



LEAP

Annual Report 2021



Enhancing the lives of older people in our community

A year and then some

Executive Director's report



What a year. I seem to say that quite a bit when it comes to our annual review, but 2020 – 2021 is going to take some beating.

We started the year working from home and providing alternative services due to COVID – and spent all of the year doing that. I'm still not quite sure how we managed it.

Activities and face to face befriending stopped. Our shops closed, and we reduced our handyperson services to respond to emergency requests only.

But we also introduced a personal shopping and pharmacy service that turned out to be a lifeline for many older people struggling to survive during lockdown.

Despite everyone working from home we managed to start this service within days of closing the offices. It was an immediate hit with our clients, and we continued to provide the service until supermarkets were in a position to fulfil people's needs.

By that time, it was October and we had made more than 1,500 shopping and pharmacy deliveries to the most vulnerable people in our

communities amounting to £32,000 of groceries and 300 prescriptions.

My hat goes off to everyone involved, from people taking orders at home to volunteers and staff doing the shopping and travelling more than 8,000 miles to make the deliveries.



Our move from face to face to phone befriending proved just as popular, with more than 170 clients and volunteers being matched or using the service in place of face to face befriending. It was so popular it may become a regular part of our services.

Throughout the pandemic we were aware that for some older people it would be increasingly difficult to remain safe in their homes without our handyperson service to support them. So, we continued to do emergency work, ranging from small jobs to maintain safety or privacy, to larger jobs supporting people managing to move home from hospital.

Our activities moved online where possible, with people joining quiz, knit and natter and



bingo sessions to keep in touch and have fun. We even managed to keep our singing groups together through online meeting software.

Online access became a real priority for older people during lockdown and we were pleased to be given more than 130 iPads and tablets to distribute to clients to keep in touch with the outside world and do some vital online shopping.

I am really pleased to say these went down a storm, and I am grateful to our staff and tutors for taking the time to teach people how to use this new technology.

Although we had little chance to open our R:evolve Recycle shops, or hold any classes, we still managed to make a bit of an impact in protecting our environment. Through collections and drop-ins to our new premises we managed to stop more than 6 tonnes of clothes going to landfill.





And talking of new premises, we used the time during lockdown to do as much as we could to renovate our new office and café at 56 Hamilton Road, working safely at all times. I'm glad to say we managed a lot and that the offices, café and clothing sorting area are now fit for purpose.

Our volunteers didn't sit idly by either, making masks, scrubs and scrub bags, and immediately returning to our shops the minute we could get them open again.

I am always proud of what we achieve through the efforts of our staff and volunteers, but this year has been something really special.

To have lived and worked through this pandemic and have achieved so much tells you much about the skilled and dedicated group of staff and volunteers who make up the LEAP family.

I, for one, am in awe of them.

L. O'Leary

Executive Director



Report from the Chair

In past years when I've sat down to write this report, I've reflected on how time flies. I'm afraid that for most of us, 2020 was a year that couldn't end quickly enough! What a year it was, and LEAP wasn't able to avoid the effects of Covid as it has really knocked us for six as an organisation.

Our staff had to quickly adjust to working from home; our classes were put on hold; the Hands on Project couldn't carry out 90 per cent of what they would normally do and our befrienders were devastated that they couldn't visit the folk that rely on, and look forward to, their visits. A lockdown that (even at our age!) we have never seen the like of curtailed our freedoms for months on end and kept us tied to our homes. When we did nervously venture out we wore our masks and kept our distance.

It was hard.

But the way the team at LEAP reacted to the crisis was both inspiring and a mammoth credit to everyone who has worked so hard to provide essential support to the older and vulnerable members of our community.

From the moment it was necessary we invested in PPE such as masks and hand gel for our team members and volunteers. Our befrienders phoned those that they couldn't see in person

and, for many, remained an important lifeline through the lockdowns.



The team organised a prescription collection and delivery service for folks who couldn't make it to the pharmacy and delivered shopping for those who were shielding. These two services were a godsend for me and my wife, as well as all our customers, and I would like to personally thank those volunteers and staff who helped so much during that time.

Catriona and some of the staff delivered some classes through Zoom and I think a lot of our members (including me) surprised themselves by how much they achieved with modern "tech" than they would ever have thought possible before the pandemic!

The LEAP team - whether staff or volunteers - really excelled themselves and helped our communities in a BIG way during 2020.

The volunteers worked tirelessly during these difficult months, and I want to extend a heartfelt thanks to them. To Stuart and all the staff, I want them to know that they went above and beyond their normal roles over the past year and it's been recognised and so appreciated by not only myself and the rest of the board, but all those who come into contact with LEAP.

I also want to recognise our funders, including South Lanarkshire Council, who helped with the extra costs that we had to deal with through the pandemic. Without them we would have struggled to provide the level of help we were able to and that's something we greatly appreciate.

I think we can breathe a bit now and take some time to look forward to the great things we have planned for the projects and our communities. Our new premises in Cambuslang are nearly finished and it's looking great there! It's a long-overdue facility for the area that will be used to provide classes, a café, additional office space, and a Revolve distribution centre for our shops. We are also planning car boot sales, Christmas markets and some gardening!



There have been some delays to the work at our Lenzie premises due to Covid, but Wendy is managing this well and will keep us up to date as we go on.

Again, I have to extend a big thanks to our staff and volunteers for making it possible for us to still make progress as an organisation even when it seems an impossible task.

I think that all of those who, like me, have been involved with LEAP for many years would agree that while we as a project have grown and adapted to stand the test of time, the last year has been the hardest test for us all. I have never been more proud to be part of this project.

To my fellow directors on our board – thank you! During this time, we have “zoomed” and chatted, but not been able to meet in person and I am looking forward so much to the time when we can be together.

In closing (and in tribute to the late, great Vera Lynn).... We WILL meet again! But until then.... Take care; Keep well; God bless.

With my best wishes to you all.

Chair

Treasurer's report

Who would have thought an unnamed virus that found its way from a town in China would, in a very short time, cause such world-wide chaos and bring countries to a standstill, affect stock markets and multi million pound banks into an uncertain future and result in numerous high street shops and business being made redundant?

But this was the start of our year, and it all had a domino effect, with small businesses and charities being left to struggle for their existence. It was an incredibly difficult time for all at LEAP with the move to working from home and the restrictions that were placed on our services but as usual, our staff rolled up their sleeves and embraced the challenges that lay ahead.

With no hesitation, our staff identified the services that local older people would need and immediately developed a shopping and pharmacy service to support the older people in our community who had no one to help or support them during these trying times. We received some very generous donations from local supporters to help sustain this work and it would have been very difficult without their valued support in the early stages of these activities.

We also adapted our existing services to meet the needs of older people within the parameters

of the guidance. Again, this wasn't easy, particularly with the high costs of PPE and the lack of availability, but somehow our resourceful staff found a way.



Early on in the financial year we actually saw our income grow as the Government and larger funders responded to COVID and started funding some of the vital services that older people required.

A huge thanks must be given to all our funders, but in particular to South Lanarkshire Council, Esmee Fairbairn, National Lottery Community Fund, Gulf Garage Halfway, the Robertson Trust, Reid Timoney Foundation, Norman and Eleanor Rae and family, Clyde Gateway, Wolfson Foundation and the Scottish Government Communities Fund who were all of vital importance during the worst of the pandemic and whose support and flexibility we are extremely grateful for. Stuart, I'm sure will cover this in more detail but our sincere thanks go out to all our funders. Your contributions are helping us enhance the lives of older people in our communities.

My thanks also go to Georgie Madden and Wendy Russell, who have spent much time putting together bids to a vast array of potential funders. Without them we wouldn't receive as much as we do.

I would also thank Edward McGuigan from Narplan Accounting for another year of financial support to the organisation. He has built up an amazing knowledge of the organisation in the 26 years he has been our accountant, and we benefit from his experience.

And where do I begin to thank our staff and volunteers?

To be working from home as far apart as East Renfrewshire and Edinburgh, and still deliver the services people need and rely on is truly amazing. I hope to see them all soon once we are back in our offices.

That leaves Stuart. These last couple of years will not have been easy for the man at the top.

How he has managed the impossible and kept the project going is a bit of a miracle. I don't

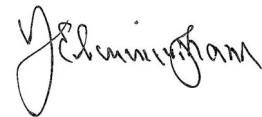
think we would have achieved as much as we have without Stuart's direction and dedication.

You will find more information about our finances on page 20 of this report.

We know that the next financial year is going to be much more challenging than previous years as the country and in fact the world moves into recovery mode.

There will be much fewer resources about for the Voluntary and Charity sector and we anticipate a decline and reduction in our income but we hope through the evidence of our track record in the delivery of quality services to older people, that we will attract the right kind of mix of new supporters and be able to continue to offer our vital services.

I will end with a heartfelt thanks to my fellow management committee members. Their advice and guidance – even if given remotely – has been invaluable.



Jim Cunningham
Treasurer.





Little did we know how long this pandemic was going to last! Our offices had to close and we all found ourselves working from home! This was a challenge for us individually, but the greater challenge was to ensure we maintained our befriending service as best as we could.

However, we did not predict that our befriending services would experience a surge in client referrals, and also an amazing response from the public wanting to become volunteers! So much so, that we had to employ additional staff to cope with the demand.

Remarkably, we had increased our capacity to provide an invaluable lifeline service to people who were now in an increased state of loneliness and isolation thanks to covid.

Our services were indeed in greater demand throughout South Lanarkshire

Telephone Befriending

Our concept of reducing loneliness and isolation was crucial – now more than ever, and our Telephone Befriending Service proved to be a vital link with our clients.



Iain English,
volunteer development officer



We also extended our services to include letter writing, emailing and online video chats to reach out to those in greater need.

This transformation of our befriending service proved to be a remarkable achievement and is a testament to all our volunteers who offered their utmost support, commitment and dedication to maintain that weekly call with their respective clients. A big thank you to them all!

So it goes without saying that our service was indeed a lifeline to our clients throughout this most challenging of times from which positive feedback was most overwhelming.

Volunteer Recognition

We pride ourselves very much on looking after and supporting our volunteers in recognition of their invaluable contribution, but this year was so very different! No get togethers, coffee mornings, parties or catch ups and so on....

Connection with our volunteers was by Zoom incorporating a new dimension of providing fun activities and quizzes over the internet, as well

180 volunteers gave almost 12,300 hours to support 207 clients

"My volunteer is simply lovely and chatty and I feel good after speaking with her".

"I just want to thank LEAP for helping my mum today. Her electrics went off and she was in a state. You guys are lifesavers. Thanks so much."

as celebrating Volunteer Week and Befriending Week – all deemed to be a great success!!

Handyperson Service

Our Handyperson Service is essential to many older people as they can be assured of reliable volunteers to carry out jobs or tasks that they may find difficult to do themselves, and that they will feel safer in their own homes.

Usually, our skilled volunteers would have undertaken a range of jobs such as moving furniture, fitting key safes, curtain poles, blinds, bulbs, washing windows, setting up TVs and mobiles etc.....but this was no usual year! Covid restrictions effectively halted the Handyperson service other than to provide emergency jobs for vulnerable and shielding people, e.g. moving heavy furniture such as hospital beds, fitting key safes, grab rails and

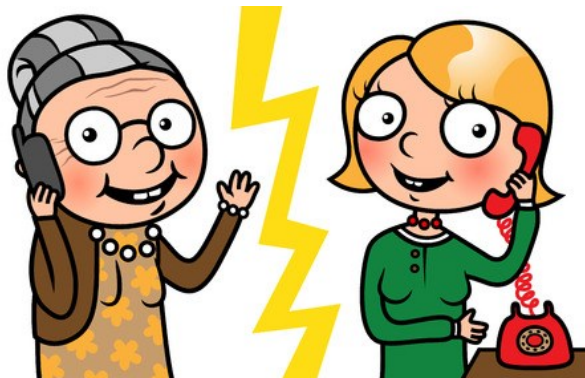


bathroom fittings, as well as dog walking or emergency shopping. Indeed, all our Handyperson volunteers had a pivotal role in delivering the new Personal Shopping and Pharmacy Collection Service which proved to be highly successful!

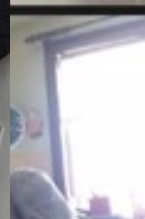
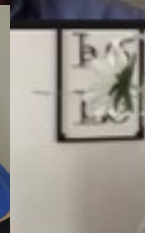
Overall, the Handyperson service carried out 625 emergency jobs totalling 459 volunteer hours. All the jobs were undertaken very quickly and satisfactorily by a total of 17 volunteers who were suitably and adequately trained to use PPE equipment.

We will continue to strive towards reducing loneliness and isolation to those we serve. For that to happen, we rely on our committed and dedicated volunteers and so, from everyone at LEAP, we thank them for their amazing contribution throughout the year.

89 per cent of clients felt less lonely or isolated since having a volunteer befriender.









With the COVID pandemic having a serious impact our lives, we started the year with all face to face activities stopped. For the first time since LEAP was formed, we could not support members with the reason the charity was set up for.



Catriona MacGregor
Learning Co-ordinator

a bit reluctant to get involved in something so unfamiliar to them. There were also ongoing issues with connectivity for some people.

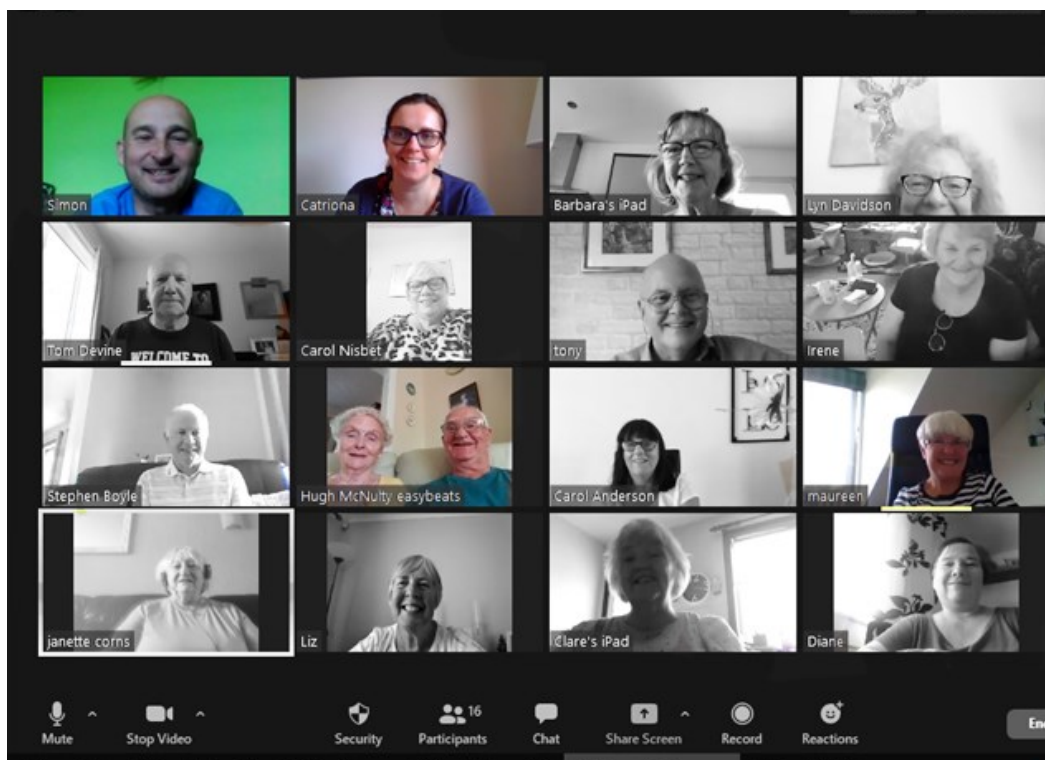
However, get online they did, and we had clients attend the quizzes, for example, and be surprised to find they loved it.

We had to rethink how we could work within the constraints of lockdown and, although moving to online activities proved successful, it was not without its problems.

They were able to see and interact with people online when they were unable to see them or attend activities in person.

Many of our clients had little or no experience of using the internet prior to COVID, and very few had even heard of video-conferencing apps such as Zoom. It was a steep learning curve for all involved.

People were not able to hear very well over the phone, they were nervous about going online due to safety, nervous about using video conferencing and people being able to see them, and





We also had some clients whose family had bought them a new device that they had never used before, and so this took a significant amount of work to build their confidence with it and we were mindful of this throughout the support we offered.

With support in place and a fair bit of goodwill from clients we were able to offer quizzes, bingo sessions, and even two singing groups!

Between August 2020 and the end of March 2021, we supported 135 older people to access a device through the Connecting Scotland initiative.

This provided them with a device (iPad or Chromebook) and free internet in the form of a portable mifi device. We were also available to offer remote support to the majority of these clients to help them get to grips with their device.

We had two LEAP staff members, and two sessional staff members as well as four volunteers working on this project to help with the set-up, distribution, recording and monitoring of progress, and ongoing support with devices.

We also received funding through Camglen Covid (administered by Healthy n Happy) which enabled one of our activity leaders to develop and support an online activity programme for six months.

This included everything from seated keep fit, weekly quizzes, online bingo and singing to knit and natter and a houseplant hospital, and a full festive programme of events in conjunction with our R:evolve Recycle activity leaders. And for people who wanted something to do for themselves we produced video art classes, which proved very popular.

Now, more than a full year on, we look forward to restrictions easing as the vaccination programme kicks in, and to meeting in person once again.





Wendy Russell
Sustainability development
manager



This has been the most difficult report to write in my 25 years in the voluntary sector. The Covid-19 pandemic has affected all of our lives in one way or another and the impact on the R:evolve Recycle project has been devastating - not only on the work we were able to deliver during this unprecedented year - but also on the lives we have lost.

Having lost five volunteers this year alone, we felt it was important to mention them in this report as a lasting legacy to the time, energy and enthusiasm each one of them brought to the R:evolve Recycle project.

Douglas Chambers, Janice Milligan, Gillian Collins, Kath Docherty and Pat Hutchison stepped up to share their skills, personality and laughter with our community and for that we thank them and think of them often.

Throughout this past year, as we navigated our way through lockdowns, restrictions and rule changes, we tried to adapt our services to meet changing tides. As our swap shops were forced to close and struggled to fully re-open, we had to re-direct our focus on the needs of our community and also our recovery out of the pandemic.

As the first lockdown hit, LEAP was already making strides to develop new services to support older people, with the R:evolve team and volunteers happy to help where they could.

Our volunteers began working from home, making scrubs and PPE for the NHS, as well as craft items like twiddle blankets and knitted hearts, as a token of love and thoughtfulness for people who really needed them. We created craft packs to ensure folk weren't getting bored at home, as well as offering a range of online classes to keep people connected.

We offered a clothing pick-up service to meet the needs of people who were stuck inside clearing out but with nowhere to take their old

**Our 43 volunteers donated 1,659 hours
of their time to support us this year**





clothes. As a priority, staff connected with volunteers on a weekly basis and ensured that vulnerable people were provided with the services they needed, such as the shopping and digital connection projects run by the organisation.

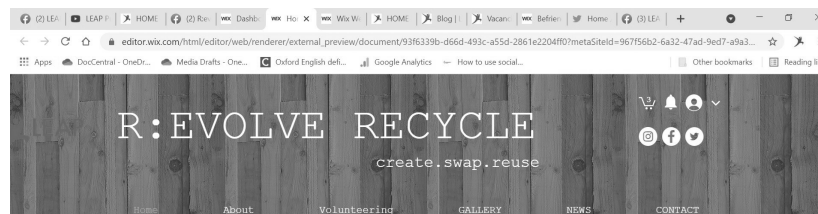
Behind the scenes we were busy refurbishing our swap shops, adding additional rails for more stock to support our community in these difficult times, whilst making them safe for our volunteers and customers to return to swapping as soon as we were allowed to do so. Our new premises on Hamilton Road continued to develop, all be it at a much slower pace, so that our sorting space and offices would be ready to roll as soon as we got the green light.

Once restriction eased a little we were able to reopen our shops and invite volunteers and customers back. We used the carpark of our new premises to open a donation drive through as the clothes continued to flow our way, all whilst recruiting a team of new staff to help us to develop our new sorting space and eco haberdashery projects.

To finish off 2020 we even managed to squeeze in our ever-popular Christmas Sale, right between the November and December lockdowns!!

In January our new team was now fully in place and had the hard task of learning about the organisation, the project and their new roles over Zoom! However, the time at home allowed them the opportunity to upgrade all the project processes and systems, introducing new digital ways to record swaps as well as upgrading our website ready to launch our brand new eco Haberdashery in the summer of 2021.

Wee Jinty's Haberdashery is the latest venture by R:evolve Recycle and offers pre-loved and repurposed sewing and craft materials and equipment. The new social enterprise aims to reduce the amount of textile waste in South





kitchen and storage facilities, for the whole community, offering a safe environment for workshops, meetings or social gatherings.

Throughout the year we were able to work with Grow 73, our local green-fingered friends, who have done an amazing job at improving the streetscape around the premises to attract visitors, volunteers and community members. A piece of derelict land to the rear of the building has inspired us to create an outdoor learning and growing space, and work is underway to get this up

Lanarkshire by finding new ways to re-use old items and all profits are used to keep our free swap shops open to our community.

For more information check out the website www.revolve-recycle.co.uk

LEAP Social Enterprise

LEAP Community Learning Café

Despite the restrictions and lockdowns we were able to continue the refurbishment of the new LEAP premises at 56 Hamilton Road thanks to the goodwill of our trusted trades partnerships and a little bit of logistical magic! The café is a fully accessible multifunctional space with

and running in 2021, with partnerships with Clyde Gateway and South Lanarkshire



We stopped almost 6 tonnes of clothing going to landfill last year



Council to help us prepare the land for a polytunnel, raised beds, relaxation and meditation area, grass couch and bees! Look out for information soon about getting involved.

Lenzie Public Halls

In February 2020 LEAP submitted a business proposal to East Dunbartonshire Council for the long-term lease of the Lenzie Public Halls.

Despite the competition LEAP was successful in this bid to take ownership of the halls for community use, offering three floors of space for community activity, a community café, library, museum and conference space.

Unfortunately, the pandemic halted the process and we currently await the legal process starting up again, however we remain connected to the Lenzie community and look forward to expanding into this area as soon as possible.

Our funders this year

Climate Challenge
Fund
Circular Economy
Investment Fund
Clyde Gateway
Esmee Fairbairn
SSE
Garfield Weston



Income and expenditure for the year ending 31 March 2021

Income (£)	2021	2020
Donations	8,800	8,698
Grants	883,605	648,359
Other income	75,371	30,176
Total income	967,776	687,233
Expenditure (£)		
Staff costs	484,588	467,727
Class running costs	10,537	13,412
Materials	1,876	4,487
Travelling expenses	5,701	10,822
Training	1,605	1,692
Supervision fees	10,962	4,500
Heat and light	3,560	8,217
Rent, rates and water rates	54,013	55,571
Cleaning	382	1,498
Telephone and broadband	3,145	4,014
Postage	5,913	3,184
Photocopying and printing	2,824	-
Stationery	839	5,051
Advertising and promotion	1,182	986
Motor expenses	16,268	17,200
Repairs and renewals	3,930	28,143
Security costs	762	1,231
Computer supplies and equipment	26,244	10,609

Office and other equipment	15,245	673
Office and garden refurbishment	64,173	-
Professional fees	1,182	998
Accounting fees	5,160	5,400
Payroll fees	1,301	782
AGM Annual Report	345	2,250
Anniversary costs	149	-
General expenses	268	913
Insurance	1,090	3,367
Bank charges	431	412
Subs, publications and membership fees	1,588	1,120
Volunteer expenses	13,776	13,222
Recruitment costs	1,134	348
HR support and management	7,250	6,701
IT support and management	10,302	7,500
Development costs	2,500	1,087
COVID-19 expenses	16,041	1,132
Finance and admin claims support	2,500	-
Telephone and equipment support	8,308	-
Hospitality and funded lunch	-	431
Donations	-	4,413
Card costs	1,169	-
Shopping reimbursement	16,401	-
Client shopping	13,167	-
Key safes	903	-
Audit fees	3,102	3,072
Total expenditure	821,816	692,165
Net income/(expenses) for the year	145,960	(4,932)

Balance sheet at 31 March 2021

Current assets (£)	2021	2020
Debtors and prepayments	100,138	86,461
Cash in bank and on hand	205,397	54,246
Total current assets	305,525	140,707
Creditors - amounts falling due within one year	118,435	99,577
Net current assets	187,090	41,130
Total net assets	187,090	41,130
Funds	187,090	41,130

The financial statements were approved by the Board and signed on its behalf by Gilbert Feron, Chair.



The LEAP family

Graeme Allardice, administrator
Christine Baillie, senior volunteer development officer (left September 2020)
Claire Blacker, administrator (left August 2020)
Willie Cairns, communications officer
Clair Cochrane, administrator
Anne-Marie Clements, volunteer development officer
Matthew Craig, data administrator (joined December 2020)
Iain English, project manager
Lysanne Erlings, R:evolve Recycle administrator (joined January 2021)
Claire Glennon, human resources manager
Margaret Hogg, administrator
Nicola Innes, senior volunteer development officer (left June 2020)
Heather Jackson, volunteer development officer
Helen Jilks, volunteer development officer
Kevin Key, handyperson volunteer co-ordinator
Catriona MacGregor, learning co-ordinator
Georgie Madden, business development manager
Stephen McGinty, IT officer
Stuart McGregor, executive director
Carolyn McKeown, volunteer development officer (left March 2021)
Taylor McKeown, development officer
Chad Morse, R:evolve Recycle project co-ordinator (joined December 2020)
Liz Nelson, project manager
Lisa O'Hara, shop supervisor
Jim Pettigrew, development and project delivery officer
Moiria Pettigrew, finance administrator
Jodie Phillips, volunteer development officer (left October 2020)
Alicia Robertson, training and volunteer co-ordinator (joined January 2021)
Mel Robinson, operations manager
Wendy Russell, sustainability development manager
Russell Smith, volunteer development officer
Ian Telford, shopping service co-ordinator (left October 2020)
Jane Watts, shops co-ordinator (joined January 2021)

Our funders and supporters:

Adapt and Thrive (Scottish Government)
Age Scotland
Arnold Clark
Assura
Aviva
Befriending Networks
Camglen Community Fund
Cheshire Community CCF
Circular Economy Investment fund
Climate Challenge Fund
Clothworkers
Clyde Gateway
Coalfields
Community Recovery Fund
Connecting Scotland
Esmee Fairbairn
Foundation Scotland
Garfield Weston
Gulf garage Halfway
Halfway, Cambuslang, Rutherglen and
Strathaven Community Councils
Healthy 'n' Happy Community Chest
Hugh Fraser Foundation
Integrated Care Fund (South Lanarkshire)



National Lottery Community Fund
Nisa
Norman and Eleanor Rae and family
Particip8
Persimmon Homes
Rail 74
Reid Timoney Foundation
Robertson Trust
Scotland Towns - Love Local
Screwfix
SCVO
South Lanarkshire Council
South Lanarkshire LEADER
SSE Community Fund
Supporting Communities Fund (Gov.Scot)
Tesco Bags of Help
William Grant Foundation
Wolfson Foundation

LEAP

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G72 7PJ

56 Hamilton Road
Cambuslang
G72 7LD

www.leap-project.co.uk

LEAP is a Scottish Charitable Incorporated
Organisation (SCIO) No SC024196.

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G72 7PJ.

R:evolve Recycle swap shop boutiques

116 Main Street
Cambuslang
G72 7EJ

91 Quarry Street
Hamilton
ML3 7AG

71-75 Main Street
Rutherglen
G73 2JQ

www.revolve-recycle.co.uk