



Annual Report & accounts | 2011-2012





2012 is the landmark year that holds the interest of key housing and social commentators – locally, nationally and internationally. We are a small western European country who, 10 years ago, legislated to give everyone the right to a home.

With recent attempts in other parts of Europe to criminalise homeless *people*, we're reminded again of how progressive Scottish housing policy has been in legislating *against* homelessness – preventing it where possible, or actively tackling it with a 3-fold response of housing rights, options and support.

It's been interesting to reflect on the massive change and improvement programme that has been undertaken in Glasgow as we all worked toward 2012. This year, we captured this learning in our newly published (and creatively titled...) '*10 year Audit of Homelessness in Glasgow*'. This cataloguing of relevant data and cross-sector perspectives offers Glasgow a benchmark to inform our responses to housing crisis, housing need and homelessness over the next phase.

Specifically, we draw attention to this landmark year - and the decade leading up to it - because we suspect that the next phase probably *doesn't* bring with it the international and national recognition, the resources or the *momentum* that a national target brings. The next phase, across Scotland, will be about maximising housing options for people in housing need and minimising the potential for any discrepancy between the intentions of the 2012 commitment and how it is achieved at a local level.

This will be framed by the development of the Scottish Social Housing Charter and the new regulatory framework for housing and homelessness services. This has significantly reshaped how service performance is measured, with a move toward self-assessment against broad indicators.

The idea that '*quality means doing it right when no one is looking*' seems especially timely and relevant at this stage in Glasgow's housing and homelessness story. We know from our links to people living and working with homelessness that quality *matters* - quality of housing, services, places, information, opportunities, expectations...

And so - 'quality' was the theme of our annual conference, with consensus supporting a cross sector definition of service quality for homeless services in Glasgow. That the process to define service quality is bottom-up and takes account of different cultures and approaches between sectors - and too the power imbalances between services and service users. And that an exercise to strategically define quality is focused solely on improving standards, and therefore outcomes, for people experiencing homelessness.

We will progress this programme of work over the next phase in partnership with the network of accommodation, support, advice and advocacy service providers who continue to enable both the City's plans for homelessness and people's personal transition and resettlement from it.

about *ghn*:

GHN: a Scottish Charity and membership organisation

Striving to end homelessness in Glasgow...

...and improve options for people in housing crisis

We work with and for people affected by homelessness and the services they need

Glasgow Homelessness Network ('GHN') is a Scottish Charity (SC003453) registered with the Office of the Scottish Charity Regulator, and a Company Limited by Guarantee (SC112361).

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

We offer our partners the values of quality, equality and integrity.

We strive to end homelessness in Glasgow and improve options for people in housing crisis.

Working with and for people affected by homelessness, we connect the knowledge and expertise of all our partners to assist policy, practice and perceptions on homelessness in Glasgow.

In doing so, we recognise that homelessness is diverse, complex and needs consideration of:

- Housing
- Opportunity
- Wellbeing

GHN has maintained a long-term perspective of homelessness that is neither insular or single issue based, so that we remain true to our purpose despite the changing circumstances.

This year, we were proud to retain the Investors In People (IIP) and Investing in Volunteering (IIV) business improvement standards.

What does success look like?

Policy & Planning

An integrated policy environment which prevents homelessness, never creates or exacerbates it and guides effective responses where it has not been averted.

Practice & Partnership

An integrated provision and transition of support characterised by innovation, service quality and early mainstream intervention.

Perception & Prejudice

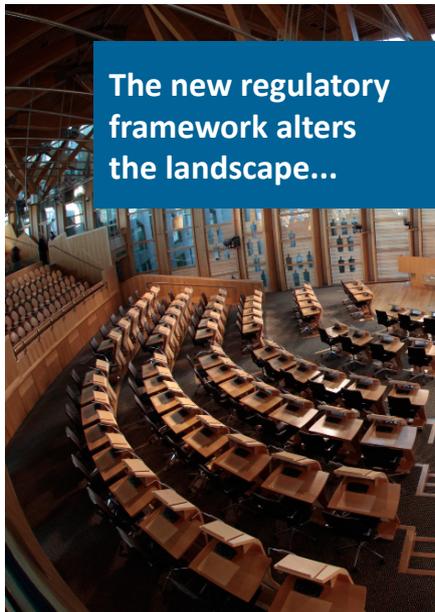
Where people living, working and using services in Glasgow understand homelessness and have opportunities to share ownership of its prevention and alleviation.

Evidence & Information

The availability of accurate and connected information that describes, informs and progresses the prevention and alleviation of homelessness.

Organisational Development & Improvement

We are a participatory and learning organisation where our people build on success, manage risk and demonstrate confidence, motivation and a commitment to improvement.



Three inter-related themes have been central to GHN's 'policy & planning' outcome this year:

- Piloting of the new Housing Options approach has enabled new opportunities for stakeholders to work together in a different way, putting housing firmly back at the centre of the homelessness issue.
- The development of the Scottish Social Housing Charter and the new regulatory framework for housing and homelessness services will significantly alter the landscape in terms of how we measure service performance. This is increasingly important as housing options becomes more established. We developed relationships with the Scottish Housing Regulator to assist how the new regulatory framework is implemented in Glasgow.

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- Finally, the Welfare Reform agenda is expected to impact significantly on the development of Housing Options and wider work to prevent and alleviate homelessness. While we have supported national campaigns on welfare reform, our key successes over the year have been in keeping our member organisations up-to-date with the changes and how they might impact on people using their services.

We continue to keep up to date our knowledge on relevant public policy, consulting with and briefing our networks. During this year, we worked with our member organisations to prepare responses to consultations that included:

- Scottish Parliament 2012 Inquiry: the Infrastructure and Capital Investment Committee of the Scottish Parliament conducted an Inquiry into the 2012 homelessness target.
- Scottish Government Housing Support Consultation: on the new legal requirement on local authorities to assess the support needs of homeless households.
- Scottish Housing Regulator: Third Party response to key issues following the initial inspection report in 2009. A service user consultation was integrated in conjunction with the Regulator and our member organisations.

We facilitated and published a '10 Year Audit of Homelessness in Glasgow'

We supported the development of Housing Options in Glasgow and the West of Scotland...

and designed a Scottish training programme for staff using a housing options approach

We continued to facilitate evaluation of local health and homelessness plans, on behalf of the Health Board

Concept testing our peer mentoring model with recovery services...

while further developing our Keys to Learn programme with new partners

We contributed through local planning and practice forums...

and facilitated a range of thematic and special interest groups to harness the expertise of our partners

GHN values the skills and knowledge that service providers and frontline practitioners hold. Our role includes to invite the sharing of that expertise to inform and shape new approaches.

This year, we facilitated a range of voluntary, cross-sector and special interest groups, including:

- Homelessness Mandate
- Health & Homelessness
- Employability
- Monitoring & Research
- Voluntary Sector Forum
- Welfare Reform
- Shared Solutions

We also contributed through the local planning structures of the:

- Homelessness PIG
- Housing Options Board
- Local Housing Strategy Stakeholder Group
- Vulnerable Households Essential Connections
- Third Sector Interface: Executive Committee

During this year, our peer mentors have continued to support participants to navigate their own route out of homelessness. 'Navig8' continues to exceed funder targets for supporting participants and recruiting and maintaining mentors.

Service user led, our peer mentoring model has garnered interest from the local Alcohol and Drug Partnership, as well as key recovery groups and organisations.

The ADP have resourced GHN to concept-test whether a 'Navig8 Recovery' project for the City is feasible and desirable.

During this year, we were delighted to receive another 4 years investment from the Big Lottery Fund, who continue to support our innovative 4 partner approach to tenancy sustainment. '4-Front Learning (Keys to Learn)' is a partnership between NG Homes, Anniesland College and Glasgow Regeneration Agency. It supports individuals affected by homelessness through a programme of learning opportunities in their local area. This develops life skills such as basic DIY, budgeting, cookery and support to sustain their tenancy.

The particular success of the Keys to Learn course hosted by GAMH Scotia can be attributed to the support available from workers on site and in the community. This model of wraparound support has shown greater retention and course completion rates.

At least 300 people will be supported by Keys to Learn over the next 4 years.



ghn | perception and prejudice

During this year, GHN's 'perception and prejudice' outcome has brought a number of challenges and successes.

SHIEN (the Scottish Homelessness Involvement and Empowerment Network) has realigned to better respond to Scottish Government priorities. This has enabled a wide range of service users and professionals to be meaningfully involved in influencing national policy developments on the themes of supported accommodation and Housing Options.

An innovative and effective model of training and participation was delivered in partnership with Glasgow South CHP this year and involved cross-sector stakeholders. Partnership working through the local forums was established from the outset right through to final report and feedback.

In a challenging and constrained climate, there remains a great deal of energy and enthusiasm for service user involvement - from decision makers, practitioners and service users. We believe this indicates a strong foundation is in place in Glasgow to build upon as we strive toward more empowered individuals and communities who share ownership in preventing, alleviating and understanding homelessness.

We work toward this because we believe that everyone benefits when people who use services are recognised as citizens with rights; consumers with choices and assets with a unique insight into the

practices, policies and perceptions that affect them. Our particular interest and expertise is in the involvement of people affected by exclusion and inequality - and in assisting partners to ensure that this insight is at the heart of the social and economic change they are striving for.

During this year, we continued to make available training and consultancy services through our I.E (Involving Expertise) venture, and have been commissioned by a wide range of partners across the public and voluntary sectors.

Unheard Voices drama group have been writing and performing for new audiences, including the Scottish Government.



Unheard Voices: a cast-led drama group supported by GHN

© Tony Murray 2012

We facilitated consultation with people using homeless services across Scotland...

on key national policy priorities, including supported accommodation and housing options

We use the term 'involvement' to encompass a wide range of participatory methods and concepts...

including co-production, participation, empowerment, community resilience and confidence

ghn | our people

GHN's Board of Directors are elected annually at our AGM, and bring to GHN a broad and relevant range of skills, alongside a shared passion and energy for the issue of homelessness and housing crisis.

GHN's non-executive Directors during 2011-12 are:

Patrick McGrath

CONVENER

Southside Housing Association

Nigel Springs

VICE CONVENER

University of Glasgow

Eileen McDade

SECRETARY

Individual Member

Damian McGowan

TREASURER

Gowrie Care

Sean Cussen

Greater Easterhouse Alcohol Awareness

Colette McGinty

Shelter Scotland

Suzanne Fitzpatrick

Individual Member

Margaret Taylor

Individual Member

Ian Irvine

Turning Point Scotland

Patrick McKay

Blue Triangle HA

Sandy Farquharson

The Marie Trust

Norman Fitzpatrick

New Gorbals Housing Association

Membership Organisations

GHN is proud to umbrella more than 70 diverse organisations who share our vision for an ending of homelessness in Glasgow. We offer our continued thanks for their support, advice and guidance.

And our staff and volunteers have ensured that GHN has remained relevant and sustainable in challenging times. We recognise their talent, commitment and ability to keep generating fresh ideas, while remaining focused on the big issues.

Leadership & Support

Director

Margaret-Ann Brünjes

Finance Manager

Murray Mair

Development Co-ordinators

Claire Frew

Janice Higgins

Martina Johnston-Gray

Pauline McColgan (*job share*)

Stephanie Plotnikoff

Paul Turnbull

Development Workers

David Kidd

Pauline McColgan

John Niven

Johanna Speirs

Information & Resources

Aileen O'Halloran

Matthew Morbey

Lisa Sen

Sean Pearson (*Student Placement*)

Our Volunteers

GHN's volunteers make an important contribution to our work; our warmest appreciation and 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 expertise (for example, Unheard Voices, Peer Research & Mentoring). This year, our volunteers and mentors are:

Andy

Geri

Rhona

Billy

James

Robert

Craig

John

Sarah

David

Kevin

Sheree

Debbie

Margaret

Shona

Ed

Maureen

Steven

Sonny

Thank you!

ghn | financial information

Funders & Supporters

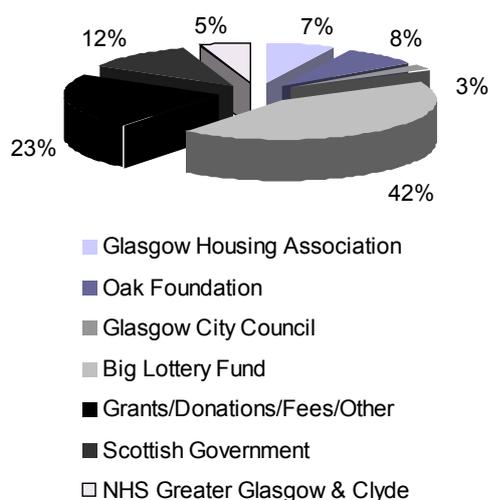
We acknowledge with thanks the funding and other support given during 2011-12 by:

The Big Lottery Fund
Oak Foundation
Scottish Government
Glasgow Housing Association
Glasgow Social Economy Development Fund
NHS Greater Glasgow & Clyde
Glasgow Regeneration Agency
Glasgow City Council

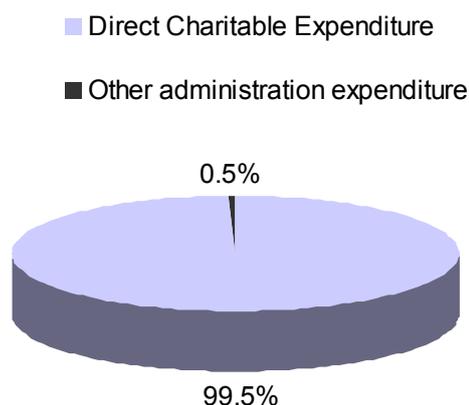
During the year, many individuals and organisations assisted GHN to meet our objectives. We would like to make special mention of Louise Montgomery, Alan Davidson, Stevie Lydon, Marion Gibbs, Paul Anderson, Gillian Gray, Jim Strang, Susanne Millar, Robert Hinds, Kirstin McLean, Catherine Wilkie, June Weston, Donna Milton, Alan Benson, our 4Front Partners (NG Homes; Anniesland College; Glasgow Regeneration Agency), Kinharvie Institute, Bob Allan's Pals and our Mandate Steering Group.

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

Income 2011-12



Expenditure 2011-12



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