



# annual <sup>2008-09</sup> report & accounts



*proud to be:*



## message from the ceo:

A successful network is about those who shape it. This is true also of GHN. During this financially challenging year, we consolidated the importance of ensuring that we are shaped, refined and directed by the expressed experiences of those who are affected by homelessness in Glasgow.

We are clear that contractual and competitive concerns are not part of what we seek to represent; instead we use the significant expertise of service providers in working to understand and defend the needs, interests and aspirations of people affected by homelessness.

We have worked in Glasgow for many years to collate and represent the views of Service Users to inform and influence local policy and practice. We were delighted to have this work recognised by Scottish Government, and this year saw the launch of the Scottish Homelessness Involvement & Empowerment Network (SHIEN).

SHIEN offers GHN's tried and tested participation tools and techniques as a 'starting point' model, while sharing and exchanging existing knowledge and practices of 'SHIEN Networkers' across the country. This enables us to build from collective sets of expertise and learning - and use this to support innovation and improvement in the involvement of Service Users across Scotland.

During this year, we better harnessed the expertise of Service Users directly alongside the expertise of those who plan and provide services, and those who live or work locally.



Margaret Taylor  
Chief Executive

This offers Glasgow, at city wide and local level, an innovative and collaborative approach that brings together all stakeholders as equal parties in the process of identifying solutions to key homelessness issues. One Service User described this process as "a gift" from people who use services to those who plan and provide them. We end on a small selection of Service User views and memorable quotes that we collected and represented this year:

*"A staff member's attitude can make or break whether you survive out there or not."*

*"Not having a roof over your head is the least of your problems, it's the other issues that will break your ability to move on."*

*"Instead of letting people sort out their own affairs, they enhance their helplessness."*

*"I should have been told things sooner, that would have been better. Like I find out too late that I should have a caseworker."*

*"I'm disgusted by being stuck in a temporary furnished flat and not being supported in my own flat."*

*"I just want to help things to work out for other people who are experiencing the same problems I have."*

## about ghn:

GHN: a Scottish Charity and membership organisation

Our purpose is to work to end homelessness in Glasgow

This year we retained our Investors in People business improvement standard

And became the UK's first 'Investors in Volunteers' homelessness organisation

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 this, we use these key methods:

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

## ghn:

### Policy & Planning outcomes

GHN uses an evidence informed approach to achieve policy-related outcomes. We work to develop, progress and continuously improve our own knowledge on the contemporary policy context. Importantly, we facilitate, translate and disseminate knowledge across our networks.

During this year, we worked with our member organisations to design and submit responses to consultations including:

- Scottish Parliament Child Poverty Enquiry
- Taking Forward the Government's Economic Strategy (Scot Gov)
- Neighbour Relations Strategy (GHA)
- Changes to Section 32A regulations (Scot Gov)
- DWP Welfare Reform
- Third Party responses to Scottish Housing Regulator
- Strategy for Prevention & Alleviation of Homelessness in Glasgow (GCC)

We also facilitated joint stakeholder efforts that:

- Implemented the Crisis Response System, which is built on a quantitative and qualitative evidence base to support crisis interventions.
- Developed and promoted a best practice service model for increasing employability, taken forward by a consortium of homeless service providers for consideration under Glasgow Works Round 2 procurement process.
- Undertook a Service User Study on Homelessness Prevention, which identified low levels of expectations, acceptance of bad situations and a significant number of people claiming the sole responsibility for their homelessness occurring. Nearly 100 people affected by homelessness were interviewed.
- Researched and reported on Inequalities & Homelessness issues across Glasgow.

We collated opinion to respond to key consultations

A Study provided stark insight into levels of personal responsibility for homelessness

We evaluated national Health & Homelessness Standards on behalf of GG&C NHS Board

We consulted on and designed a Code of Practice on Evictions & Exclusions

We work to facilitate a joint stakeholder response to homelessness

We value and promote the expertise of homelessness practitioners

+ We contributed to national Homelessness Advisory Groups

And tested innovation with 3 pilot approaches to employability

## ghn:

### Practice & Partnership outcomes

GHN believes that it is effective, open and transparent partnerships that will really deliver for people affected by homelessness in the sustainable longer term. We value the expertise that practitioners have in identifying emerging homelessness trends and effective practices, and so we facilitate networking and information opportunities for this knowledge to be shared.

During 2008-09, we facilitated a range of cross-sector and special interest groups, which included:

- Employability
- Crisis Response
- 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 2008-09, GHN contributed to Scottish Government Advisory Groups, including:

- Homelessness Monitoring Group
- Homelessness & Substance Misuse
- Homelessness Prevention

We tested innovation through employability pilots, including:

- The launch and coordination of 4Front in North & West Glasgow. This offers local tenants an holistic and four partner approach to tenancy sustainment;
- A partnership with Connaught Construction that provided DIY & Decorating opportunity.

- 'Pathways to Construction,' which offered supported pathways into construction, alongside Scottish Enterprise Glasgow, Skills Development Scotland, Skill to Build, Equal Access Glasgow, the Construction Skills Partnership and Lodging House Mission.

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## Perception & Prejudice outcomes

This year, we worked in partnership with CHCPs on a Participation Model designed to represent the diversity of homelessness and the unique experiences of people affected by it in Glasgow.

The model culminates in a Shared Solutions Workshop, which is a collaborative approach bringing together all stakeholders (Service Users; local planners and policy makers; frontline staff; local residents) as equal parties in the process of identifying solutions to key issues.

The agenda for Shared Solutions is set by the participants living and working within the CHCP area, designed to make sure that all stakeholders can contribute equally to discussions and priority setting.

This serves to provide a contemporary analysis of Service User views and perspectives on the relevant local planning, provision and decision making that affects them.

With this community based work often comes the need to raise awareness of homelessness. 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 saw, for example:

- Unheard Voices drama group developing short, thematic pieces with a view to raising awareness across a wider range of audiences.

- The launch of the Scottish Homelessness Involvement & Empowerment Network (SHIEN), a peer resource exchange for the involvement of marginalised groups.

- Peer Mentoring, which provides accredited training for people with previous experience of homelessness to mentor others currently affected. This project was set up in partnership with Bob Allan's Pals (BAPs) to commemorate the late Chief Executive of GHA.

GHN's Peer Researchers reported on the impacts of staff attitudes on experiences

Our new cycle of training modules introduced: 'A Rough Guide to Homelessness in Glasgow.'

"Very well balanced and professional training"

"... trainers very knowledgeable and passionate about subject matter"

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## The People

GHN's Board of Directors are elected annually at the AGM and bring together a range of business expertise, as well as representing our wider homelessness networks.

All are committed to the sustainable prevention and alleviation of homelessness in Glasgow and support the pivotal role that GHN has within this:

- Adrian Davies **CONVENOR**
- Roddy Mungall **TREASURER YMCA**
- Patrick McGrath **Southside HA**
- Ian Irvine **Turning Point Scotland**
- Damian McGowan **Gowrie Care**
- Julie Richardson **Quarriers**
- Hazel Baxter **VICE CONVENOR**
- Eileen McDade **SECRETARY Glasgow Simon Community**
- Dianne Gibney **Victim Support**
- Patrick McKay **Blue Triangle HA**
- Janet Deans **Salvation Army**

GHN's staff team are committed to the vision and purpose of the organisation and bring expertise, knowledge and energy to GHN's work. Special thanks go to those who moved on this year.

Our current staff team are:

- Margaret Taylor **Chief Executive**
- Murray Mair **Finance Officer**
- Margaret-Ann Brunjes **Planning & Development Manager**
- Janice Higgins **Office Manager**

- development coordinators**

Claire Frew  
Martina Johnston-Gray  
Stephanie Plotnikoff  
Paul Turnbull

- development workers**

Lesley Bon  
Pauline McColgan  
Laura Rolinson  
Johanna Speirs

- admin & resource worker**

Aileen O'Halloran

- volunteers & mentors**

GHN's volunteers bring diverse expertise in a wide range of fields. The advice, involvement and guidance they give GHN is invaluable.

We recognise the unique contribution that people with experience of homelessness bring to our volunteering programme, and so some of our volunteering activity benefits from this specific experience (for example, Unheard Voices, Peer Research and Peer Mentoring).

GHN's Volunteers and Mentors are:

- |             |        |         |
|-------------|--------|---------|
| James       | Kevin  | Charlie |
| Kris        | Kieran | Derek   |
| Margaret    | Paula  | Sandra  |
| Maureen     | Ed     | David R |
| David G     | Bob    | Jay     |
| Robert      | Andy   | Helen   |
| Selena      | Karen  | John    |
| Tracy       | Jim    | Rhona   |
| Kelvin      | Sharon | Stephen |
| Christopher | David  |         |

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## financial information

### ○ funders & supporters

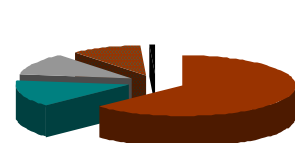
GHN is very pleased to acknowledge with thanks the funding and other support given during 2008-09 by:

Glasgow City Council  
NHS Greater Glasgow & Clyde  
Scottish Government  
The Big Lottery Fund  
Glasgow Housing Association  
Glasgow Community Planning  
Scottish University for Industry  
European Social Fund: Equal

During the year, many individuals and organisations assisted GHN to meet our objectives. We would like to make special mention of Anne Harrow, Elizabeth Holden, Nigel Springs, Archie Fairley, Denise Horn, Suzanne Fitzpatrick, Linda Boyce, Helen Cuinn, David Simpson, SWAMP, Connaught Construction, Queens Cross Housing Association, our 4Front Partners, Bob Allan's Pals, The Gallery Partnership, Glasgow Mentoring Network and the Social Enterprise Academy.

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

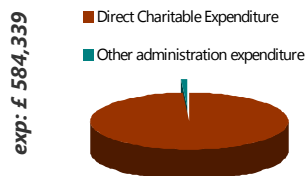
### ○ income 2008-09



**income: £ 637,957**

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

### ○ expenditure 2008-09



**exp: £ 584,339**

- 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.  
Chief Executive: Margaret Taylor.