exception. We expanded our celebrations even further, introducing new initiatives such as the Present Room at Broomhouse Primary and the Christmas Care Van on Waverley Bridge.



"It was so lovely to receive a beautiful handbag that my daughter picked out at the present room.

As a parent, I don't often get much for Christmas, so to receive a gift was a real treat. She really enjoyed having the opportunity to choose something."



The Pantry afternoon tea was made extra special this year with a festive performance from the Broomhouse Primary choir. Our dedicated volunteers were celebrated at a special evening event in recognition of their hard work and commitment.





THE BIG HOUSE MULTIBANK

Our partnership with The Big House Multibank continues to go from strength to strength. As we work together to support clients in need, our shared commitment and collaborative approach have fostered a strong and growing relationship, with The Big House Multibank remaining a critical supporter and advocate for the project.

16 events including
Pantry, Calders &
Broomhouse
Primary School.

32,117 items given out.

"It's been a huge help getting things for my home I couldn't afford. This is the first toaster I've ever owned! It's great to get things for the kids too."

Donated items are distributed through a variety of channels, including Pantry seasonal events, pop-up events at Calders and with charity partners, referrals from both external and internal services, and weekly sessions at the Care Van.



LOCHSIDE VIEW



COSS has recently taken over the lease of a large storage facility at ScotArt, Lochside View. This has allowed all non-perishable donations to be stored in one location, with the additional space improving the efficiency of processing.

The unit was officially opened by Graham Cadger of the Hanlon Stevenson Foundation. Guests were given a tour of the facility and shown how donations are sorted, stored, and appropriately distributed to clients.



FOODBANK

1,238 clients served in the foodbank.

2,746 emergency food bags given out.

6,661 total number of people fed.

"I don't think I'm going to fit all your generosity into this bag!"

Client R has been a regular user of the foodbank for several years, managing multiple chronic health conditions. Throughout this time, the team has continued to monitor his situation and offer support where needed.

During a period of more serious illness, the team delivered an emergency food parcel and saw his living conditions first-hand. It became clear he needed additional support, so



FUEL VOUCHERS

1,789 fuel vouchers processed.

£88,883 value of vouchers issued by the Fuelbank Foundation.



arrangements were made for him to meet with an advice worker, and to receive a fuel voucher and essential household items from The Big House.

Staff and volunteers continue to check in regularly, providing extra food and support to help maintain a basic standard of living. This ongoing relationship and joined up approach reflects how the COSS team is able to respond in a personalised and meaningful way to each client's needs.



BROOMHOUSE PANTRY

3,045

visits made to the Pantry.

9,851

household members fed.

97%

members making more meals from scratch.

Broomhouse Pantry celebrated five years of serving the community this year. During that time, members have used the pantry **15,029** times, helping households to budget effectively and choose their own groceries each week.



Over the years, we've seen many people reach a point where they can support themselves and no longer need their membership.

While we miss seeing them each week, we are always delighted when members tell us they no longer need to rely on the Pantry.

Members who have received support from the Pantry for a significant length of time have transitioned onto a reduced-usage programme. This approach supports them in moving towards greater self-sufficiency, while ensuring that essential assistance is not withdrawn too soon.

As a result, 14 spaces have been made available for new clients to benefit from Pantry membership.



VOLUNTEERS

45 volunteers supporting the delivery of services.

14 new volunteers in 2025-26.

6,309 total hours volunteered.

Over the past year, COSS has strengthened partnerships with companies including BlackRock, NatWest, Aegon and Pulsant through their employee volunteering programmes.

Everyone who has joined us has embraced the opportunity to get involved and support wherever needed, and we've greatly enjoyed working alongside them.

COSS is fortunate to be supported by a fantastic team of committed, resourceful and generous volunteers.

They help deliver all 14 services by providing face-to-face support in the Pantry, Care Van, and Soup Kitchen, while also working behind the scenes with tasks such as Baby Bank preparation and stockroom organisation.



“Having worked as a community nurse, I understand the challenges faced by COSS service users. No one should have to live in food poverty, and I’m proud to support an organisation making such a meaningful difference.

I truly enjoy volunteering here, and each session leaves my heart feeling fuller.”

Eleanor Morrison, volunteer.



Volunteers are at the heart of our food drives. We were grateful to be supported by Big Hearts and Sainsbury's again this year by hosting collections of non-perishable food items and cash donations.

Support like this is vital in helping us keep our foodbank and pantry shelves stocked.



WORKING IN PARTNERSHIP



SIMITA KUMAR

MSP EDINBURGH SOUTH WESTERN

"One word I strongly associate with COSS is dignity. They are the beating heart of our community, offering support with compassion and respect. There is no judgement, no burdensome questions, just the right help at the right time. I have seen this approach first hand, and it makes a real difference to the people they support.

COSS's commitment and passion are clear. Despite the challenges they face daily, there is a warmth, humour, and genuine sense of care that fills the space.

Thanks to everyone involved for the enormous contribution they make to improving lives in their community."



TAMAR HUXFORD

HEAD TEACHER
BROOMHOUSE PRIMARY

"We have hugely appreciated the support we have received this year from the Community One Stop Shop team. Our pupils have been supported with food, clothing and even Christmas gifts to give to their family members. This helps us model our school value, kindness.

This Christmas event not only positively impacted learners but also our wider Parent/ Carer community. I had numerous parents share their appreciation at the gesture and it added to many families' Christmas in such a positive way.

We are grateful for the stronger partnership we have created this year with the COSS team and look at fostering this further in the future."

FUNDERS & SUPPORTERS

We are incredibly fortunate to be supported by a dedicated network of partners. These organisations, businesses, community groups, and individuals generously contribute their funding, resources, and expertise, enabling us to deliver vital services to those who need them most.

Their ongoing support is essential to our work and the impact we achieve together.



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.



We welcome donations
from anyone who is able
to help us continue
serving our community.



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