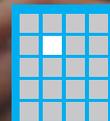


Who we are, where we're going... 2016-2020

Showing compassion to vulnerable people and fighting against poverty and disadvantage in Glasgow since 1826.





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***To Night Shift staff,
thank you for all of
the help, support and keeping me
safe. God bless, David”.***

Night shelter guest

Who we are

In 1826, a Glaswegian with the social and spiritual concern for his fellow citizens started Glasgow City Mission to respond to the needs of its people. It was to be the world’s first city mission.

Nearly 200 years later, this passion for making a practical difference for the poor and marginalised, championing their cause, offering unconditional acceptance and a hope for the future, still drives Glasgow City Mission.

We are a Scottish charity working with people that are vulnerable and disadvantaged, people that are often leading chaotic or difficult lives. We want to help them to break free from their oppressive situations and currently focus on two distinctive areas where we see an acute need and opportunity for change:

- > Immediate response to the needs of homeless and marginalised adults in the city centre of Glasgow
- > Preventative work with children and families in disadvantaged communities in Glasgow, strengthening relationships, building resilience and life skills

We do this as a group of Christians who are passionate about the people that look to us for help. We want to treat every person as unique and valuable, addressing why they are in their situation and how we can help them move forward. We want to share a message of hope and aim to have compassion for these individuals.

Our statement of faith

We are Christians who unconditionally value the people we serve. We believe in the living God who loves us and transforms lives. Because of this, we are inspired to share our faith, have compassion and seek justice for people in need. We are Bible based, Jesus centred, Spirit led and dependent on God and the power of prayer.

Our ethos

The ethos of Glasgow City Mission is the motivation for all our work – it is the reason why we do what we do.

It is to work together to extend Jesus’ model of the Kingdom of God on earth by living out a lifestyle of love, truth, justice, mercy and forgiveness, according to his teaching. We are inspired by the message, life and example of Jesus through which God’s unconditional love for all people is expressed. While this ethos is given life through our relationships, the way we work together and behave with one another, both demonstrate and authenticate our beliefs.

This is all rooted in our faith in Jesus Christ and in his love, which compels us to serve others, putting their needs first. When we work together it is this faith which directs and influences our internal relationships as well as our work with those who Glasgow City Mission is seeking to serve. In this way we operate on the understanding that our activities are simply an expression of our faith; that our “doing” derives directly from our “being”. There is an essential and indissoluble link between the inner and the outer, the private life and the public face of Glasgow City Mission. The link between who we are and what we do cannot be broken.



**“We want to see our city
and its people flourish”**

Our vision for the future

We want to see our city and its people flourish, where people are accepted and can experience real change in their lives. We'll realise this vision by passionately providing:

- > **Unconditional acceptance** – offering care to those that society may reject.
- > **Practical care** – meeting basic practical needs such as food and shelter.
- > **Second chances** – offering a place of safety, refuge, acceptance and stability, where people feel loved and valued no matter their background.
- > **Relationships** – building caring relationships: giving individuals hope, encouraging change, helping people to get back on their feet and giving them confidence in themselves.
- > **Support for an individual** – offering individual support through a personal programme which will develop life skills and encourage hope and ambition for personal change.
- > **Life changing opportunities** – sharing the transforming power of Jesus.
- > **Resources to grow young minds** – developing and educating children in Govan.
- > **A future focus** – reviewing the needs of the city of Glasgow and ensuring we continue to meet the needs of the marginalised of our city.
- > **Sustainable services** – securing funding from a wide mix of donors including individuals, charitable trusts, businesses and churches.

Our values that shape and motivate us

Our values give direction to the way staff and volunteers undertake the work we do at Glasgow City Mission.

- > **Practical Christian Faith** – showing non-judgmental compassion, serving those in need; having concern for people; seeing them as precious, unique and full of potential; being a good role model.
- > **Unconditional acceptance** – offering unconditional love, and acting as a replacement family for our clients.
- > **Bringing out the best in people** – discovering and cultivating talent that helps people to develop.
- > **Pioneering and innovative** – in developing practical solutions, listening to the needs of the people that use our services, being led by God's spirit, trying new things and being prepared to change and adapt.
- > **Professional** – this will include: working as a team, being good stewards of resources, and striving to meet and exceed standards.

Our services

> City Centre Project

Our City Centre Project is hosted within a purpose built facility which supports over 250 men and women each day through the working week. Evenings are an opportunity to provide basic needs where a hot meal is served to all, and relationships are established and nurtured. During the day the centre is open to provide opportunities to help people move forward by tackling some of the root causes of homelessness and poverty. The service provides a range of opportunities from art classes, cooking classes, shower facilities, gym, music studio and internationals work, to further education and jobs clubs.

Over the past few years we have seen significant growth in those accessing our services, particularly from those seeking asylum in the UK.

We are passionate about the effectiveness and benefits of working one to one with the people that need our help. We have sought where appropriate to increase our people facing project team to meet the growing needs of the city and to see real change in people's lives.

> Child & Family Centre

Our Child and Family Centre is located in Linthouse Govan, an area once infamous for deprivation and unemployment. Our project provides a number of services to the local community, from nursery provision and parenting support classes to counselling and confidence-building activities.

With the addition of a new adult project worker in 2015 we've seen an increase in opportunities to engage with families and provide support in a variety of different ways. Many of these families are only just coping and it often only takes one additional pressure for the family to move into chaos and crisis.

This preventative piece of work is scheduled to grow dramatically as part of our five year plan (2016-2020). We are passionate that prevention is better than cure, and by investing in safe guarding and supporting families, helping children and parents alike grow to become confident and 'life equipped' we are reducing the likelihood of them needing our services in the city centre.

> Glasgow Winter Night Shelter

The Glasgow Winter Night Shelter is an emergency shelter for people who have no alternative but to sleep rough in the city.

Each year over the winter months we lead a partnership of more than a dozen charities and service providers in delivering this much needed service in the heart of the city.

We have two simple objectives:

- 1) Provide emergency accommodation
- 2) Source permanent solutions for our guests.

Whilst we remain motivated towards permanent, appropriate accommodation for everyone, we feel driven to provide the shelter while there is a need. Sadly each year we see an increase in its use and while only a temporary solution it is often quite literally a life saver for many.

Future Developments

“ *Want to take time to thank Glasgow City Mission for everything they have done for me this year, giving me the opportunity to help out at clubs and going on courses that have changed me for the better and made me become a better parent and person. I really would be lost every day if it weren't for the events going on!! You truly are amazing people.”*

Emma, Child & Family Centre mum.

Glasgow City Mission is always examining ways in which it can better serve those caught up in poverty. Glasgow faces a number of unique challenges but we feel we are in a similarly unique position to meet some of these challenges. With our access to a large volunteer base and in the manner in which we are independently funded we have a flexibility to mobilise and empower new initiatives.

Over the life of this five year plan, we will:

- > grow our Child & Family Centre to strengthen more vulnerable families and give more children in our city the best start possible.
- > launch a feasibility study into providing supported accommodation
- > make the case for issue-based advocacy to speak up for our clients facing difficulties
- > grow our services and partnerships to extend the reach and effectiveness of our work
- > ensure we have the right ratio of staff 'one to one' engagement to see real change in our clients' lives
- > ensure our staff and volunteers are well trained and supported to deliver high standards of care.

How we are working to achieve our vision

> Working to help break the cycle of the underlying problems of poverty, exclusion & deprivation.

Providing nursery education in the Child and Family Centre in Govan which is one of Glasgow's most impoverished areas.

Providing parenting classes to develop family skills, which includes helping renew links between parents and children.

Delivering confidence building initiatives, inspiring individuals self-esteem, hosting further education.

Providing discipleship and pastoral care for service users, staff and volunteers.

Nurturing positive relationships and life skills to build in resilience and coping strategies for life's hurdles.

> Provide a positive environment where excluded and vulnerable people can grow and move forward.

Operating all our services as places where people can find unconditional acceptance, and caring support.

Providing a structure to chaotic lives.

Developing a staff and volunteer team that builds trust among people who use our services.

Developing a clear and welcoming approach shaped around the specific needs of distinct people groups.

> Meeting practical, emotional and spiritual needs.

Meeting each person's presenting and immediate needs of food, warmth and friendship.

Encourage a targeted programme for each individual that will cultivate talent, enable them to grow and develop, by providing a daytime programme of activity including music, employment advice, life skills, counselling service and prayer.

Working with partners who can provide additional support e.g. housing, rehabilitation, addiction support and education.

Offering spiritual support through prayer, evangelism, bible study, counselling, literature, testimony, storytelling, and church family support.

> Expressing our Christian Faith.

Delivering a service open to all where individuals are accepted for who they are.

Providing spiritual support for broken people.

Providing opportunities for people to explore the Christian faith should they wish to.

Speaking up for and supporting the voice of people who are in caught up in poverty.

Taking public opportunities to speak about the attitude of God to those whom society rejects, raising awareness of issues of poverty in Glasgow.

> Deliver our services in an innovative, professional and accountable manner.

Maintaining well qualified and supported staff and volunteers and having clear codes of professional practice.

Maintaining appropriate professional standards to ensure high quality of work and credibility.

Developing an innovative communications and media engagement plan to: raise awareness of the charity, attract volunteers and increase financial and in-kind support.

Developing skills amongst our staff and volunteers.

> Provide a strong sustainable financial platform for services.

Glasgow City Mission is almost wholly independently funded by: individuals, charitable trusts, churches, schools and local businesses.



Our people

Glasgow City Mission staff and volunteers are passionate about meeting the needs of the individuals and families that we serve. We have a team of trained and experienced people that see their role as more than just a job.

They are supported by over 200 regular volunteers who use their skills and gifts to compassionately serve the people of our city. We could not do what we do without them.

Glasgow City Mission is governed by a board of directors with a wealth of skills and experience. The charity is managed on a day-to-day basis by a management team led by the Chief Executive who reports to the directors. Trained staff and volunteers work closely with those who use our services.



Who we are partnering with

Glasgow City Mission is more effective when we work with a wide range of partners. Forging these strong relationships is essential to allow us to fully support people in need.

Partners include a variety of homelessness service providers and charities, businesses, colleges, churches, schools, charitable trusts and individual donors.

Glasgow City Mission is the lead agency in the Glasgow Winter Night Shelter which is a significant example of positive collaboration between a number of organisations. This includes Glasgow City Council, Simon Community Scotland, The Marie Trust, NHS Scotland, Community Safety Glasgow, Police Scotland, Shelter Scotland, Turning Point Scotland, Lodging House Mission, Glasgow Homelessness Network, Govan Law Centre and a number of housing associations.

Glasgow City Mission is also a founding partner of the City Ambition Network, an innovative network and partnership working collaboratively to seek better outcomes for people experiencing Multiple Exclusion Homelessness and Complex Needs.



Glasgow City Mission are increasingly pivotal in how Glasgow responds to homelessness. We especially value their unique combination of strengths - as popular service providers, pragmatic problem solvers but also partners in tackling the big questions and long term solutions. We look forward to working with you over the next phase.”

Margaret-Ann Brunjes, Director,
Glasgow Homelessness Network

Find out more

For more information, or to arrange a visit to our projects, contact us on **0141 221 2630** or see **www.glasgowcitymission.com**.

Thank you.



Registered charity SC001499. Registered office: 20 Crimea Street, Glasgow, G2 8PW.

“

The City Mission helped me when I had nowhere else to turn. I had never met people who wanted to help me for no benefit of their own. The staff and volunteers are truly amazing people. My life is in a good place now and I wouldn't have got here without Glasgow City Mission. Thanks guys.

Graham, City Centre project.