

Annual Report & accounts | 2016-2017



Glasgow Homelessness Network

A home for all of us.



“Glasgow’s commitment to upscale rapid rehousing approaches, including Housing First, has been a highlight for GHN this year.”

We know that poverty drives homelessness in Scotland; the interplay of local housing and employment markets a key factor too. While we continue to be challenged by inequalities in income and wealth, we will be challenged by homelessness.

This can make tackling the *root causes* of homelessness seem beyond our reach and our ambition for ending homelessness – rather than managing it - too easy to lose.

But with the right system and support in place, we believe it is possible to ensure that homelessness is not inevitable for those most at risk. And where it can’t be prevented, we believe it is possible to have a system that handles every single case with care and urgency.

This year there’s been a welcoming shift on both fronts:

- The *structural* change we need depends upon political and public commitment to tackle the big issues of economy, inequality and a fairer Scotland. Both the City and Scottish Governments have placed tackling homelessness and rough sleeping high on their programme for reform;
- The *systems* change we need depends upon multi-partner collaboration to focus on practice, partnership and what works. In Glasgow, a clear opportunity for change was brought about by cross-sector acknowledgement that existing approaches do not achieve the results that people urgently need.

This year, we’ve worked closely with Glasgow City Health & Social Care Partnership, commissioners, third sector partners and people taking up their services to coproduce a new direction of travel for tackling homelessness in Glasgow.

A new alliance will soon operate within a shared set of values that assumes our ability to sustain mainstream housing within a community, with the right support. This will be underpinned by an expert network of supported accommodation for any period in people’s lives where local housing is not possible, for their reasons. Glasgow’s commitment to upscale rapid rehousing approaches, including Housing First, has been a highlight for GHN this year.

GHN is a non-competing organisation, but massively *ambitious* for the change that evidence and experience directs us to. We are convinced that an alliancing approach offers a more proactive and enabling framework to achieve that change. As someone once said, “there is only one thing worse than fighting with allies, and that is fighting without them.”

2 | About GHN

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, with national and European programmes.

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

And with a broader focus on tackling poverty and inequality, our social enterprise 'All In' specialises in the design, development and delivery of coproduction and participatory approaches across Scotland.

We have 3 Programme Goals:

ACTION:

to get alongside people with lived or local experience to coproduce the impact we make on poor housing, homelessness and poverty;

INQUIRY:

to use evidence and experience to understand and promote what works best to tackle homelessness;

INFLUENCE:

to remove the barriers to a safe and secure home caused by existing policies and practices.



Our Projects and locations during 2016-17:

| | |
|---|-----|
| GHIFT* | GLA |
| Poverty Leadership Panel | GLA |
| Community Activist Panel | GLA |
| Participatory Budgeting and Capacity Building | GLA |
| Glasgow Alliance to End Homelessness | GLA |
| Housing First Transition Glasgow | GLA |
| GHN Member Briefings and Consultations | WoS |
| Navigate Citizen Advocacy | WoS |
| Tenancy Sustainment: Keys to Learn | WoS |
| Private Rented Sector Action Research | WoS |
| Health & Human Rights | SCO |
| Scottish Human Rights: Shared Solutions | SCO |
| All In: Innovation in Participation | SCO |
| Homelessness Training & Awareness Raising | SCO |
| SHIEN* | SCO |
| Centre for Homelessness Impact | SCO |
| Housing First Scotland | SCO |
| Systems Advocacy | SCO |
| Systems Change | SCO |
| European Campaign to End Homelessness (BSHF) | EU |
| Participation & Homelessness (FEANTSA) | EU |

*GHIFT - Glasgow Homelessness Involvement & Feedback Team

*SHIEN - Scottish Homelessness Involvement & Empowerment Network

4 | Our Impact 2016 - 2017



Housing First Scotland Conference



Participation In Europe



Navigate Advocacy



GHIFT



Keys to Learn



Community Activist Panel



Community Achievement



Human Rights Research



Annual Homelessness Conference 2016

5 | Action and Inquiry

Action

Glasgow's Poverty Leadership Panel

We continue to support the 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. Led by an idea from CAP member Angela Jamieson, we got involved in the production of "Our Streets", a short film highlighting the unsociable issues locals experience when there is a football match at Celtic Park Stadium. This resulted in Angela winning an award from Parkhead Housing Association; find it by searching "Our Streets Parkhead" on YouTube.

Citizen Advocacy

Our unique citizen advocacy programme – Navigate – has recruited, trained and supported over 30 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 experience to advocate for themselves, each other, and the community. The project continues to grow through drop-ins, partner and self-referrals.

So far, Navigate has helped over 600 people across Glasgow and has 3 community based drop-ins each week. This year volunteer advocates have been involved in the design of and consultation on the new Social Security Agency for Scotland. GHN also recruit, train and support a Community Activist Panel that feeds directly into the Poverty Leadership Panel and each of its workstreams.

Let's Hear You!

Our action programme got off to a great start this year with the delivery of Participatory Budgeting in 3 areas of the city; Govan, Parkhead, and Priesthill and Househillwood. Delivered in partnership with the Poverty Leadership Panel and Glasgow City Council, each area was allocated £25,000 for Participatory Budgeting, and our team alongside local workers and most importantly local people, engaged the community to both apply for funds and take part on voting day. Not only did we see the community empowered by the chance to decide where to invest, but children as young as 8 engaging in the democratic process!



Inquiry

Welfare Reform

Welfare Reform, including the development of the new Social Security system in Scotland, was a core part of our work during the year; ranging from responding to UK and Scottish Government consultations through to facilitating a meeting between people with lived experience of homelessness and the Minister for Social Security in Scotland and working with our partners in the ALLIANCE to ensure the wider participation of people with lived experience.

Tenancy Sustainment - West of Scotland

During the year the 4Front Learning Partnership (Keys to Learn) continued to deliver tenancy sustainment courses across the West of Scotland – in Glasgow, Renfrewshire, East Renfrewshire, East and West Dunbartonshire, and North and South Lanarkshire. Our mid-point review highlighted that 236 people have participated in Keys to Learn, who have been supported to sustain their own homes and progress their life chances and choices through accessing and maintaining learning, volunteering and employment opportunities, as well as (re)building positive social networks.

We have also worked with people with lived experience to develop specialist Keys to Learn courses, this year focusing on tenancy sustainment and mental ill health, building on our first specialist course on tenancy sustainment and addictions.

Health and Human Rights

We were delighted to see the groundbreaking participatory action research project on health and human rights - in partnership with the University of Strathclyde, the ALLIANCE, the Mental Health Foundation and Scotland's National Action Plan for Human Rights – commended by the Scottish Human Rights Commission at a Parliamentary Reception to mark the international Human Rights Day. The peer researchers had the opportunity to attend the Scottish Parliament to have their work acknowledged by the SHRC and cross-party MSP's and meet other local people committed to human rights.

Participation

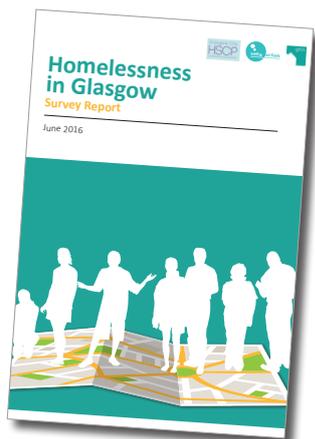
SHIEN – our national participation network – supplemented national events and seminars by working alongside a smaller number of individual organisations in our inaugural 'innovation and problem solving' workshops designed to offer bespoke advice to overcome the participation challenges faced by homelessness services as well as offering advice and support to implement new and innovative ideas.

This year, we were also delighted to host SAND (a lived experience led homelessness organisation from Denmark) on a participation learning visit exploring how Scottish services involve the people using them. In collaboration with FEANTSA, we have now begun the development of an exciting Europe-wide participation framework for people experiencing homelessness and other vulnerable people.

6 | Our Influence

Transforming Homelessness Services

Across this year, we've worked closely with Glasgow City Health & Social Care Partnership, third sector partners and people taking up their services to coproduce a new direction of travel for tackling homelessness in Glasgow. At March 2017, the City's Integration Joint Board agreed the foundations for a 10 year Alliance to End Homelessness in Glasgow which will manage contract values of up to £20m each year.



We consulted with over 150 people using homelessness services about changes they want to see. The strength of these stories directly influenced the ambition of this programme, and Glasgow's subsequent commitment to upscale rapid rehousing approaches including Housing First. It also led to the formation of GHIFT (Glasgow Homelessness Involvement & Feedback Team) – an active group of people with experience of homelessness now working with GHN on the design of the Alliance.

Rough Sleeping and Begging

We worked with Heriot-Watt University and Crisis to bring together key planners and decision makers from across Scotland to learn from different approaches and responses to the increasing rough sleeping and begging visible on streets across the country. Using UK wide evidence on the effectiveness of 'enforcement' (e.g. byelaws, ASBOs) and 'interventionism' (e.g. assertive outreach), as well as Glasgow based evidence from GHN's survey of almost 70 people who ask for money in the city, participants discussed and debated the range of potential solutions to influence activity at a local level.



Local Government and Communities Committee

We were delighted this year to be invited to present both oral and written evidence to the Local Government and Communities Committee of the Scottish Parliament as part of their homelessness inquiry.

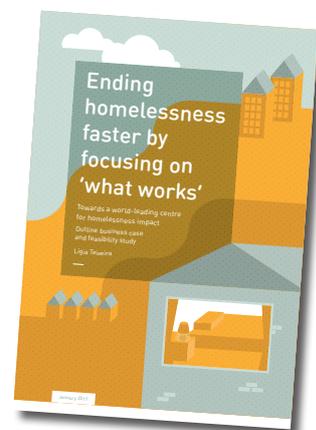
Our key messages to the Committee included the importance of simplifying our overly-complex homelessness system, building on the foundations of the Housing Options approach to further target homelessness prevention activity, and embedding people's lived experience.

European End Street Homelessness Campaign

GHN has acted as the lead partner for Glasgow's inclusion in the European End Street Homelessness Campaign, facilitated by the Building and Social Housing Foundation (BSHF). Signing up to Housing First as they key solution to street homelessness, campaign membership has played an important role in sharing learning and support between a range of European cities tackling the same problem of street homelessness.

Centre for Homelessness Impact

Throughout the year we worked with Crisis to undertake a feasibility study for a Centre in Scotland that aims to end homelessness faster by focusing on 'what works' and ensuring evidence is at the heart of our homelessness solutions. Following an extensive national consultation and feasibility report, the development of the Centre was endorsed by the Minister for Local Government and Housing in Scotland. Plans are now underway to deliver this new Centre for Homelessness Impact in the coming year.



Housing First

Using the strong international evidence base, and the practice evidence developed in Glasgow, we worked with partners to secure the strategic commitment from the Glasgow Health and Social Care Partnership to scaling up Housing First for people whose homelessness is compounded by severe addictions, mental ill health, trauma and experience of the criminal justice system.

This strategic commitment paves the way to shifting the current balance in the delivery of homelessness services towards interventions that are proven to end homelessness, paving the way for systems level change.

We also worked with Turning Point Scotland to launch Housing First Scotland and deliver the first national Housing First discussion, bringing together 250 people from across the country to consider how ready Scotland is to scale up Housing First for those facing the deepest challenges. This culminated in a report identifying the next steps required to place Housing First at the core, rather than the edge, of our crisis response.

7 | 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 2016-17 were:

| | |
|--|---|
| Nigel Sprigings CONVENOR <i>University of Glasgow</i> | Norman Fitzpatrick <i>New Gorbals HA</i> |
| Damian McGowan VICE CONVENOR <i>Gowrie Care</i> | Elodie Mignard <i>Scottish Refugee Council</i> |
| Louise Hunter TREASURER <i>YPeople</i> | Sean Cussen <i>Individual Member</i> |
| | Suzanne Fitzpatrick <i>Individual Member</i> |
| | Patrick McGrath <i>Southside HA</i> |
| | Patrick McKay <i>Turning Point Scotland</i> |

OUR STAFF

| | |
|---------------------------|------------------------------|
| Director | Margaret-Ann Brunjes |
| Management Team | |
| Finance Manager | Alex Beaton / Murray Mair |
| Claire Frew | Programme Manager |
| Janice Higgins | Corporate Services Manager |
| Martina Johnston-Gray | Programme Manager |
| Development Team | |
| Peter Anderson | Development Coordinator |
| Doug Gibson | Business Development Manager |
| David Kidd | Development Coordinator |
| Pauline McColgan | Development Coordinator |
| Kelly McQuarrie | Development Worker |
| David Ramsay | Development Worker |
| Paul Turnbull | Development Coordinator |
| Michelle Walsh | Development Worker |
| Corporate Services | |
| Aileen O'Halloran | Administration & Resources |
| Lisa Sen | Information & Resources |

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 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:

Community Activist Panel

| | | | |
|----------|----------|------------|---------|
| Angela | Gary | Jacqueline | Maureen |
| Douglas | Ghazala | Latoya | Michael |
| Edward | Helen | John | Nuala |
| Florence | Innocent | Martin | Steven |



Glasgow Homelessness Involvement & Feedback Team

| | | | |
|-------|---------|----------|----------|
| Alan | Duncan | Jatinder | Lorraine |
| Andy | Graeme | John | Margaret |
| Ann | Jamie B | Kim D | Raymond |
| Derek | Jamie S | Kim L | |

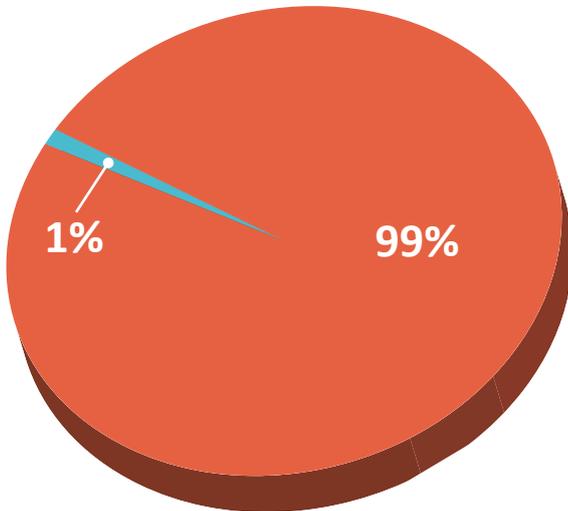


| | | | |
|----------|----------|---------|---------|
| Alistair | Duncan | Jordan | Michael |
| Amanda | Florence | Liz | Paul |
| Andrew | Gerry | Lynne | Pauline |
| Andy | Ges | Mae | Raymond |
| Anne | Hannah | Marie | Senga |
| Derek | Jack | Martin | Sharn |
| Douglas | John | Maureen | |

8| Our Finances 2016 - 17

EXPENDITURE £583,029

Including a planned use of organisational reserves.



Direct Charitable Expenditure £589,449

Other Administrative Expenditure £3,580

INCOME £ 395,104

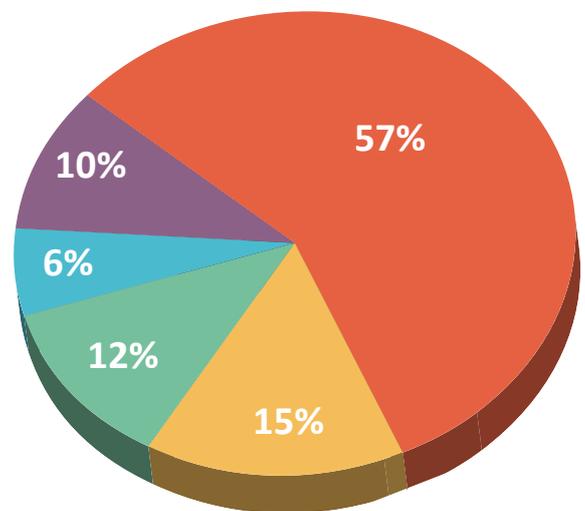
Big Lottery £225,187

Glasgow City Council £59,165

Scottish Government £48,310

Other £40,820

Comic Relief £21,622



9| Our Thanks

During the year, many individuals and organisations assisted GHN to meet our objectives.

We would like to make special mention of Louise Montgomery, Sandra McDermott, Beverley Downie, Eric Steel, Susanne Millar, Pat Coltart, Neil Quinn, Gary Quinn, Marion Gibbs, John Sharkey, Grant Campbell, Emma Soanes, Karina Macleod, Tom Bennett, Neil Morland, Aman Johal, Joanne Karatzidis, Alastair Davis, Catherine Wilkie, Linda Hutchinson, Dee Fraser, Mauro Striano, Susan Aktemel, Isobel Ashford, Julie Hunter, Ligia Teixeira, Jon Sparkes, Matt Downie, Ann Landels, Animate Consulting, Kinharvie Institute of Facilitation and our 4-Front Partners.

However we do so in full acknowledgement that there are many others.

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