



# annual

2009-10



glasgow homelessness network

## report & accounts

proud to be:



INVESTORS  
IN PEOPLE



# message from the director:

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A favourite quote this year has been:

**“Spirit has fifty times the strength and staying power of brawn and muscle.”**  
(Mark Twain).

Like many third sector organisations in this complex financial period, GHN has experienced a year of challenges and obstacles - some expected and some unexpected... But while these challenges have been felt, the real contender has been the backdrop of the global economic downturn.

Homelessness is expected to feature as a ‘lagging indicator’ of recession in the medium to longer term, a recurring pattern from what was experienced following the 1980’s. The more immediate impact of recession on home ownership and private renting has the potential to rearrange the profile of homelessness in Glasgow.

To compound this, there is already an evidenced correlation between unemployment and homelessness in Glasgow. This, alongside the current UK welfare reform agenda, creates a double knock-on scenario of recession triggering both unemployment and homelessness.

With Glasgow experiencing difficult blockages in accommodation options available for people presenting to the local authority for homelessness assistance, GHN continues to receive

anecdotal evidence from members, service users and others on resulting increases in rough sleeping, skipping and hidden homelessness.

Identifying and evidencing these new and other emerging trends should rely on the ‘real-time’ expertise and observations of frontline services and people affected by homelessness. The importance of monitoring and reporting homelessness is important now, up to, and beyond 2012.

To support this, GHN’s online Case Management and Monitoring System went live on 01 October 2009 with 11 voluntary sector homelessness services participating. It provides our City with credible, independent and quantitative evidence on the factors which contribute to homelessness and measures which prevent and alleviate it. We will shortly begin routine data reporting, with academic guidance, to offer all local and city-wide partners this new intelligence.

GHN’s key charitable objective is to defend the needs, interests and aspirations of people affected by homelessness in Glasgow. The enormous and resilient **spirit** of staff and volunteers, GHN’s Board, our network and alliances, supporters and champions has been evident again over the last year. This is the **strength** and the **staying power!**

Many thanks,  
**Margaret-Ann Brünjes**

# about ghn:

GHN: a Scottish Charity and membership organisation



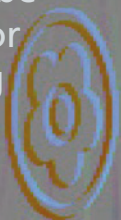
Our purpose is to work to end homelessness in Glasgow



We use a rigorous, evidence-based approach to assist all our partners



This year we were delighted to be nominated for a UK Housing Award



Glasgow Homelessness Network is a Scottish Charity, registered with the Office of the Scottish Charity Regulator, and a Company Limited by Guarantee SC112361.

We are a voluntary and membership organisation, with a Board of Directors elected annually by our members at our AGM.

The purpose of GHN is to work to end homelessness in Glasgow, while seeking to ensure that outcomes for people affected by it meet their needs and aspirations.

Three aspirational aims describe how we work:

- GHN directly involves & empowers people affected by homelessness to inform how it is prevented and alleviated in Glasgow.
- GHN ensures that the range of expertise and experience in the voluntary sector informs how homelessness is prevented & alleviated.

○ We offer the values of integrity, credibility and independence; and ensure our work practice is inclusive for all our stakeholders.

We believe that professional responses to homelessness require holistic planning and understanding of the following **themes**:

- Housing
- Opportunity
- Wellbeing

Applied across each **context**:

- Policy
- Practice
- Perception

In pursuing our vision, we use these **methods**:

- Service User Involvement
- Community Participation
- Research, Monitoring & Evaluation
- Training & Capacity Building
- Facilitating a Joint Stakeholder approach
- Testing innovation

GHN recognises that Scotland is considered to have very progressive housing and homelessness policy. However, our 'policy & planning' strand of work also recognises that there is sometimes discrepancy between policy intention and practical reality.

This strand of work also focuses on other related policy environments (e.g. welfare reform); working to identify and raise awareness on areas that have the potential to cause or exacerbate homelessness.

We continue to develop up to date knowledge on relevant policy, strategy and legislation, as well as consulting with and briefing our networks. During this year, we worked with our member organisations to design and submit responses to consultations including:

- Scottish Government: Housing (Scotland) Bill
- Scottish Government's consultation on the Protection of Tenants with Rent Arrears

- GHA Furniture Policy
- The Homeless Persons (Provision of Non-Permanent Accommodation) (Scotland) Regulations 2010


We also facilitated a range of joint efforts, which included:

- Developing the City's Prevention Action Plan to assist stakeholders who have a key role to play in preventing homelessness and early intervention.
- Designing and implementing an online, real-time monitoring system: an advanced case-management system for homelessness services, while offering a quantitative evidence base for local and city-wide planners, policy and decision makers.

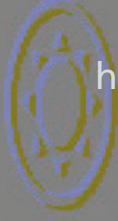
- Acting as a locality conduit for the University of York's Multiple Exclusion Homelessness Research. This is a broad research programme to understand the causes and consequences of multiple exclusion homelessness in the UK.




We evaluated performance requirements of Health & Homelessness Standards



And contributed to the review of Single Homelessness in the UK



We consulted with nearly 400 people experiencing homelessness...

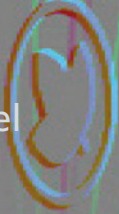


... to report their levels of satisfaction with homelessness services

The experiences of frontline providers are central to finding real solutions for homelessness



We also contributed to homelessness objectives at national and European level



We relaunched our Peer Mentoring Project as 'Navig8'



And we were represented at all local planning structures for homelessness



GHN values the skills and knowledge that service providers and frontline practitioners have. We also recognise that this set of experiences needs to form a key component of the City's strategy for homelessness.

During 2009-10, we facilitated a range of cross-sector and special interest groups:

- Employability
- Health & Homelessness
- Housing Policy
- Monitoring & Research
- Voluntary Sector Forum

And also contributed routinely through local planning structures of:

- Homelessness PIG
- Local Housing Strategy Stakeholder Group
- Vulnerable Household Forums
- Essential Connections Forums

During this year, our contribution at a national level included:

- Scottish Government's Homelessness and Substance Misuse Advisory Group

- Scottish Social Networks Research Advisory
- SFHA Advisory on Guidance for RSLs and Homelessness
- The Board of Scottish Council for Single Homeless

We were also invited to make a contribution at EU level, through our membership of a cross-member state homelessness and participation advisory group.

We prioritised Glasgow initiatives, including:

- The continued roll out of 4Front (Keys to Learn), offering local tenants an holistic and four partner approach to tenancy sustainment. We were delighted when this project was nominated for a UK Housing Award.

- A review of our Peer Mentoring programme with a re-launch as 'Navig8'. This initiative will now be led by 8 strong Mentors, each of whom can apply their own experience of homelessness in the City to assist others.

During this year, we reviewed our core skills and assets to identify how we could best achieve core charitable objectives and our sustainability in these complex financial times.

We worked hard to bring together inspirational leaders in the field of service user involvement - professionals and people who have used services - to develop a unique service with a single specialist subject.

And so, we launched:

### I.E.

Involving Expertise -  
Improving Effectiveness

People with experience of any form of exclusion or inequality hold an exclusive insight into their own experience - and into the policies, practices and perceptions that affect them.

I.E. offers assistance to busy professionals to capture this unique insight - while usefully dispelling myths and

inspiring professional confidence, ideas and expertise relating to service user involvement.

There often comes the need to raise awareness of homelessness, and one of GHN's main tools in dispelling myths and tackling prejudice lies in the connections we have to people affected by homelessness and the services they need.


This year also saw:

- Shared Solutions Workshops in every Glasgow community, bringing together all perspectives (service users; local planners and policy makers; frontline staff and local residents) as equal parties in the process of identifying solutions to key issues

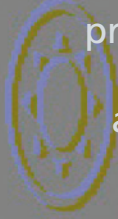
- Further advancing of SHIEN (Scottish Homelessness Involvement and Empowerment Network); a Scottish Government funded peer resource exchange promoting involvement of marginalised groups



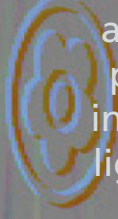
We continued to facilitate SHIEN: a national peer resource exchange



Unheard Voices drama group wrote and performed for new audiences



"The content material was progressive, full of new ideas and concepts"  
(I.E. Training)



"A total transformation achieved in my perceptions of involvement - a light went on."  
(I.E. Training)

GHN's Board of Directors are elected annually at our AGM, bringing a rich mix of housing and homelessness expertise.

The Board are committed to securing effective and enduring solutions for homelessness in Glasgow, and recognise the focal role that GHN has in achieving that. GHN's non-executive Directors are:

- |  |  |
|--|--|
| ○ Adrian Davies<br><b>CONVENOR</b><br>Individual                       | ○ Patrick McGrath<br><b>VICE CONVENOR</b><br>Southside Housing Association |
| ○ Eileen McDade<br><b>SECRETARY</b><br>Glasgow Simon Community         | ○ Roddy Mungal<br><b>TREASURER</b><br>YPeople                              |
| ○ Sean Cussen<br>Greater Easterhouse Alcohol Awareness Project (GEAAP) | ○ Dianne Gibney<br>Victim Support  |
| ○ Ian Irvine<br>Turning Point Scotland                                 | ○ Damian McGowan<br>Gowrie Care  |
| ○ Nicola McInulty<br>Individual  | ○ Patrick McKay<br><b>Blue Triangle Housing Association</b>                |
| ○ Nigel Sprigings<br>University of Glasgow                             | ○ Julie Richardson<br>Quarriers  |

GHN's staff team rigorously translate this vision into direct action; bringing spirit, dedication, energy and expertise to GHN's work. Grateful acknowledgement to all staff, including those who moved on this year. Special thanks to Margaret Taylor, with warmest wishes for the future.

### ○ management & support

Margaret-Ann Brünjes Director	Murray Mair Finance Manager
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### ○ development coordinators

Claire Frew  
Janice Higgins  
Martina Johnston-Gray  
Stephanie Plotnikoff  
Paul Turnbull

### ○ development workers

David Kidd  
Pauline McColgan  
John Niven  
Johanna Speirs

### ○ admin & resource worker

Aileen O'Halloran

### ○ volunteers & mentors

GHN's volunteers make an important contribution to our work, and we offer huge thanks for their continued time, expertise and loyalty. People with experience of homelessness hold a unique perspective and so some of our volunteering activity borrows from this (for example, Unheard Voices, Peer Research & Mentoring). Our Volunteers and Mentors are:

James	Kevin	Margaret
Sandra	Maureen	Ed
David	Robert	Andy
Tracy	Jim	Rhona

### ○ funders & supporters

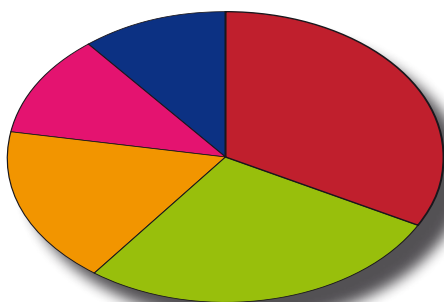
GHN is very pleased to acknowledge with thanks the funding and other support given during 2009-10 by:

Glasgow City Council  
NHS Greater Glasgow & Clyde  
Scottish Government  
The Big Lottery Fund  
Glasgow Housing Association

During the year, many individuals and organisations assisted GHN to meet our objectives. We would like to make special mention of Denise Horn, Barry Ayre, Archie Fairley, Jim Strang, Suzanne Fitzpatrick, our 4Front Partners, Bob Allan's Pals, the Social Enterprise Academy, Alcohol Focus Scotland, Common Purpose and staff from Clydesdale Bank.

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

### ○ income 2009-10



income: £ 492,053

- Glasgow City Council
- Big Lottery Fund
- Grants/Donations/Fees/Other
- Scottish Government
- NHS Greater Glasgow & Clyde

### ○ expenditure 2009-10

exp: £ 533,609

- Direct Charitable Expenditure
- Other administration expenditure



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Glasgow Homelessness Network is a registered charity and company limited by guarantee.  
Company registered in Scotland No SC112361.  
Registered Office: 1st Floor, Granite House,  
31 Stockwell Street, Glasgow G1 4RZ.  
Director: Margaret-Ann Brünjes