

How your support is transforming lives.

# Moving Forward



## **A place to call home**

The night shelter is saving lives, working in partnership and helping people into accommodation.

## **Changing direction**

Kathleen is working hard to overcome the obstacles she has faced and enjoy a fresh start.

## **Supporting families**

We're running a morning Parent and Toddler group thanks to a local church.

# It all counts

**Our introduction to this issue of Connect comes from Shaw Anderson, Chair of our Board. Our previous Chief Executive, Grant Campbell, continues to tackle homelessness in his new role, and we are in the process of recruiting for a new Chief Executive.**

It's always easier to look back and reflect on where we've been than to look forward. We can have ambitions and plans, but ultimately we don't really know what the journey ahead will be. Six years ago Grant Campbell arrived at Glasgow City Mission as our new Chief Executive. Whilst excited and confident in his appointment, none of us could know the extent to which Glasgow City Mission would develop and grow under his leadership.

Very early on we felt challenged by God to build more significant relationships with the people we were working with, so we launched our Going Deeper strategy. Since that time we've been increasing our staff team to allow more one-to-one work with our guests. We've witnessed the value of building strong relationships and how we can share the fullness of the love of God and our hope in Christ with those we work with.

Sometimes the simplest of actions can be incredibly profound. Too often we emphasise what we think are the acts of greatest significance and we measure success by what we can see. We don't always know the power of a smile, some small talk, or a cup of tea.

When writing to the Corinthian church the apostle Paul wrote, "So, my dear brothers and sisters, be strong and immovable. Always work enthusiastically for the Lord, for you know that nothing you do for the Lord is ever useless." (1 Corinthians 15:58 NLT). It's exciting and freeing to know that God takes all of our actions and uses them for His glory and His Kingdom – it all counts.

While we say a heartfelt thanks to Grant for his time at Glasgow City Mission, we also look forward to the next chapter with ambition to serve and a determination to see lives changed. We will continue to be bold – recognising the significance of both the grand gesture and the simple cup of tea.

**Shaw Anderson**  
Chair of the Board

**“ While we say a heartfelt thanks to Grant for his time at Glasgow City Mission, we also look forward to the next chapter with ambition to serve and a determination to see lives changed.”**



# Celebrating every step

"I see it as after-school clubs for people that ditched school," says Clare, our Urban Coordinator. "Some activities are obviously beneficial like employability support or fitness. Others are just fun and let you tap into a different part of yourself – like pottery classes and DJ workshops."

Urban is our 'moving on' space for those who have passed a crisis point in their lives, for example they have found accommodation after being homeless or are tackling their addictions. Many of our guests have gone through life with little or no encouragement, low self-esteem and a belief that they can't achieve anything. A regular programme of activities which run in three-month blocks give our guests the opportunity to try new things, and to discover what they enjoy and what their skills are.

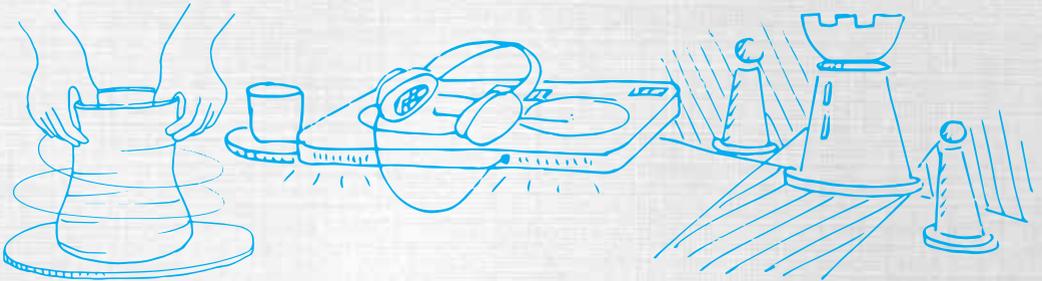
When people join Urban, they discuss with a staff member what they want to get out of it and what activities they will take part in. This is reviewed every three months, and if they've achieved their goals – new ones can be set. This helps our guests to think about the future and look beyond their immediate situations. It also highlights when people aren't getting

involved and gives staff the chance to discuss with them what's holding them back and how we can better support them.

Clare says, "It's a moving on space – but what does moving on look like? It's brilliant when people get employment, or into college. But others are depressed and isolated and a long way from entering paid work. For them, moving on might be getting here at 11am rather than at 2pm because they are dealing with their depression and can get out of bed a little earlier. Some take baby steps, others take Jonathan Edwards style leaps. We celebrate every step."

## Get involved

If you've got spare time through the week and have a skill you'd like to share with our guests – get in touch! We'd love to hear from you. Please phone the office on 0141 221 2630 or email [info@glasgowcitymission.com](mailto:info@glasgowcitymission.com).



# A place to call home

**Each night through the coldest winter months, the Glasgow Winter Night Shelter provides a safe place to sleep for up to 40 of some of the most vulnerable and chaotic men and women in Glasgow. It's basic, but each year it saves lives and helps people move into more stable accommodation.**

Gordon\* came to us in a bad way and the night shelter staff suspected that he had taken drugs before entering the night shelter. Lorna, the Night Shelter Manager, said to him, "I want you to keep breathing through the night. I want you to be alive in the morning." Staff checked him every 10 minutes through the night. He was sick in his sleep and staff were able to put him into the recovery position so he didn't choke. If he had been sleeping on the street, he could have choked and died.

## Partnership working

Staff and partner agencies work hard to help the night shelter guests get into suitable accommodation. The Council's homelessness casework team are at the night shelter five evenings a week. They know what is on offer and what would be the best fit for our guests, for example accommodation with additional support or a focus on dealing with addictions.

Callum\* had been sleeping rough before coming to the night shelter. One of the staff sat down with him and asked, "When was the last time you felt safe?" He told her about supported accommodation he had previously stayed in. The Council's casework team were able to get him a bed with the same provider. An hour later Callum was in a taxi on his way to his new home!

Helping people move from rough sleeping into more appropriate accommodation can be a long process. Lorna says, "One man who sleeps rough has come into the night shelter a few times to see the nurse and get clean clothes. We are slowly building up trust with him. We would love to be able to do more for him, but it needs to be his choice when he is



> Spending time with the guests before 'lights out' gives staff the opportunity to get to know the guests and their needs.

ready." Nurses are on hand in the mornings to chat to guests and can encourage them to go to the NHS homelessness services at Hunter Street if they need treatment.

This partnership is working. The graphs, right, highlight that we have had more people staying in the night shelter than the same period last year, but for 40 per cent fewer bed nights (Dec – Feb 18/19 compared to Dec – Feb 17/18). This is because more people are getting accommodated, with 245 being accommodated already this season.

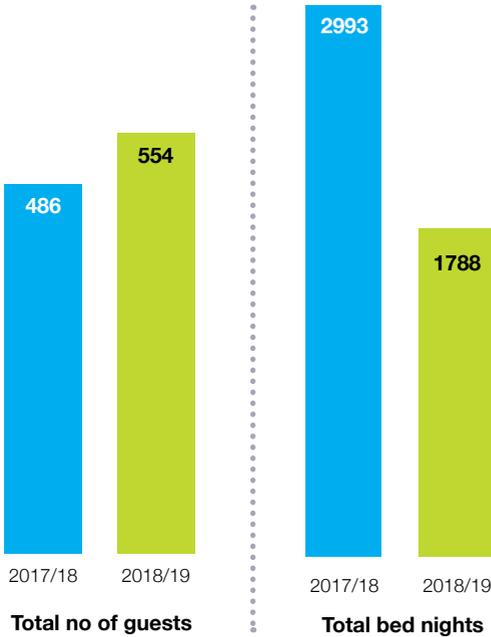
## Progress

Another highlight from this year's night shelter is having people with first-hand experience of homelessness on the staff.

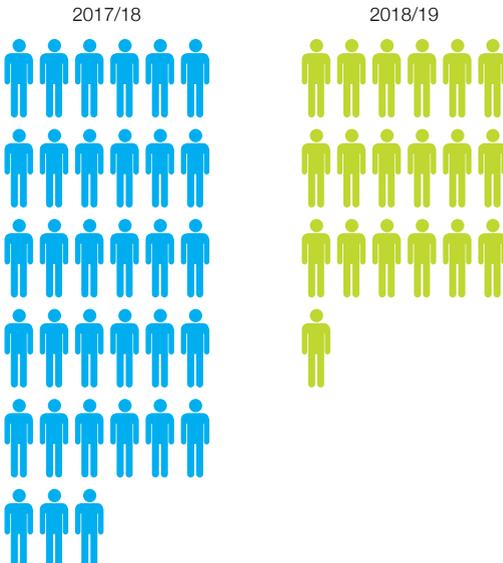
Charlene has worked at the night shelter for the past two years. She says, "Several years ago I used the night shelter when I had nowhere else to go. It was a safe place and I got support to help me seek accommodation that was suitable for me. This year I have been given the opportunity to cover the Team Leader role, which is amazing. I love working at the night shelter. You see progress. People walk in feeling anxious and end up feeling loved and cared for. I know what that feels like because it is how I felt the first time I came in."

\*Some names have been changed to protect people's anonymity.

All stats are for 1 Dec – 28 Feb



**Average number of people staying each night**



**“ You see progress. People walk in feeling anxious and end up feeling loved and cared for. I know what that feels like because it is how I felt the first time I came in.”**

# Changing direction

***“This is one of the most encouraging reports I’ve read in a long time Kathleen. Glasgow City Mission has clearly helped you and it’s a delight to read your report. Keep going and keep moving forward.”***

These aren’t necessarily the words you would expect to hear from a court judge. But Kathleen’s story isn’t following expected paths. When she became homeless last year, she came to Glasgow City Mission to see the Council’s homelessness casework team, who are based in our building each weeknight.

They were able to get her accommodation and through coming to our building, she met our staff and got to know about the help on offer. Kathleen says, “I like the environment here. Everywhere else I stuck out like a sore thumb. This is the first place I’ve felt welcome.”

She started coming to the afternoon and evening Drop-ins and to the ladies’ coffee morning and Bible study. She then started helping out by cleaning tables and making coffee.

Kathleen says, “I wanted to tell people my story and how the support I was getting here helped me. I had a structured routine and it helped me focus on getting clean [from drugs]. I was still on prescribed medication. I’m totally clean now. I prayed through it and had no withdrawal symptoms.”

Linda, pictured right, is one of the project workers who has been working one to one with Kathleen. Linda says, “I have seen Kathleen grow in confidence and become



free to be herself in a group of people she trusts. Her ability to take on new challenges and work through them has been amazing to watch, including her latest outcome at court which could have been a very different story. Kathleen prayed before the court appearance and in her nervousness trusted God had a hold of her. She truly wants to turn her life around and build a new future for herself.”

The court case came about because Kathleen had chosen to hand herself in. She decided she wanted a fresh start with no outstanding arrest warrants hanging over her.

She is now helping in the evenings when the Council’s homelessness casework team is in. She says, “It was challenging at the start but I feel more confident now.” Once a week she goes out as part of our street outreach – spending time with people on the streets who

are sleeping rough or begging. She says, “I usually walk with my hood up. On street outreach, I take my hood down and walk with my head held high.

“After talking to one lassie I said to Anthea [our Project Worker she was on street outreach with], ‘I hate it when people touch my heart.’ She broke my heart because of her story. Usually I put up a front, all the walls. She took the wall down.”

She says, “My faith has got me here and given me courage to speak to people on the streets and the guests that come in. I’ve got God in my life. I’m soon to get a permanent flat from the Council. I want to get a job, doing support work to help people like me. I don’t want to turn back. Getting my own flat and coming here are stepping stones to a good future.”

**“ I like the environment here. I don’t feel singled out. Everywhere else I stuck out like a sore thumb. This is the first place I’ve felt welcome.”**



# Supporting families

**Thanks to a partnership with a local church, we're able to run a morning Parent and Toddler group. It's helping parents, grandparents and children to make friends and feel part of a community.**

"That's why I love this group," says Val, Project Worker at our Child and Family Centre. She is pointing at two mums who are sitting on the floor with their children and having a chat. One comes regularly with her daughter, the other is here for the first time. Val explains that the lady who is new is shy and finds it hard to make friends, and so had been apprehensive about coming.

The chance to meet other parents and carers and to make friends and learn from each other is one of the things the adults who attend most appreciate.

Helen brings her two-year-old granddaughter Lucy to the group. Helen says, "We've been coming for about a year. Coming here gets Lucy mixing with other kids. I came in here not knowing a soul but everyone chats away. And I'm learning. My youngest is 22, and things change and you forget things, so it helps listening to the mums."

Evandro is here with his mum Vania. She says, "He's learning to share and I can get to know the other mums. I can relax a little bit."

## **Friends for life**

Kelly used to bring her daughter Summer, now in Primary 3, to our Parent and Toddler groups. Now she's here with her son Logan, who is 15 months. She says, "Summer is loving school and doing well. It's why I come here with Logan. I want him to get the same benefit."

The other parents agree that bringing their children to this group when they are young helps them as they transition to our nursery and then to school. Tricia is here with Connor, aged 2. She says, "It's been so good for him, meeting kids his age who he'll go through

school with. There's nothing else I can do in the community that's just for Connor and I. Coming here has opened up another avenue for myself. I've known Anne [Child and Family Centre Manager] since she was a toddler. My nephew came to the nursery and he's 32 now."

Val says, "I see the parents supporting one another. They'll meet for coffee during the week and come to our holiday clubs as well. The children are developing social skills and building up friendships. You see them come from parent and toddler to the playgroup and then nursery. The transition to nursery (which is five mornings a week) is much easier because they know the other children and the staff."

Our nursery takes up all the available space at the Child and Family Centre's own building each weekday morning, so mums and carers who were only free in the mornings were missing out. Running a Parent and Toddler Group in the morning is only possible thanks to our partnership with the Govan Church of the Nazarene, whose building we use for the group.

## **New premises**

Thanks to the generosity of our supporters and through working in partnership with local churches, we have been able to grow the services offered by the Child and Family Centre. We continue to make progress in finding new premises and hope to be able to share more about this soon. Please do keep this in your prayers. New premises will enable us to continue to expand and grow to meet the needs of this community. We want to enable children to have the best possible start in life in Govan, an area traditionally known as being of high deprivation, and for their parents to be able to fulfil their own potential.



### > Big Arran Challenge

It's back – on Saturday 11 May! We can't guarantee the sunshine and pure blue skies that we enjoyed last year – but we can guarantee that all the money you raise will be used to fund our work with men, women and families affected by homelessness and poverty. From a cycle round the north of the island, to climbing Goatfell, to the mighty Monster Duathlon, there's an option for everyone.

Visit our website for more information:  
[www.glasgowcitymission.com](http://www.glasgowcitymission.com) > news and events > events



### > Bible study

Our Bible study for men who have previously been in prison is going well, with a core of 15 regularly attending. It's run in partnership with Bethany Christian Trust and St George's Tron Church of Scotland. David, our Project Worker, says, "I receive more ministry than I give. There's brutal honesty along with insight and challenge. The guys can identify with what the gospel offers, and have a depth of knowledge from previous Bible studies."

Please pray the men would continue to grow in faith, and would be able to settle in communities and be welcomed into local churches.

### Pray with us

- > As the night shelter closes for another winter, we give thanks for this life saving service and the dedication of staff, volunteers and partner agencies. Please pray for all the guests who passed through the doors. It is our prayer that their time at the night shelter will have provided a platform for getting appropriate accommodation and support for other issues such as poor mental health and addictions.
- > Pray that the guests who come to our Urban café will have opportunities to discover and develop their skills, grow in confidence and move forwards – whether they're taking small steps or giant leaps.
- > Give thanks for all the families we have relationships with at the Child and Family Centre. Please pray that we will be able to help them flourish.
- > Please pray for the recruitment of our next Chief Executive. Pray that God would help us find the right person for this role.

### More online

Keep up to date with our latest news, events and prayer requests.

Follow us on Instagram, Facebook and Twitter for up to the minute news of how your support is changing lives.

**Visit our website:**  
[www.glasgowcitymission.com](http://www.glasgowcitymission.com)





# Respond

*"I want to transform lives in Glasgow"*

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## 3 Please send me more information about:

- volunteering  booking someone to speak at my church/group
- fundraising  arranging a visit to Glasgow City Mission
- leaving a gift in my will  I want to receive prayer news by email

Email: \_\_\_\_\_

**Completed forms can be posted to: 'Freepost, Glasgow City Mission'**





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