

# Glasgow *Homelessness* Network

## Annual Report

& accounts | 2014-2015



# Message from the Director

## *Margaret-Ann Brünjes*

***This year presented GHN with some unprecedented opportunities to move the issue of homelessness in Glasgow forward.***



Glasgow City Council's strategic review of homelessness succeeded in bringing together the broadest range of knowledge and experience with new energy and ideas. Turning Point Scotland and GHN also ensured that the unique insight of people using homelessness services directly influenced this review.

Not surprisingly, the most important issue for people in urgent housing need - and those working to help them - is the daily difficulty getting access to accommodation. While Glasgow is considered to have enough social housing, with sufficient turnover, to accommodate all homeless households - there are supply and demand discrepancies located at community level.

The security of a home is the best base for people to address any wider needs, and Glasgow's inadequate housing response deeply affects people's sense of belonging and their ability to build and live their lives. However, the partners with direct access to the solutions are now more certain that a new community approach will start to produce more results - more houses - for people experiencing homelessness.

And we need this to enable the most striking ambition of the strategic review to be achieved. Rapid rehousing into settled accommodation is now endorsed, nationally and locally, as the best route out of homelessness. Rapid rehousing models, including Housing First, work.

***Homelessness is not just a housing issue and GHN has always promoted that the very best responses - at policy and practice level - will also facilitate people's own aspirations for earning or learning and their overall wellbeing.***

***The additional benefit of the Housing First approach is that it does exactly that - and is internationally evaluated as being the most effective route for people with especially traumatic and complex life experiences.***

This year GHN commissioned significant research on homelessness and complex needs in Glasgow, which included a comparative analysis with other parts of the UK. Practically, we wanted to find more ways for Glasgow to get alongside people and provide them with a clear and viable route out of their current situation.

The research highlighted the need for a coordinated city-centre approach, with an enhanced role for low threshold third sector services. With a third sector led initiative already underway, this provides a great fit to engage and support people with complex needs and to assist their rapid rehousing through a Housing First approach.

So we end this year optimistic that Glasgow's response to homelessness has reached the right place to make and implement decisions that could, over the next phase, address some of our biggest housing problems.

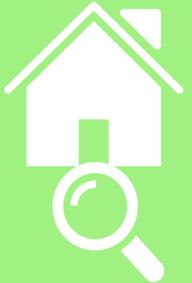
## 3 PROGRAMMES



## 6 STRANDS

- Community Participation
- Citizen Advocacy
- Generate Knowledge
- Benchmark Knowledge
- Exchange Knowledge
- Systems Advocacy

## 18 PROJECTS

<ol style="list-style-type: none"> <li>1. All in for Tackling Poverty</li> <li>2. Navigate (Glasgow)</li> <li>3. Navigate (East Renfrewshire)</li> <li>4. Community Activist Panel</li> </ol>	<p><i>Community Coproduction</i>  <i>Citizen Advocacy</i>  <i>Citizen Advocacy</i>  <i>Citizen Advocacy</i></p> 
<ol style="list-style-type: none"> <li>5. The ODM</li> <li>6. Flash Surveys</li> <li>7. What Works</li> <li>8. Social Research</li> <li>9. SHIEN</li> <li>10. 4Front Learning</li> <li>11. Training</li> <li>12. GHN Member Participation</li> <li>13. EU Participation Focus</li> <li>14. GHN Briefings and Consultations</li> </ol>	<p><i>Common Monitoring System</i>  <i>Poverty Leadership Panel</i>  <i>Evidence Centre</i></p> <p><i>National Participation Network</i>  <i>Tenancy Sustainment</i>  <i>Housing &amp; Homelessness</i>  <i>Groups and Forums</i>  <i>Action and Advisory Group</i></p> 
<ol style="list-style-type: none"> <li>15. Systems Advocacy</li> <li>16. Professional Representation</li> <li>17. Citizen Representation</li> <li>18. Ideas and Innovation</li> </ol>	<p><i>Planning Groups and Forums</i>  <i>Planning Groups and Forums</i></p> 

GHN is a third sector membership organisation with a unique role. We evidence and advance solutions to poor housing and homelessness by connecting the knowledge and experiences of people who both live and work with the issue. Our home is Glasgow, but some of our work takes us more widely across Scotland and Europe.

We want *everyone* to have a safe and secure home from which to build and live their lives.

With a broader focus on poverty and inequality, we have a social enterprise arm that specialises in the delivery of participation, coproduction and asset based community development. We also provide a training and consultancy service on those themes and have been commissioned by partners from the public and third sectors right across Scotland for over 5 years.

We have 3 Programme Goals:

### Action

To support social change by sharing ideas and getting alongside local people to advocate for their community and each other.

### Inquiry

To develop and share an accurate evidence base, from a wide range of sources, that tells us what we need to know and what works.

### Influence

To remove or reduce the barriers to a safe and secure home that are caused by current policies, positions and procedures.

# Our Year

We publish a significant research project on Homelessness and Complex Needs in Glasgow, with practical recommendations now being taken forward

Our Navigate volunteers win an award! Best Newcomer in the Alistair Malloy Inspire Awards, hosted by Volunteer Glasgow



April - June 2015

We publish the data from the Glasgow Winter Night Service, which illustrates the level of unmet need among people sleeping rough in Glasgow



Navigate volunteers take on their 150th client

January - March 2015

Staff and volunteers are invited to speak at a European Conference in Barcelona to share GHN's participation toolkit and key learning

We launch the second phase of our citizen advocacy project - Navigate, with new funding from Comic Relief and Oak Foundation



Over 70 delegates attend 'The Next Piece' - the annual conference of our national participation network SHIEN

We provide written and verbal evidence for the Scottish Parliament's Inquiry into Homelessness

October - December 2014

Our place based approach starts work in Parkhead, creating a new structure for local people to get more involved in the issues that matter to them

Nearly 200 delegates attend our annual conference 'Ready for Change', focusing on the strategic review of homelessness



We report on the outcomes of a European partnership project on the participation of homeless people in policy making across 5 countries

July - September 2014

We publish the first annual ODM report, providing compelling new data about rough sleeping and engagement with statutory services

We prepare a key proposal that positions the homelessness duty within the new housing options approach, later adopted by Glasgow's project board

We launch a tenant advocacy role within a broader welfare advice project led by a consortium of housing providers in the south side of Glasgow

GCC commences a strategic review of homelessness - GHN seconds a member of staff to fully support this key development

April - June 2014

# Progress this Year

Here is a selection of key highlights from across our 3 programmes of work this year:

## ACTION

Our unique and award-winning citizen advocacy programme - **Navigate** - has recruited, trained and supported 56 volunteers. They provide advocacy for people who have a problem or worry with their housing, homelessness or welfare benefits.

- The project continues to grow with an increase in partner referrals, particularly from the advice and information sector. So far, Navigate has helped over 160 people across Glasgow.
- We have been encouraged by funder's interest in Navigate - with both the Oak Foundation and Comic Relief supporting this approach in Glasgow. Scottish Government are also supporting us to evaluate, pilot and extend the approach to other parts of Scotland.

We facilitated 3 local '**shared solutions**' events to get a wider perspective on strategic discussions on housing and homelessness in Glasgow. Over 150 people attended, about one third of whom were people currently using homelessness services. Using an open space format, participants determined priorities and solutions. We reported 3 key messages and will continue to work with the City Council and partners over the next phase to directly increase service user representation in homelessness planning and practice.

We are proud to support **Glasgow's Poverty Leadership Panel**, where GHN leads the participation and housing strands of the action plan.

- We have been working with a great team of people living and working in Parkhead, creating a structure for local people to get more involved in issues that matter to them. Already this has prioritised action, including the transformation of vacant land into a community garden and play area.
- A series of local conversations have now started in the Priesthill area, linking with local people and community planning partners and funders to understand local priorities and coproduce responses.

## INQUIRY

We published a significant **research project** on Complex Homelessness in Glasgow, which included a comparative analysis with other parts of the UK. Funded by the Oak Foundation, and undertaken by Anna Evans Housing Consultancy, a series of practical recommendations were made including a more coordinated city-centre approach, enhanced role of low threshold third sector services and greater consideration of psychologically informed environments. The recommendations were fed into Glasgow City Council's strategic review of homelessness during this year.

We published our first **two annual monitoring reports on homelessness** in Glasgow, which illustrated both the extent to which people using third sector homelessness services were not engaging with statutory services, and the extent to which the current housing challenges are impacting on people being able to access accommodation.

- Our data also showed that an absolute minimum of 560 individual people slept rough in Glasgow on at least 1,422 occasions throughout the year, almost two-thirds of whom were 'new' to services.
- Going forward we hope to work with all partners to integrate approaches to monitoring so that we can all better understand the consequences of not meeting housing need in Glasgow.

We published the **Glasgow Winter Night Service** report, a third sector led initiative delivered by Glasgow City Mission. Spanning the 13 week delivery period, the service was accessed 1,501 times by 407 individuals. Over 90% were men and 77.5% UK Nationals. The average age was 37 years, with a range of 17 to 68 years. 68% of people used the service on only one or two nights, with the remainder between 3 and 48 times.

We continue to update our very popular **briefing series** on the implementation of welfare reforms, publishing an accessible guidance booklet in partnership with Glasgow Council for the Voluntary Sector.

# Progress this Year

## INQUIRY

We published our **action research** report on the employability barriers created by the high rent costs of the supported accommodation model in Glasgow. In partnership with Blue Triangle Housing Association, we wanted to test whether removing this structural barrier would remove the main barrier to work for young people, or whether the broader set of personal, social and economic reasons that led to their homelessness also created the primary barrier to work.

We were commissioned by the **West of Scotland Housing Options Hub** to consult on and develop a performance management framework to measure the success of Housing Options across all 7 local authority areas. The process involved a literature review, consultation with key stakeholders, a requirements analysis and the development of proposed indicators that would form the monitoring framework.

As part of our work supporting the **Poverty Leadership Panel**, we facilitated 2 'flash surveys' on the themes of social isolation and employability. This is a third sector collaboration, where third sector partners undertake the fieldwork and return the data to GHN for analysis and reporting.

Our national participation network **SHIEN** held 2 regional seminars and a national conference - 'The Next Piece? Coproducing Homelessness Services' which explored the possibilities of coproduction within homelessness services.

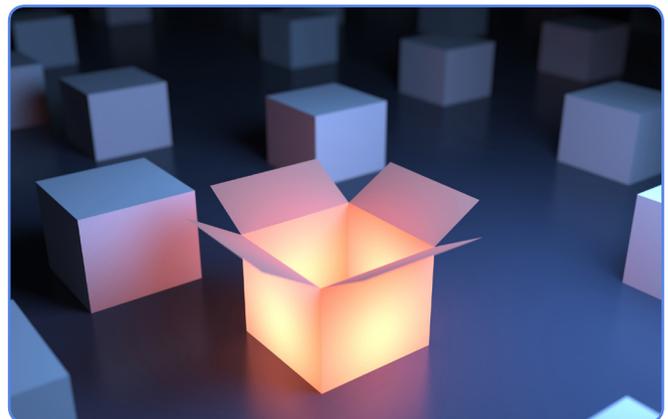
Our Glasgow tenancy sustainment partnership - **4Front Learning** - facilitated 4 tenancy sustainment course across Glasgow this year. This brings together housing providers, social support, the further education sector and employability support with the purpose of increasing employability and tenancy sustainment rates of previously homeless households. Specialist courses included tenant participation with Southside Housing Association and English as a Second Language with Lodging House Mission.

## INFLUENCE

We hugely respect and value our links to frontline practitioners and the unique skills and knowledge they hold. Our role includes inviting the sharing of that expertise to inform and influence how the issues are tackled.

This year, we facilitated a range of special interest groups, including:

- Monitoring & Research
- Poverty Roundtable Discussions
- Parkhead Action Group
- Shared Solutions
- Welfare Reform
- Voluntary Sector Forum
- Roundtable with the Scottish Housing Regulator



We want to remove or reduce the barriers to a safe and secure home that are caused by current policies, positions and procedures. Our role in the key planning structures enables us to this. This year we contributed in different ways to:

- Homelessness Strategic Planning Group
- Glasgow Housing Options Project Board
- GCC Access to Housing: Steering Group
- GCC Homelessness Review: Steering Group
- West of Scotland Housing Options Hub
- Local Housing Strategy Stakeholder Group
- Vulnerable Households & Essential Connections
- Third Sector Interface: Executive Committee
- Poverty Leadership Panel
- Glasgow Single Outcome Agreement
- Scottish Health Council: Reference Group
- Scottish Coproduction Network: Advisory Group

*We are a participatory and learning organisation where our people build on success, manage risk and demonstrate confidence and a commitment to improvement. We are proud to meet the business improvement standards set out by Investing in Volunteering (IIV).*

We aim to create a working environment where there are high expectations on people's performance with opportunities for development and improvement.

## OUR BOARD

GHN's non-executive Directors 2014-15 are:

**Patrick McGrath**

**CONVENER**

Southside Housing Association

**Damian McGowan**

**TREASURER**

Gowrie Care

**Louise Belton**

YPeople

**Sean Cussen**

Greater Easterhouse Alcohol Awareness

**Norman Fitzpatrick**

New Gorbals Housing Association

**Nigel Sprigings**

**VICE CONVENER**

University of Glasgow

**Suzanne Fitzpatrick**

Individual Member

**Ian Irvine**

Turning Point Scotland

**Patrick McKay**

Turning Point Scotland

**Margaret Taylor**

Individual Member

## OUR STAFF

It's been a fast paced year and we thank our strong staff team for focusing their talents on what's important during ever changing circumstances.

**Director:**

Margaret-Ann Brünjes

**Finance Manager:**

Murray Mair

**Development Coordinators**

Claire Frew

Janice Higgins

Pauline McColgan

Johanna Speirs

Douglas Gibson

Martina Johnston-Gray

Stephanie Plotnikoff

Paul Turnbull

**Development Workers**

David Kidd

David Ramsay

John Niven

**Administration & Resources**

Aileen O'Halloran

**Information & Resources**

Lisa Sen

## OUR MEMBERS

GHN are proud to umbrella a diverse range of organisations who share our vision for ending homelessness in Glasgow. We offer our continued thanks for their support, advice and guidance.

## OUR VOLUNTEERS

GHN volunteers make a significant contribution to our work and link us directly to the heart of local communities. Our volunteers come from a diverse range of backgrounds – activists, university graduates, professionals and people who bring life experiences and important stories. They all share a real passion for helping others and constantly inspire us!

Our warmest appreciation and thanks for their time, energy and expertise. This year, our volunteers were:

### Navigate

Alan

Andy

Anjani

Becky

Catherine

Claire

Craig

Donna

David

Derek

Douglas

Duncan

Ed

Gerry

Ges

Jacqui

James

Joanna

Jordan

Isla

Kate

Kevin O

Kevin K

Liz

Mae

Manus

Marie

Margaret

Matthew

Maureen

Michelle

Natalie

Samina

Sarah

Sean

Suzanne

Tracey

Waqar

### CAP

Angela

Brooke

David

Florence

Ghazala

Innocent

Jacqueline

John

Lesley

Meriem

Michael

Sandra

Steven

**In loving memory of Donna Houston,  
who shared with us her love and laughter.**

# Financial Information

## Expenditure 2014 -15 £557,270

Direct  
Charitable  
Expenditure

99.6%



Other  
Administration  
Expenditure

0.4%



We attract income from diverse sources and were pleased to secure new Comic Relief and Oak Foundation funding this year. Our social enterprise arm exceeded income targets following a year of exciting commissions from across Scotland. This assisted our financial sustainability in a challenging economic climate.

We acknowledge with thanks the funding and other support given during 2014-15 by:

Big Lottery Fund  
Oak Foundation  
Scottish Government  
Comic Relief  
Glasgow City Council  
Ecorys Grundtvig  
Evaluation Support Scotland

## Income 2014 -15 | £451,222

3.9%



Oak  
Foundation

11.9%



Glasgow  
City Council

38.9%



Big Lottery  
Fund

29.8%



Grants  
Donations  
Fees & Other

10.7%



Scottish  
Government

4.8%



Comic  
Relief

*During the year, many individuals and organisations assisted GHN to meet our objectives. We would like to make special mention of Anna Evans, Keith Wimbles, Louise Montgomery, Philip Davis, Angela Hogg, Anne Brooks, Simon Jaquet, Hilda Campbell, Roddy Stewart, Neil Quinn, Lisa Curtice, Tommy Lamb, The Invisibles, Bridget Curran, Eric Steel, Pat Coltart, Marion Gibbs, Steven Marwick, John Sharkey, Joanna Shedden, Archie Fairley, Louise Falconer, Maurice Hickey at Ink Designs, Stephen Thacker and our 4Front Partners. However we do so in full acknowledgement that there were many others.*

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