



Annual Report

& accounts | 2017-2018

the homeless 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."

Message from the Chief Executive

Margaret-Ann Brünjes

 **It might take 10 years
to know that 1 year
changed everything.** 

This time last year, we were reflecting that our highlight had been Glasgow's policy commitment to upscale rapid rehousing approaches, including Housing First.

And so this year, it is fair to say that the Scottish Government's commitment to a national transition to rapid rehousing, including scaling up Housing First in line with local need, has been cause for celebration at GHN.

It was a privilege to work with 11 colleagues as part of the Scottish Government's appointed Homelessness and Rough Sleeping Action Group. The pace set by the Chair, the expertise and influence of group members and the intuitive and enabling team at Scottish Government made it possible for 70 transformative recommendations to surface.

As part of GHN's contribution, we facilitated a major collaboration with people with lived experience of homelessness. More than 400 people gave their time, insights and ideas about what it will take to end homelessness in Scotland.

This was a full-team and intensive effort right across Scotland; my admiration goes to the extraordinary and determined team at GHN who were born ready for this type of effort. But together, a momentum was created, and we believe much of it is still being driven by people with direct experience of homelessness. Our deepest respect and thanks to them.

Now starts a planned, supported and costed transition to a 'Rapid Rehousing' approach within five-year planning cycle, but it is widely recognised that some areas have a longer and deeper challenge ahead. This is real and ambitious systems change and it may be a decade or more before we can reflect back on this year as the one that changed the course of homelessness in Scotland.

Going forward, we know that creating change on the ground will be the real test. It will require the strongest communication and collaboration between all parts that seeks to understand difference, but not let it delay progress.

We have moved quickly from a theoretical discussion to one focused on the practical challenges of implementing change.

This is an exciting, important time and we recognise that our responsibilities at GHN have similarly moved – from making the case, to delivering on its promises for people affected by homelessness.



About GHN

GHN is a unique knowledge-into-action organisation, collaborating across Scotland to end homelessness.

Our Approach

We Learn

- from lived experience of homelessness
- from practice, policy and research evidence and expertise

We Understand

- what this tells us is most important and urgent
- the different context people live and work in, and the challenges they face

We Connect

- to share current knowledge about what works
- to facilitate cross-sector partnerships, alliances and collaborations

We Act

- to test and innovate better ways of working
- to influence and assist the people and places that can make changes

How do we make an impact?

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

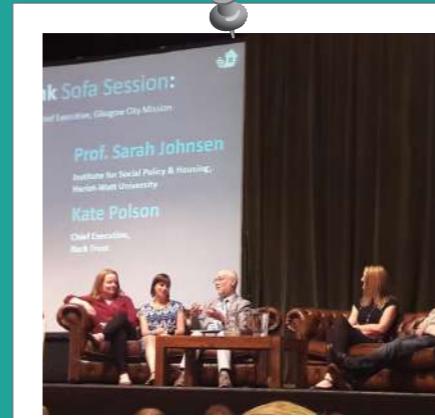
To remove the barriers to a safe and secure home caused by existing policies and practices.

Social Enterprise

Our social enterprise 'All In' is a specialist training and consultancy service. We help you secure the insight, involvement and influence of people who experience inequality and exclusion. Only together can we work to remove unfairness and inequality – we are passionate about that.



Our Impact 2017 - 2018



Housing First Scotland Conference 2018



Participation In Europe



Aye We Can!



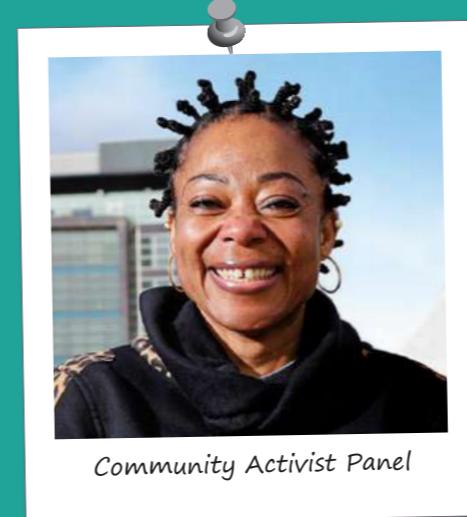
Annual Homelessness Conference 2017



Keys to Learn



Community Budgeting



Community Activist Panel



Rapid Rehousing Transition Plan



Members' Briefing

We're a small organisation making a big impact.

Action and Inquiry

Here's a snapshot of work this year that we are proudest of and which is making the biggest impact:

Housing First Scotland



Now firmly established, Housing First Scotland is hosted by GHN and developed in partnership with Turning Point Scotland and Heriot-Watt University. With Housing First now a central tenet of Scotland's ambitious new programme to end homelessness, we have celebrated the systems-shift and prepared for the additional demands on our information and support role.

Human Rights

Alongside the Scottish Human Rights Commission, we engaged with 157 people from across Scotland on the subject of human rights – ensuring people were aware of what human rights are, and starting to plan the priorities within each of their local areas. Information from the eight events has gone on to inform the next stage of the Scottish National Action Plan on Human Rights (SNAP).

Tenancy Sustainment – West of Scotland

Our 4Front Learning Partnership with housing, further education and employability providers reached its 10th anniversary thanks to funding from the Big Lottery Fund. Across Glasgow, West and East Dunbartonshire, East Renfrewshire and Renfrewshire, 330 people participated and gained new skills – or brushed up on existing ones – to help sustain their own homes. We had a focus on progressing life chances and choices through building positive social networks, accessing learning and volunteering opportunities and, for some, progressing into work.

We have also worked with Renfrewshire Council and Linstone Housing Association to develop programmes supporting people with experience of the criminal justice system. Participants in this community-based training programme were supported to sustain their homes and increase their employability skills.



Glasgow's Poverty Leadership Panel

We continue to support the Community Activist Panel and facilitate conversations between policy practitioners and people with experience of poverty. We launched a popular newsletter, which shares stories of how people from across Glasgow have tackled poverty. CAP also worked alongside partners to help develop the 'Wee Glasgow Loan', offering affordable credit to the citizens of Glasgow.

Welfare Reform

With the roll out of Universal Credit in Glasgow, we facilitated consultation sessions about how the £2 million fund from Glasgow City Council could help mitigate the potential impact of Universal Credit. Partners across Glasgow were invited to submit proposals which could help support people making claims for Universal Credit, and a number of agencies received the funding to provide a new or additional service.

Citizen Advocacy

Our citizen advocacy programme, Navigate, recruited, trained and supported 20 local volunteers this year. The volunteers provided advocacy for people who have a problem or worry with their housing, homelessness or welfare benefits. To date the programme has helped more than 700 people.

Get Ready Steady, to GO with Community Budgets...

Everyone in Scotland will soon have more say on how local funds are used, with at least 1% of local government budgets to be allocated via community budgeting by 2021. We are leading a new initiative that gets behind local people who want to get their area ready for community budgeting. Thanks to the Scottish Government's ESF Aspiring Communities we are delivering an 18-month programme to help nine targeted communities get a head-start on this important change.

Lived Experience in Glasgow

The Glasgow Homelessness Involvement & Feedback Team (GHIFT) went from strength to strength this year, growing in size and moving out of our Adelphi Centre home and into the day centres. We engaged directly with 252 people with lived experience of homelessness in the city through a range of participative activities that were specifically linked to opportunities to create important, positive change. These included workshops on: experiences of supported accommodation; The Glasgow Alliance to End Homelessness Outcomes & Principles and Homelessness Rights and Awareness. GHIFT were also involved in the coproduction of the Glasgow Alliance to End Homelessness, working to represent the views and priorities of people with lived experiences of homelessness in its development.

Participation

SHIEN – our national participation network – worked with a number of organisations throughout the year supporting the development of participation and coproduction. We directly contributed to key research projects in Scotland and beyond:

- 'With One Voice' review of homelessness and the arts in Scotland
- SOLIDUS, a European project led by the University of Edinburgh, studying empowerment, social justice and citizenship through coproduction
- lived experience involvement in the Heriot-Watt University and Lankelly Chase 'Hard Edges' Scotland research.

With colleagues from across Europe SHIEN ran participation focused training sessions and we delivered a seminar on the topic of digital inclusion in participation at the FEANTSA conference in Gdansk. We were also delighted to host a multi-agency delegation from Vienna, visiting Glasgow on a study trip to learn about GHN's work around peer approaches.

Human Trafficking & Modern Slavery

We facilitated multi-agency briefing sessions for frontline homelessness services with Police Scotland and other key experts in human trafficking and exploitation. There are two main areas of overlap between human trafficking and homelessness:

- that people who are already vulnerable through experience of homelessness may be particularly targeted by traffickers who get to know local hostel accommodation and common rough sleeping sites
- that people trafficked into or within the UK who have escaped their traffickers can end up rough sleeping and using homelessness services as they have nowhere else to go and no money for accommodation.



Online information page here:
<http://bit.ly/2GFOMKD>

Our Influence

Rapid Rehousing & Housing First

Following the work of the Action Group, all 32 local authorities will now develop a 'Rapid Rehousing Transition Plan' by December 2018, based on a commissioned housing market analysis and guidance tools. Each plan will set out what it will take and cost to reduce reliance and time spent in all forms of temporary accommodation, increase settled housing outcomes and to integrate the Housing First response for people facing severe and multiple disadvantages.

This was reflected in our second annual Housing First Scotland conference in Stirling, attended by more than 200 cross-sector partners. This year's conference placed the scaling up of Housing First in the broader context of the new, local authority-led Rapid Rehousing framework.

With Scottish Government and Social Bite funding, a new Housing First Scotland Pathfinder across five cities will set the pace, learning and sharing about what it will take to deliver Housing First to scale. GHN was delighted to be entrusted as project manager for this Pathfinder over the coming years.



Report at:
<http://bit.ly/hfs2018>



Scottish Government Homelessness and Rough Sleeping Action Group

We took our place on the Action Group and immediately got to work on the Access to Housing workstream which resulted in the cornerstone recommendation on Rapid Rehousing and Housing First. GHN also facilitated the national 'Aye We Can' collaboration, a major project designed to ensure lived experience directly influenced the work of the Action Group. And in partnership with the Frontline Network, we co-facilitated consultation sessions with 70 people working on the frontline of housing and homelessness to reality-check and improve the emerging recommendations – and to make sure nothing had been missed.



Read more:
<http://bit.ly/harsag18>



Glasgow Alliance to End Homelessness

Locally, we facilitated a series of design sessions in the coproduction of a new Glasgow Alliance to End Homelessness, hosting 30+ service providers, the commissioning authority and people with lived experience of homelessness. We've been encouraged by the innovation and open mindedness of Glasgow City Council and the Health & Social Care Partnership in this flagship development with the shared purpose of tackling homelessness more collaboratively and effectively.

Planning Structures

Locally we continued to contribute through the key planning structures, including:

- Poverty Leadership Panel
- Homelessness Strategic Planning Group
- Housing Options Project Board
- Housing Access Project Board
- Multiple Needs Group

Rough Sleeping and Begging

Working in partnership with councillors, the Police, Glasgow City Council, as well as local businesses and third sector colleagues, GHN has been part of an active and high-profile Begging Strategy Group. This partnership will produce a strategy on how we most effectively and sensitively respond to begging and other street-based activities.

This needs a balanced approach that recognises both the current vulnerability and potential of people involved. Some of our own volunteers have direct experience of begging; this has been an incredibly useful insight but also testament to how fully people can move on with their lives. We engaged with 36 people who have experience of taking part in begging. A report on our findings is pending, which will inform what we need to include as part of a wider strategy.

Centre for Homelessness Impact

This year we were also excited to launch the Centre for Homelessness Impact, an initiative three-years in development, two of those with our co-founder Crisis which secured the backing of a respected and supportive philanthropic funder to get it off the ground. The mission of the impact centre is to improve the lives of those experiencing homelessness by ensuring that policy, practice and funding decisions are underpinned by robust evidence of what works.



Read more:
www.homelessnessimpact.org

Our People

We are a participatory and learning organisation, where our people are valued and we demonstrate a commitment to listen, learn and always move forward.

Our Board

GHN's non-executive directors during 2017-18 were:

Convenor

Nigel Springs University of Glasgow

Vice Convenor

Patrick McKay Turning Point Scotland

Treasurer

Neil Morland Individual Member

Moira Bayne Housing Options Scotland

Sean Cussen Individual Member

Norman Fitzpatrick New Gorbals Housing Association

Prof Suzanne Fitzpatrick Individual Member

Hugh Hill Simon Community Scotland

Pauline Lunn YPeople

Patrick McGrath Southside Housing Association

Elodie Mignard Scottish Refugee Council

Peter Millar Aspire Housing & Personal Development Services

Rebecca Pringle Individual Member

Our Staff

Senior Team

Margaret-Ann Brünjes Chief Executive

Martin Gavin Head of External Relations

Janice Higgins Head of Corporate Services

Finance & Corporate Services

Alex Beaton Finance Manager

Aileen O'Halloran Administration & Resources

Lisa Sen Design & Information

Management Team

Claire Frew Policy & Impact Manager

Doug Gibson Business & Innovation Manager

Development Team

Peter Anderson Development Coordinator

Jim Barclay Development Coordinator

David Kidd Development Coordinator

Michelle Major Development Worker

Pauline McColgan Development Coordinator

Kelly McQuarrie Development Worker

David Ramsay Development Worker

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:

Abbie	Frank Ke	Lynne
Ann	Frank Kn	Lynnda
Annie	Florence	Mae
Alan	Gary	Marie
Allan	Gerry	Martin
Alexander	Gordon	Margaret
Alicia	Graeme	Megan H
Andy	Helen	Megan N
Bernard	Innocent	Michael
Brian	Irene	Maureen
Caitlin	Jackie S	Nuala
Carine	Jackie M	Pablo
Carly	James C	Pat
Caroline	James McL	Paul
Catherine	James McL	Paula
Charlotte	Jatinder	Rago
Claire	Jean	Raymond
Craig	John C	Richard
Darren	John F	Robert
David	John H	Rosaleen
David W	John M	Sadie
Davie	John Mc	Sam
Debi	Jordan	Samantha
Dee	Kieran	Sara
Demi	Kevin	Sarah
Derek	Kirsty	Sharon
Donna H	Kris	Shaun
Donna M	Latoya	Shelby
Doreen	Leanne	Steven
Douglas	Liz	Sue
Duncan	Lorna	Thomas
Edward	Lorraine	Tommy
Eric	Lynn	Traci

Our Thanks

During the year, many individuals and organisations assisted GHN to meet our objectives. We would like to make special mention of:

Humphrey Battcock, Grant Campbell, Graham Cantlay, Ann Carruthers, Pat Coltart, Sir Andrew Cubie, Alastair Davis, Nicola Dickie, Anna Evans, Dee Fraser, Marion Gibbs, Linda Hutchinson, Prof Sarah Johnsen, Joanne Karatzidis, Josh Littlejohn, Catriona MacKean, Susanne Millar, John Mills, Louise Montgomery, Graeme Reekie, Carolyn Sawers, Ishbel Smith, Jon Sparkes.



Our Members

GHN are proud to umbrella a diverse range of organisations in Scotland that 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.

Annual Accounts

2017-2018

Expenditure 2017-18

		597,010
Direct Charitable Expenditure	97%	578,269
Training and Consulting	2%	13,481
Other Administration	1%	5,260

Income 2017-18

	685,016
Big Lottery Fund	31% 213,898
Scottish Government	27% 182,256
Oak Foundation	11% 75,000
Glasgow City Council	5% 37,794
NHS and Glasgow City HSCP	4% 30,000
Comic Relief	3% 19,000
Crisis	2% 12,060
Other – including training & consulting	17% 115,008

Income 2017-18

