

# Glasgow Homelessness Network

**Annual Report**  
& accounts | 2015-2016



# Message from the Director

*Margaret-Ann Brünjes*

**Glasgow has the highest level of homelessness in Scotland. We're also disproportionately affected by the range of health, social and economic inequalities that are known to lead to homelessness.**

What else are we up against? Lagging indicators of the recent recession, policy of austerity, welfare cuts and reduced budgets. And of course - one of the most complex housing systems in the UK, where people in urgent housing need are being turned away without accommodation every day.

*So why then, do we end this year within what seems like touching distance of our goal to ensure everyone has a home?*



**Glasgow's story in tackling homelessness has led us to a unique place, and with a unique opportunity to stop managing homelessness and start ending it. The focus of efforts over the last 20 years have positively aligned to create a clear pathway toward ensuring that everyone has a home and the support they need.**

We offer this position from our close scrutiny of all parts of the homelessness system and wider contexts, and how they fit closely with what we now know about responding to homelessness and housing need in Glasgow.

A clear opportunity is apparent, we're in it and we'll be worth nothing if we don't grab it. So what's aligned in our favour?

- **Our legislative context.** A universal right to a home with no distinction of priority between people with and without children or dependent on support needs;

- **Our housing supply.** Unlike other large cities, our homelessness crisis is not caused by a shortage in housing supply. We have enough mainstream housing in the social rented sector alone, with further capacity for the taking in the private rental market;
- **New clarity on access to housing.** While Glasgow has arguably never had a homelessness problem based on supply, the flaws that create or exacerbate homelessness have chopped and changed over the years. However, those flaws have never been more exposed, agreed or entirely solvable. And today, those flaws are under very close inspection via 10 new local letting plans supported by 10 local structures that will very soon – it is expected - flush the final blockage;
- **We now know more.** Especially about how to respond to people most exposed by their current circumstances – people sleeping rough, leaving prison, burdened with addiction or braving mental and physical health problems. Homelessness isn't *only* about housing, but it is *always* about housing. It is now a proven misconception that people with high support needs cannot be housed; that they're not 'housing ready'. So instead, Glasgow can now test a further targeted application of rapid re-housing approaches like Housing First for people with complex needs - an approach that is evidence-driven and cost-effective.
- **And have key services in place.** Housing led responses to homelessness will depend not just on the supply, but on a focused collaboration of a commissioned housing support service, an integrated and multi-disciplinary health and social care service; and an outreach component informed by the City Ambition Network Pilot in Glasgow.

All this means that Glasgow has become uniquely positioned to ensure better housing outcomes for everyone and a more cost effective system. To stop managing homelessness and really start ending it – achieving that will bring international interest and collaboration.

Who would want to block this progress or prevent this opportunity from being seized? We know that GHN's Board, staff and volunteers – and we hope the wider network too – are going to get right behind it. We look forward to reflecting next year on progress made.

# About GHN

## 3 PROGRAMMES



## 6 STRANDS

- COMMUNITY COPRODUCTION
- CITIZEN ADVOCACY
- GENERATE KNOWLEDGE
- BENCHMARK KNOWLEDGE
- EXCHANGE KNOWLEDGE
- SYSTEMS ADVOCACY

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

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.

With a broader focus on tackling poverty and inequality, we have a national training and consultancy based social enterprise. 'All In' specialises in the development and delivery of participation and coproduction, where we are commissioned by partners from the public and third sectors across Scotland.

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 accurate evidence about homelessness, from a wide range of sources, that tells us what we need to improve 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. GHN is represented by our Board, staff team and volunteers.

## 17 Projects

- 01 Homelessness Lived Experience
- 02 All in for Parkhead
- 03 All in for Priesthill
- 04 Navigate Citizen Advocacy
- 05 Community Activist Panel
- 06 Social Research
- 07 What Works
- 08 SHIEN (Participation Network)
- 09 4Front (Tenancy Sustainment)
- 10 Homelessness Training
- 11 GHN Membership Engagement
- 12 EU Participation Programme
- 13 Policy Briefings & Consultations
- 14 ODM (Homeless Data Monitor)
- 15 Professional Representation
- 16 Volunteer Representation
- 17 Testing Ideas and Innovation

# Progress this Year



**Parkhead** action group takes part in a Participatory Budgeting event and receive enough money to add raised beds to a community garden from reclaimed land. Local schools and youth groups are learning more about growing and are looking after the fruit and vegetables.



Residents In **Priesthill** get alongside local organisations to secure a better future for their area; Glasgow City Council and Scottish Government have pledged £2 million to renovate the Barratt flats.



With a seat at the top-table, Glasgow's thinking **CAP** (Community Activist Panel) reality-check and guide the work of the Poverty Leadership Panel across 8 priority areas, including housing, working, child poverty and changing attitudes to poverty.



A comprehensive **Survey** with people using homelessness services in Glasgow, who clearly advise where the big problems are and what should be done. A new group is taking forward priorities.



The pride of GHN, **Navigate** Citizen Advocacy now providing weekly drop-in sessions in the Gorbals, Ruchazie and Govan. Advocates also take part in the consultation on the new Glasgow Housing Strategy.



I've got a right to health? GHN join the University of Strathclyde, NHS Health Scotland, the Alliance and Mental Health Foundation for a groundbreaking participatory action research project on **Health and Human Rights**



Through **Keys to Learn**, GHN creates a wraparound of the key agencies needed to help people sustain their tenancy after a period of homelessness. With a 100% tenancy sustainment rate, this approach is being funded by Big Lottery to roll out across the West of Scotland.

# Progress this Year

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

## ACTION

### Glasgow's Poverty Leadership Panel

We continue to support Glasgow's Poverty Leadership Panel, where local people experiencing poverty work alongside key agencies in the public, private and third sectors to reduce poverty. We are proud to facilitate the Panel's participation strand, which this year focused on community coproduction and citizen advocacy.

### Citizen Advocacy

Our unique citizen advocacy programme – Navigate – has recruited, trained and supported over 60 volunteers this year. They provide advocacy for people who have a problem or worry with their housing, homelessness or welfare benefits.

This programme is one of the most important things that GHN does. We create a simple support framework for people with varied life and local experiences to advocate for themselves, each other and their community.

- The project continues to grow through the drop ins and self and partner referrals. So far, Navigate has helped over 300 people across Glasgow.
- This year, volunteer advocates have been directly involved in the development of Glasgow Housing Strategy and influencing Glasgow's homelessness strategy.

GHN also recruit, train and support a Community Activist Panel that feeds directly into the Poverty Leadership Panel and each of its workstreams.

### All in for Parkhead

A great team of people in Parkhead are working harder than ever to reclaim vacant land and put it to better use. Highlights this year are monthly forest schools run by a local youth project, the addition of 5 raised beds and an event for Scottish Refugee Week which brought new and existing residents of Parkhead together to share culture and fun.

### All in for Priesthill

In Priesthill, a group of residents are working alongside the council and other organisations to regenerate not only their flats but the local area. Local advocates are working to ensure that physical regeneration is accompanied by a look at the social issues too. It is hoped the next steps are a resident led steering group that will plan and guide the renovation of their homes.

### Involving people who know a thing or two...

We have been working hard this year to make sure that the new plans to improve services and decisions about homelessness in Glasgow are made with people who have direct experience of it. Who better?

In partnership with the City Council and third sector colleagues, we asked 156 people who currently use homelessness services how the services they use might be improved and in what ways they would like to be involved in making them better.

A conversation café explored themes from this survey in more detail and formed an action network of people using and providing homelessness services. The survey gives us new insights and a priority list for action:

*"If it weren't for places like this people would be dying week in, week out..." and "Get more housing officers on the street at the heart of homelessness to ask first-hand what people would like to happen."*

## INFLUENCE

We hugely respect and value our links to frontline practitioners and leaders across our network. GHN's role includes inviting the sharing of that expertise to inform and influence our work. This year, we facilitated a range of special interest groups, including:

- Monitoring and Research Advisory Group
- Poverty Roundtable Discussions
- Place-based Action Groups
- Homelessness Voluntary Sector Forum
- Homelessness Third Sector Leader's Forum
- Policy Briefing & Consultation Sessions

And we contributed to the key planning structures of:

- Homelessness Strategic Planning Group
- Glasgow Housing Options Project Board
- Glasgow Housing Access Project Board
- West of Scotland Housing Options Hub
- Vulnerable Household/Essential Connections Forums
- Third Sector Interface: Executive Committee
- Poverty Leadership Panel
- Scottish Coproduction Network Reference Group

# Progress this Year

## INQUIRY

### Monitoring Homelessness

We continue to provide a data monitoring role in Glasgow this year. Our annual monitoring report 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.

We also published the sixth annual Glasgow Winter Night Shelter report, a third sector led initiative delivered by Glasgow City Mission. Over the 16 weeks of service delivery, the shelter was used 6,040 times by 605 individuals. Almost two-thirds of people used the shelter between 1 and 3 nights, with the remaining third using the shelter for up to 100 nights.

Beyond Glasgow, we've been focusing this year on:

### Destitution in the UK

We worked in partnership with Heriot-Watt University to support the UK wide study into destitution, which was published in April 2016 by the Joseph Rowntree Foundation. The research found that 1.25 million people, including 312,000 children, experienced destitution in 2015.

Destitution was mainly experienced by people born in the UK and was often found to be triggered by debt repayments (usually to public authorities), benefit delays, sanctions and high living costs.

### Tenancy Sustainment across West of Scotland

Our tenancy sustainment partnership 4Front Learning (Keys to Learn) was awarded new funding to facilitate tenancy sustainment courses across the West of Scotland. This year we successfully delivered courses in Glasgow, East Renfrewshire, North Lanarkshire and Renfrewshire, with plans in place to move into East and West Dunbartonshire and South Lanarkshire.

A specialist course was developed and delivered alongside people with lived experience of addiction, with a forthcoming focus on mental health and criminal justice.

### Citizen Advocacy in East Renfrewshire

We provided a capacity building role in East Renfrewshire in partnership with the Citizens Advice Bureau, Scottish Government and local partners. This created a citizen advocacy project in Barrhead that worked to the core principles of our Navigate project. The project went live in 2016 providing an additional local advocacy resource.

### Health & Human Rights in Scotland

This year, we were partners in a groundbreaking participatory action research project on Health and Human Rights with the University of Strathclyde, NHS Health Scotland, the ALLIANCE, the Mental Health Foundation and Scotland's National Action Plan for Human Rights. 5 of our volunteers took on the role of peer researchers and were supported to make choices about research methods, think creatively about data collection and dissemination, carry out research fieldwork and interpret findings. The researchers have been all over Scotland meeting the Scottish Government, decision makers in the health and homelessness sectors and local and international academics.

### Participation in Scotland

SHIEN – our national participation network – carried out a major consultation as part of the Fairer Scotland discussions, ensuring people living and working with homelessness were directly involved. Almost 300 people participated to tell us how they would make Scotland fairer in relation to homes, jobs, health, learning, living and laws. SHIEN also worked in partnership with the Scottish Coproduction Network and Shelter Scotland to deliver a national conference entitled 'Where now for service user involvement', bringing together almost 100 people from across homelessness services in Scotland.

### Participation in Europe

We were delighted to be elected for another term onto Feantsa's Participation Working Group. The group is made up of practitioners and people using homelessness services from Belgium, Finland, Romania, Ireland, Denmark and Catalonia. Together this year, we developed an exciting new programme of training on the theory and practice of involving people with lived experience of homelessness, with a workplan to deliver this across other European cities over the next phase.

# Our People

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

## OUR BOARD

GHN's non-executive Directors during 2015-16 were:

**Nigel Sprigings**  
**CONVENER**

University of Glasgow

**Damian McGowan**  
**VICE CONVENER**

Gowrie Care

**Louise Hunter**  
**TREASURER**

YPeople

**Norman Fitzpatrick**  
New Gorbals HA

**Sean Cussen**  
Individual Member

**Suzanne Fitzpatrick**  
Individual Member

**Patrick McGrath**  
Southside HA

**Patrick McKay**  
Turning Point Scotland

**Margaret Taylor**  
Individual Member

*GHN Director Ian Irvine sadly passed away in June this year. Ian's contribution to GHN and to ending homelessness in Scotland will be sorely missed. But with Housing First, he leaves a compelling legacy. Our love and fond memories.*

## OUR MEMBERS

GHN are proud to umbrella a diverse range of organisations who share our vision for ending homelessness and increasing the participation of excluded groups across Scotland. We offer our continued thanks for their support, advice and guidance.



## OUR STAFF

**Director**  
**Finance Manager**

Margaret-Ann Brunjes  
Murray Mair

### Management Team

Claire Frew  
Janice Higgins  
Martina Johnston Gray

Programme Manager  
Corporate Services Manager  
Programme Manager

### Development Team

Peter Anderson  
Doug Gibson  
David Kidd  
Pauline McColgan  
David Ramsay  
Paul Turnbull  
Michelle Walsh

Development Worker  
Business Development Manager  
Development Coordinator  
Development Coordinator  
Development Worker  
Development Coordinator  
Development Worker

### Corporate Services

Aileen O'Halloran  
Lisa Sen

Administration & Resources  
Information & Resources

## 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 CITIZEN ADVOCATE

Alan  
Alistair  
Amanda  
Billy  
Claire  
Derek  
Douglas  
Duncan  
Eddie  
Florence  
Gerry  
Ges  
Hannah  
Jamieligh

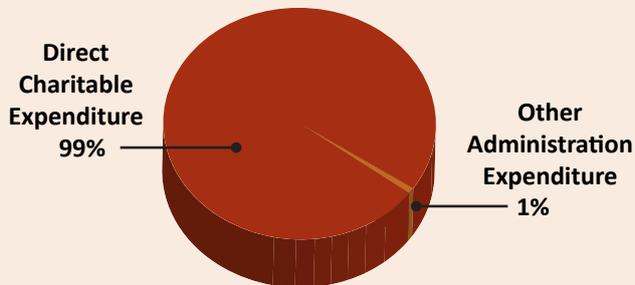
John  
Jordan  
Liz  
Lynne  
Margaret  
Marie  
Mary-Anne  
Maureen  
Michael I  
Michael M  
Raymond  
Sandy  
Sharn  
Suzanne

### COMMUNITY ACTIVIST PANEL

Angela  
David  
Douglas  
Edward  
Florence  
Ghazala  
Helen  
Innocent  
Jacqueline  
John  
Maureen  
Michael  
Nuala  
Steven

# Financial Information

## Expenditure 2015-16 £563,647

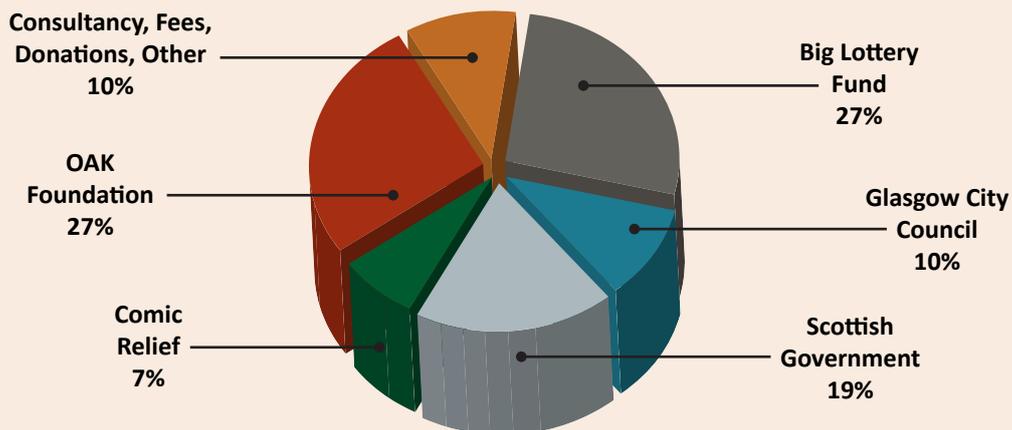


We attract income from diverse sources and were especially pleased to secure another 3 years funding from the the Big Lottery Fund. This new programme enables us to extend our innovative tenancy sustainment partnership beyond Glasgow.

We acknowledge with thanks the funding and other support given during 2015-16 by:

Big Lottery Fund  
 Scottish Government  
 Oak Foundation  
 Comic Relief  
 Glasgow City Council

## Income 2015 -16 | £587, 521



*During the year, many individuals and organisations assisted GHN to meet our objectives. We would like to make special mention of Louise Montgomery, Clare Kiely, Lisa Curtice, Sandra McDermott, Beverley Downie, Eric Steel, Susanne Millar, Joanna Sheddon, Neil Quinn, Gary Quinn, Bridget Curran, Marion Gibbs, John Sharkey, Neal Bennison, Ligia Teixeira, Grant Campbell, Animate Consulting, Kinharvie Institute of Facilitation and our 4-Front Partners. However we do so in full acknowledgement that there are many others.*