



#socovey

**ADAPTING AND
RESPONDING
TO CHANGE 2020**

Welcome and thank you for your interest in COVEY

This offers an overview of the year 2019/20
and what a year it has been!

We trust that you will be inspired by all that we have achieved.

No one can ignore the impact of the COVID 19 pandemic requiring us to very quickly adapt and respond to change.

This year we have been using the hashtag (#) socovey to reflect the way we do things – our values and the inspiration and energy shown by all who are involved; our volunteers, the staff team and Board members.

Our young people and families are central to everything we do, and we have worked together this year to see very positive outcomes in the face of great challenges.

We were at times the only support that families had through the lockdown period and a summary of our COVID response gives more detail of how we have been #socovey - adding colour to lives.

COMMITMENT OPENNESS RE

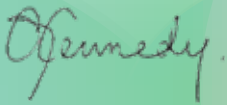
We are grateful to our funders, partner agencies and above all the fantastic volunteers who have connected with children, young people and families on a weekly basis, many continuing remotely through lockdown.

We continued to widen our services in South and North Lanarkshire, forging strong strategic connections and our three year strategic plan was launched in January 2020, included here.

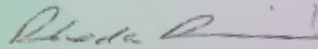
Looking to the year ahead we will continue to adapt and respond to change as we seek to increase the number of people we work with while continuing to improve, and provide an exceptional service.

We will continue to demonstrate our values and show what #socovey means on a daily basis.

Thank you for joining us on the journey.



Emma Kennedy
Chair



Rhoda Reid
Chief Executive

RESPECT INNOVATION PASSION

COVEY's Values are the guiding principles in all we do and every decision we make.

COMMITMENT Giving of our best

OPENNESS Communicating authentically & truthfully

RESPECT Valuing the individual

INNOVATION Providing creative solutions

PASSION Caring deeply



our strategic aim

**We will increase the
number of people
we support while
continuing to improve,
and provide an
exceptional service.**



our
goals

we will

Double the number of children,
young people, parents and
carers we support to 450

Future-proof the
organisation for growth

Achieve a step-change
in sustainable income

Effectively market and
promote COVEY and the
brand to our key audiences

ADDING
COLOUR TO **lives**

OUR VISION Young people and families live happy and fulfilled lives.

OUR MISSION Through strong trusting relationships we support children, young people and families.



2020-2021

Develop a three-year funding plan

Define our services and align with local and national outcomes

Update our marketing and communications materials

Review our staffing levels and structure

Review and strengthen our volunteering strategy



2021-

Expand our services across Lanarkshire

Implement a robust strategy

Effectively demonstrate the impact of our services

Establish alternative sources of income

Review our office

OUR VALUES Commitment . Openness . Respect . Innovation . Passion

OUR OUTCOMES Growth in confidence . Improved wellbeing . Reduced social isolation . Improved

families to become more resilient, safe and better equipped to reach their full potential.



2022

ice in schools
re

ust marketing

nstrate the
ervices

tive sources

e accommodation



2022-2023

Establish COVEY as an accredited training centre

Deliver a range of services via Self Directed Support

Share our experience and skills as a leader in values-based practice and organisational culture

Have a strong succession plan for senior leadership

and sustained self-esteem . Increased interests and skills



“COVEY is considered a key family support organisation in Lanarkshire”

Funder

2019/20 finance

Without the investment from South Lanarkshire Council, the Scottish Government and other grant makers, COVEY would not have been able to provide befriending and mentoring services to the young people and families in South Lanarkshire and other areas.

We are very appreciative of the continued partnership with funders as we have seen that the financial support given results in significant improvements in the lives of families in our community.

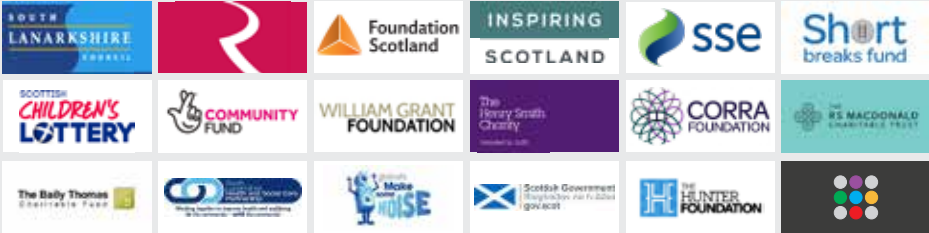
We build strong, open and trusting relationships with our funders through ongoing conversations and where necessary have re-profiled budgets and spend for individual projects over the year.

In 2019/20 we increased our income considerably, introducing three new projects; one for young people, one for parent support and a third for organisational development. At the end of the year, when we were required to quickly respond to the COVID pandemic in March 2020, we were in a strong position to do so as a result of the additional capacity that had been developed.

Thank you also to all who supported COVEY through giving additional funds, staff time, use of facilities and personal donations; Allied Vehicles, Blantyre Livingstone Memorial Church, East Kilbride Rotary, Hamilton College, Larkhall Inner Wheel, Tesco Bags of Help, Regen:fx Youth Trust, Peter Vardy Foundation and Peter Vardy Motherwell, William Grant & Son employee match funding scheme and donations through Just Giving.



FINANCE: THANK YOU FOR ENABLING US TO BE COVEY



	2019/20	2018/19
	£	£
INCOME		
Grants	665,601	528,534
Donations	8,868	3,034
Donated Services (in kind office space from SLC)	18,500	18,500
Total	692,969	550,068
EXPENDITURE		
Staff Costs	471,580	358,611
Staff Training	3,521	7,466
Staff Travel	8,512	11,225
Programme Costs	108,491	86,893
Information Promotion	7,946	7,953
Office Equipment	850	2,020
Premises Costs	18,500	18,500
General Running Costs	57,295	38,697
Total	676,695	531,365

A full copy of the audited accounts, prepared by accountants Kilbryde and Co., East Kilbride, and audited by Robb Ferguson, Glasgow, can be obtained on request from our Hamilton Office.

“When I first met the COVEY Befriending team I was struck by the fact that their values absolutely run through everything they do and say - they are the embodiment of a values-based organisation”



**ONE YEAR: HUNDREDS
OF INDIVIDUAL JOURNEYS**

234

**YOUNG PEOPLE
INVOLVED**

48

**YOUNG PEOPLE IN
ADDITIONAL NEEDS GROUPS**

30

**STAFF TEAM
MEMBERS**

129

**YOUNG PEOPLE IN
BEFRIENDING GROUPS**

2649

**OUTINGS FOR
YOUNG PEOPLE**

100

**PARENT/CARERS
INVOLVED**

412

**GROUP SESSIONS
FOR PARENT/CARERS**

115

**VOLUNTEERS
INVOLVED IN THE YEAR**

13

**YOUNG VOLUNTEERS
(UNDER 18)**

13

**STUDENT
PLACEMENTS**

713

**ONE-TO-ONE
SUPPORT SESSIONS FOR
PARENT/CARERS**

6840

**VOLUNTEER
HOURS**

Mum and young person say that attending ANGELS has increased young person's confidence and has made her want to go out more. When asked how young person would describe the group, she said

'Brilliant, fantastic, I love it!'



“I really feel blessed knowing I have my own support for my own issues, which will positively impact my whole family”

Pathways Parent

COVEY this year

The staff team, volunteers, students and the Board of Directors all worked together in 2019/20 to provide an impressive number of activities, support sessions and meetings. We acknowledge that the activities themselves are not the end result as it is the significant outcomes for the children, young people and families that keep COVEY passionate. Look out for the story cards which give the detail behind the numbers.

There has been an increase in 2019/20 of volunteer hours, support sessions for parents and groups for young people. There was also a rise in student placements and staff numbers.

Here is a flavour of a range of our activities:

YOUNG PEOPLE WERE INVOLVED IN: Sand art, baking, ceramics, active games, quiz nights, Lego therapy, ten pin bowling, trips to the cinema, a drumming workshop and den building with days out to Wiston Lodge and Blair Drummond Safari Park.

PARENT/CARERS WERE SUPPORTED TO ACCESS: Psychological and general health services, debt advice, food banks, tribunals and assessments; multi agency meetings for education and a family cooking group. Group activities included spa days, mindfulness, crafts and coffee mornings.

VOLUNTEERS ARE ALSO ENCOURAGED TO DEVELOP THEIR SKILLS AND WE PROVIDED TRAINING: Essential first aid, refresher training, group working, suicide prevention and goal setting.



your stories



ADAPTING AND RESPONDING TO COVID 19

We are grateful to funders who have provided £13,500 to alleviate stresses in our families and support the work of COVEY specifically in the COVID crisis.

I had a plan before lockdown and a focus; I feel lockdown has robbed me of this. I can honestly say COVEY has been the constant in my life. Lockdown has taken many things from me but not this.

PARENT

His face lit up when he received the activity package ... he was really touched that someone had thought of him.

PARENT OF YOUNG PERSON

COVEY has taught me that I matter and that my opinion and feelings count.

YOUNG PERSON

Speaking to my volunteer about things I couldn't talk to my mum and dad about was good; plus we had conversations about important things that are happening in the world and in my life.

YOUNG PERSON

By receiving the wellbeing packs it has made me notice it's ok to have time to myself and also to try new things like cooking.

PARENT

The global pandemic and subsequent lockdown in March 2020 challenged us all in different ways. Our local communities responded to help those in greatest need and COVEY was part of that vanguard.

Drawing on our values of commitment and innovation, we responded and adapted to the constantly evolving situation. COVEY was able to continue to offer consistent relationship-based support to all our young people and parent/carers who were already facing a range of challenging life circumstances. Increasing pressures such as extreme isolation, financial insecurities, and childcare and schooling uncertainties impacted their mental health and wellbeing; and relationship-based support was needed now more than ever.

Some ANGELS young people have been frightened to go out of the house, even just out their back door, so Deirdre, one of our Coordinators, dropped off sunflowers at their homes, in the hope that caring for their plants encourages them outside into their yards or gardens.





MARCH

Offices were closed and staff began to work from home, connecting remotely with participants and colleagues.

APRIL

COVEY's Young Person's Support team reached out to our 166 young people.

Young People were offered regular weekly support either directly or through contact with their parent or carer.

Our Parent Support team connected with all 70 parents and carers.

Increased support was given to our parents/carers through telephone and text.

Regular wellbeing chats and zoom groups provided our 29 staff and 60 volunteers with time-out to self-care and to connect.

YouTube Channel set up with weekly activities uploaded to connect and inspire.

MAY

Wraparound inter-agency support provided by both teams, responding to an increase in service demand.

JUNE

We began our Isolation Evaluation surveys with staff and participants to evidence our impact and guide our evolving service delivery.

JULY

COVEY commenced zoom groups for young people. The COVEY team of staff and volunteers make plans to connect face to face with colleagues, participants and partners within government guidelines.

“COVEY has made me feel less lonely”

YOUNG PERSON

WHAT COVEY PROVIDED

HOLISTIC PACKS
ENCOURAGING
SELF CARE

ESSENTIAL ITEMS AND
FOOD PACKS RELIEVING
ANXIETY AND FOOD POVERTY

ICT EQUIPMENT SET UP AND
DELIVERED ENABLING REMOTE
ACCESS, HOME LEARNING &
FAMILY TIME

OVER 2000 CALLS WERE MADE
IN 4 MONTHS TO YOUNG
PEOPLE, PARENTS & CARERS
AND OTHER SUPPORT AGENCIES

SPECIFICALLY TAILORED
ACTIVITY PACKS AND
MAGAZINE SUBSCRIPTIONS
FOR YOUNG PEOPLE GIVING
FUN AND TIME OUT

I'm impressed that
COVEY has carried on
working through this time.

What you are doing has
improved Lewis' confidence and
we get on better as a result.

GRANDFATHER

REGULAR SOCIAL
MEDIA POSTS TO CONNECT,
INFORM, SUPPORT
AND INSPIRE

ONGOING REFERRALS TO
ACCESS FOOD BANKS, FUEL
GRANTS, COMMUNITY
ENGAGEMENT TEAMS & OTHER
SUPPORT ORGANISATIONS.



ANNE'S STORY:

Anne received regular supportive phone calls from our Parent Support team.



COVEY has empowered me to be more proactive and not to have as much of a reliance on others. My worker encouraged me to look at the things in my life that were bothering me and make an attempt to find a resolution rather than panic. My washing machine broke during lockdown which caused me great distress. She encouraged me to look at my guarantee and instructions. I found the determination and patience, which I struggle with, to open the filter of the machine. I cleaned and drained the pump and can't believe it's now working like new. I'm so proud of myself. I have changed a plug on my Hoover for the first time and painted my home. This makes me feel proud because I did this myself. I have started to cook differently, looking at healthier fresh options. I never had a great diet or appetite but my mind-set has definitely changed. I have also learned that I can live with my daughter in these intense times and that we can speak to each other without shouting. We have a better understanding of each other which has strengthened our relationship.



ONE OF OUR YOUNG PEOPLE SAID: The pack COVEY sent with the mindfulness colouring in books are the best ever.



THROUGH LOCKDOWN COVEY CONTINUED TO ACHIEVE OUR OUTCOMES

Contact with COVEY has made me realise that I can ask for help when needed and not bottle things up to the point of stress.

YOUNG PERSON

*helped
confidence
grow*

Services all stopped during the strangest and most vulnerable period of time I have ever known, however COVEY kept supporting me and my family, they were there for us, they got things done which we needed, they also helped me to remain focused and to keep going when I felt like giving up, this I really appreciate.

PARENT

*improved
wellbeing*

My gran was lonely, scared and worried during COVID, so COVEY gave her support three times a week, which not only helped her to get in touch with other people who could help us, like my school teachers and my CAMHS worker, but also gave her someone to talk to and to help her with her worries. She is now more relaxed, not worried and has hope for the future, so do I, thank you COVEY.

YOUNG PERSON

*increased
interests
and skills*

It's great to have support from COVEY and to know that we are not alone.

PARENT

reduced
social isolation

improved
and sustained
self-esteem

My mum and I have found things difficult, but each time she spoke to her COVEY worker she seemed less stressed and more positive about things, this made me feel more relaxed and I knew we would be ok.

YOUNG PERSON OF
PARENT/CARER

The support from COVEY during this time has meant so much to me. My whole family have been supported throughout this really difficult period. This has allowed me and my children to stay positive, keep hope and to know we always had someone to talk to and to share with when we were lonely, low and lost.

PARENT

You helped me set targets, helped me to feel better in myself because when I'm negative you always help me and remind me to try and think positive about myself which I've never had. You try and motivate me to keep me busy. The pack that was sent was great, I done every puzzle and coloured in most of the book.

YOUNG PERSON



***“Without
COVEY I
wouldn’t
be where
I am”***

EMMA

Emma's story



EMMA'S STORY:

WITHOUT COVEY I WOULDN'T BE WHERE I AM

As a child, Emma was very shy and reserved and had limited opportunity in her life.

Emma's older brother had been referred to COVEY and had a befriender. This opened up new possibilities for the family and Emma waited with anticipation until her 8th Birthday, when she too could be matched.

To build up her confidence Emma initially attended a COVEY group where she was introduced to volunteer befriender Joanne. They bonded straight away and were soon able to commence their 1:1 outings. Emma describes their relationship, 'Joanne was more than a befriender to me. She was more like a best friend'.

In 2015 Emma had to deal with the trauma of losing her Dad. Joanne and the wider COVEY team were there to support her and her family through this difficult time. 'My weekly outings made me super busy, which helped me cope'.

Joanne was keen to share her love of dance with Emma and took her along to a class. It was there that Emma explored her passion for performing, which she continues to pursue to this day. As a member of Rutherglen Performance Academy, Emma now acts, dances and sings in live productions and has secured herself an agent.

In her professional life, Emma is also excelling. After leaving education, she continued to volunteer at her brother's special needs school before successfully applying for a Modern Apprenticeship. She will qualify in 2020 as a Nursery Nurse Teacher. In the future, Emma's dream is to open her own theatre school for children with Additional Support Needs, giving them the chance to try out something that she loves so much.

Joanne and Emma continued their Befriending relationship for a total of 7 years, an amazing commitment on both their parts. Emma admits that she never thought she would be able to cope without Joanne and it wasn't an easy journey getting used to life without her Befriender. However the COVEY team worked with both to support and manage this transition.

'I have developed so many skills, like confidence, and I can now approach people with ease. At 19, I am now in a position I didn't even think I would ever be in and I use all the skills that COVEY helped me develop everyday'.

Reflecting on her journey, Emma believes that she was able to grow and develop in this way because of the fantastic support from her Befriender and the wider COVEY team.

'COVEY helped me find my voice!' she explains, 'I am forever grateful.'