

# Persevering



## **Positive relationships**

Parents and children at our Child and Family Centre are enjoying staying in touch through Zoom calls and activity packs.

## **Power of listening well**

Our new counselling service is helping guests deal with unresolved trauma.

## **New look, same goals**

The Overnight Welcome Centre provides a 24-hour service and move on support to people at risk of rough sleeping.

# Speak life

**David is one of our Assistant Project Managers at our city centre project. He shares his thoughts on meeting the needs of our guests during this time.**

Lockdown – I’m sure each of us has stories about how it has affected the communities we belong to.

It has been a very challenging time for us here. We’ve had to adapt quickly to the restrictions as they have come – this has not been easy! Almost every part of our work relies upon community. But we have not been able to gather in numbers and have had to find other ways of connecting.

We are providing hot food each day from 10am-4pm. We can only do this as a take away service for now. However, it allows us to stay connected with some of our more vulnerable guests and to offer one-to-one support to those with more pressing needs.

We’ve been able to meet one-to-one with guests for socially distanced walks. This has been valuable time as we’ve been able to hear some of the frustrations people are experiencing. Most importantly, it has been a chance for our team to speak life into those places – to build up, nourish and affirm people at their lowest point.

It has been a season where we have learnt to celebrate every win, however small. We have had some amazing highs and brutal lows, but we are thankful for the amazing support we receive and the knowledge that God has not forgotten the ‘least of these’.

David Harper  
Assistant Project Manager



# Positive relationships

**A return to lockdown has meant a return to home schooling for our nursery class.**

Each week our nursery staff create and deliver home learning packs for the nursery class. Three days a week we hold a Zoom class for the children. One of the parents says,

“My daughter is missing you all so much, but the Zoom calls that you are doing are brilliant. She loves seeing you and all her friends. The calls have been a saving grace for me as well because I feel like she’s been pushed aside while I sort out her siblings’ school work and then see to her baby brother. It’s been hard going.”

Our nursery has been open for the families of key workers.

We’ve also been using Zoom to keep the children who attend our after schools clubs engaged. A scavenger hunt has been the most popular game so far. We have also been exploring Bible stories, for example looking at how Jonah dealt with disappointment. One of the parents says, “This has been so great for my youngest daughter as it has given her something other than all the educational arts and crafts we have been doing at home. She can set up Zoom on her own and it is her group and makes her feel special and knows she can ask questions. She knows you are interested in how she feels or what she has to say which is amazing and so helpful.”

Gayle, who helps run the club, says. “One of our key values is building positive relationships with the families we support and the importance of this has been impressed on me once again during this lockdown. Children and adults all need relationships and connections for fun and support. Something small like a phonecall or seeing someone’s face on Zoom can make a huge difference to their mental and emotional health.”



For parents we’re running our weekly coffee morning on Zoom. Parents asked us to keep this going as it helps them overcome some of the isolation of lockdown. Our Discipleship group runs every Thursday online. Margaret, one of our adult workers, says, “The biggest challenge for families this year has been the social isolation, especially for single parents, with services closed and financial pressures.”

Many of our families struggled financially before lockdown, and this has only been increasing during lockdown. We’ve been delivering food vouchers and food parcels along with clothes and blankets. During the recent cold weather we accessed winter fuel payments for families.

At the time of writing we are in lockdown but looking forward to our Nursery re-opening on 22 February.

**“My daughter is missing you all so much, but the Zoom calls that you are doing are brilliant. She loves seeing you and all her friends.”**



# The power of listening well

**New counselling sessions are helping our guests deal with unresolved trauma that they may have been carrying since childhood. It is our hope that this will help them experience wholeness and to flourish in other areas of their lives.**

Many of us will have struggled with our mental health at some point in the last year. Being forced into lockdown has left people feeling lonely and disempowered. For our guests, already struggling with broken relationships and unresolved trauma, this has been a particularly difficult time. Project Worker Anthea is a qualified counsellor, and has been working with guests on a one to one basis during lockdown.

Guests who she has been counselling have said things such as: “I love it that there’s a place where I can talk freely and not be judged.” And, “I feel really safe in this room.” Anthea explains why this is so important, “For many of our guests, no-one has ever asked them what they think or what they feel. Listening to what they’re saying and getting them to help me understand their world lets them see that we value them. One person carries a huge weight of rejection and doesn’t feel they’re important. Being able to say to them, ‘this is a time for you to talk about whatever you need to talk about,’ and know that they feel safe enough to do that is a huge privilege.”

Many of our guests have experienced trauma, which includes homelessness, witnessing violence or being a victim of violence, sexual abuse, adverse childhood experiences (ACEs), or negotiating a complex asylum process after difficult journeys. They might be carrying emotional wounds which they have never got over, such as the death of a loved one or a broken relationship.

Lockdown is increasing the feelings of disconnection and disempowerment experienced by some of our guests. All of this can make them feel powerless because they weren’t able to stop that thing from happening. “If someone experiences trauma it’s as if the ‘thing’ is still happening. It’s not experienced as memory because the brain thinks it is still happening,” says Anthea.

This can result in our guests being hyper vigilant and overreacting to situations. They can find it difficult to make decisions or to be proactive. Unresolved trauma from the past can, for example, stop them forming healthy relationships, living independently or moving forwards in other areas of their lives.

Through listening well to them we can help them identify the root issues and help them take steps towards the resolving and healing of those issues.

At the time of writing we are in lockdown and are strictly limiting the number of people in our building at any one time. We can also hold counselling sessions on Zoom. We plan to expand our counselling service once we’re able to be back in our building.

## **Please pray**

Join us in praying that through the counselling service people experience emotional wellness and a sense of personal value; that they become connected with themselves and others in a healthy way; and that they feel empowered to take responsibility for challenging aspects of their lives.



**“ Listening to what they’re saying and getting them to help me understand their world lets them see that we value them.**

# New look, same goals

**New ways of working, which have been forced by the Covid-19 pandemic, have been of benefit to people at risk of sleeping rough in Glasgow. This includes the night shelter being transformed into the Overnight Welcome Centre for 2020/21.**

The Centre, as with the former night shelter, is providing a safe place to sleep and move on support from 1 December to 31 March. It is now a 24 hour a day service based in a local hotel where guests have their own en-suite rooms. This allows guests to socially distance and to self-isolate safely if this is required.

Being a 24-hour service has been invaluable. Two young friends came to us one day, having just arrived in Glasgow in the back of a lorry. They stayed with us for several nights and we linked them up with Migrant Help who found them accommodation. These stories are heart breaking and we are grateful to be able to play our part in helping people to feel welcomed and cared for.

Eating with our guests, with everyone at individual tables two metres apart, is helping us build up relationships and create a sense of family and community. Church volunteers are once again providing an invaluable service by serving the evening meal, which is cooked at our city centre project. They are then able to sit and chat with guests. Counselling service Healing for the Heart is again part of the team, and the evening meal time is providing them with opportunities to speak to guests who have poor mental health.

It is always our aim to help guests move on to suitable accommodation. Staff from the Council's homelessness casework team spend time at the hotel each weekday to help guests access the accommodation they're entitled to. Their out of hours team is available by phone at evenings and weekends.

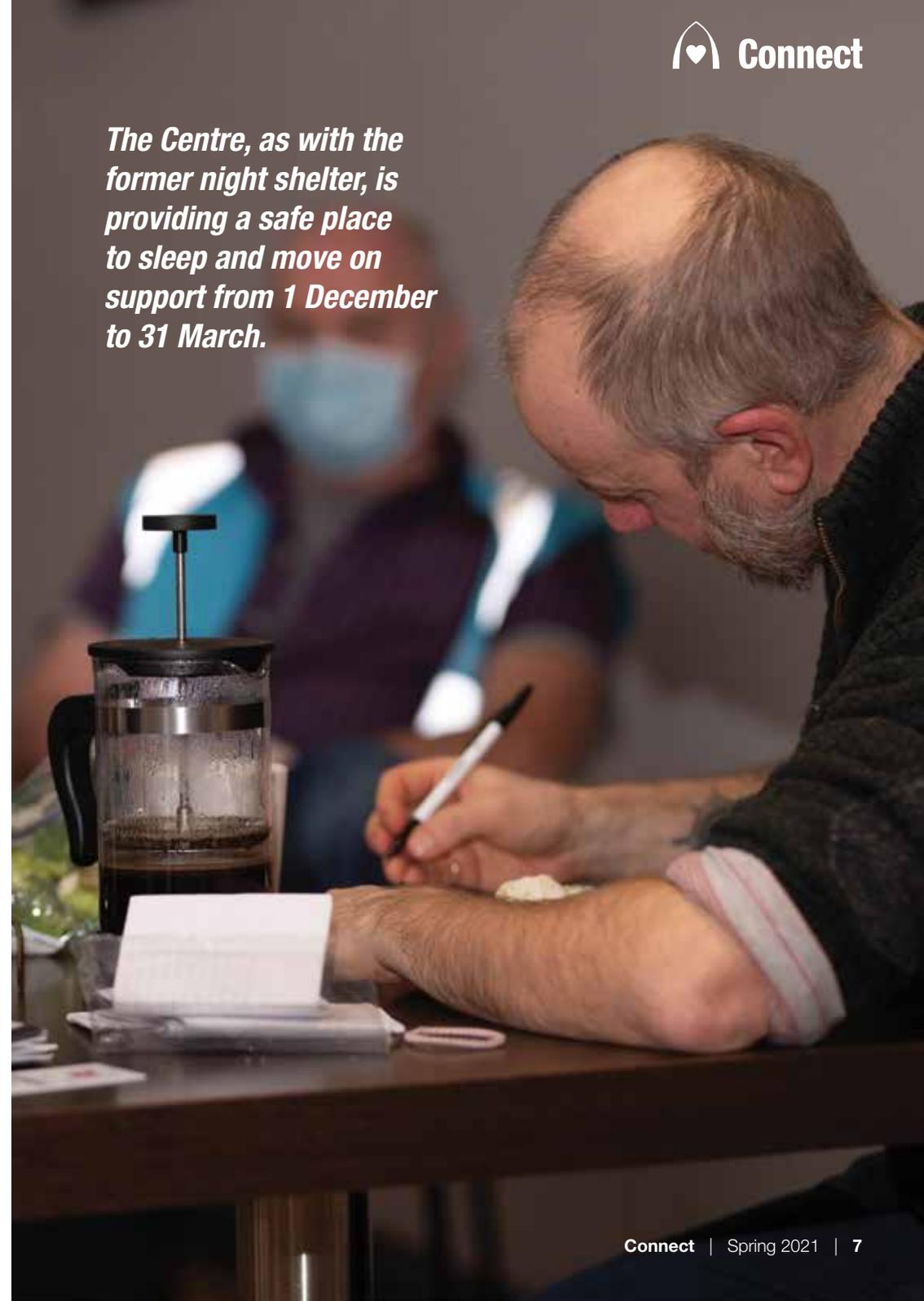
This year, the first two months of the service saw 234 fewer guests than the same period last year, with 121 unique guests staying in December and January this season. In the initial stages of the pandemic, the Council and other agencies put a lot of effort into getting people who were sleeping rough into accommodation so, come December, fewer people were requiring our service. Also, being a 24-hour service means that when someone comes to us for the first time, the casework team often has time to find them accommodation before they've had to spend a night at the hotel.

When guests move on from our emergency accommodation they can often find themselves in 'temporary' accommodation for many months or, due to other issues they are facing in their lives, need to leave their accommodation and face the risk of street homeless once again. To help combat this, and to ensure guests have access to our support on leaving the Overnight Welcome Centre, we have created the new role of Housing Settlement Officer. Lorna and Pam are job sharing this role and are already seeing results.

One of our guests had recently left the care system. He was referred to us by Shelter. He is not originally from Glasgow which made it more difficult to find him Council accommodation. He could see that we cared and were advocating for him and persevering in helping him find somewhere to stay in Glasgow. He stayed with us for two nights before moving into supported accommodation specifically for young people. Pam and Lorna have been able to stay in touch with him and he is doing well.

A full report about the Overnight Welcome Centre will be available on our website in the spring.

*The Centre, as with the former night shelter, is providing a safe place to sleep and move on support from 1 December to 31 March.*



# Planning with confidence

**Taking time to build consistent, long-term relationships is the basis of much of our work. We also need to adapt to a rapidly changing world, develop new services and plan ahead. Our regular givers help make all of this possible.**

Glasgow is often called the ‘caring city,’ and this certainly has been true in the past year. We are continually amazed by people’s generosity despite the financial uncertainty which abounds.

This includes a growing number of people who give regularly to our work. We are truly blessed by this as it underpins the work we do at our three projects: Child and Family Centre, city centre project and Overnight Welcome Centre. It gives us the confidence to plan for the long-term as we seek to meet the needs of our guests.

Susan, Project Worker at our city centre project, tells the story of Juma, who came to Glasgow in 2017 and was linked in to our services through his friends. He had to wait more than two years to be granted refugee status.

During that time Juma was a regular at the Mission, attending the internationals breakfast and English classes as well as Urban, our moving on space. At Urban he attended IT classes run by City of Glasgow College and numeracy classes run by one of our volunteers. Susan helped him to get the necessary qualifications to work in the UK and he got 100 per cent in the test he had to take. During the first Covid-19 lockdown in 2020 Juma got a full time job.

Susan says, “We are able to be a reliable, safe place for guests to come to and we can consistently offer support, advice, guidance and community. I really want guests to know that we are always there for them, no matter what changes in other parts of their experiences. For me it is a representation of what God is like. I also really like being able to cheer on guests as they make progress and achieve things independently.”

Regular donations also give us the confidence to plan ahead, as demonstrated by our recently published vision document. Charles Maasz, our Chief Executive, says, “This vision document frames our mission, our values, our purpose and our identity. It provides a framework for the areas we will be exploring. There is always so much work to do. We cannot do it all, but with the help of supporters we can do more than we could alone.”

One of our regular givers, David, says, “My wife and I like to give locally and to charities that we can see make a difference. We realise that by giving regularly this allows the Mission to plan ahead.”

We are very grateful to regular givers such as David. Thank you for all you do.

## Give regularly

If you would like to make a regular donation by Direct Debit, simply fill out the response form on page 11 or visit our website to set it up online: [www.glasgowcitymission.com/Donate](http://www.glasgowcitymission.com/Donate)

Please be assured your donations will help us journey over time with people such as Juma and enable us to meet growing needs.

Read more about our three-year vision on page 10.



One of our English classes pre-pandemic.

## News and prayer

### > Kiltwalk for us



Don your kilt and raise money for people affected by homelessness and poverty! We are delighted to be one of the charities taking part in this year's Virtual Kiltwalk on 23-25 April. Every penny you raise will be topped up by 50 per cent by the Hunter Foundation. You can get creative – walk, run, trampoline, have a family scavenger hunt or climb a hill. All activities should be carried out within the current Covid-19 guidance.

To get involved visit [www.thekiltwalk.co.uk/scotlandsvirtual](http://www.thekiltwalk.co.uk/scotlandsvirtual) and follow the registration process, selecting Glasgow City Mission as your charity.

### Pray with us

- > Pray for creativity for our Project Team as they continue to create connections with our guests despite social distancing and lockdowns.
- > Please pray that we will be aware of all the families at our Child and Family Centre who are particularly struggling, and would have wisdom to know how to best help.
- > Pray that those who receive counselling from Anthea will be helped to overcome their trauma so they can move forwards with their lives.
- > Give thanks the Overnight Welcome Centre is helping people to move onto suitable accommodation. Pray that as we stay in touch with guests we will be able to help them find long-term accommodation.

### > Our three-year vision

We have recently published our three-year plan. Chief Executive Charles Maasz says, "All of the work is framed within the headings 'Further, Deeper, Wider' and includes development of existing areas of ministry and some new ones too. We are looking around the city and thinking about how we might be able to serve the churches with our skills and expertise. We are looking at what community means to our guests and whether there is anything more we can do to develop community. We are looking at the levels of addiction we encounter and asking what more we can do to make positive changes. And we are looking at our advocacy and one to one work."

We cannot realise our vision on our own – thank you for your prayers and your giving. Read our vision document on our website: [www.glasgowcitymission.com/about/our-vision](http://www.glasgowcitymission.com/about/our-vision)



### More online

Stay up to date with our latest news and plans on Facebook, Instagram and Twitter.

[www.glasgowcitymission.com](http://www.glasgowcitymission.com)



## Respond

*"I want to transform lives in Glasgow"*

### 1 I'd like to set up a monthly donation

The sum of £3  £12  £24  £36  £50  Other  £\_\_\_\_\_ every month

On the 1st  15th  of every month, starting in \_\_\_\_\_ MONTH \_\_\_\_\_

Account holder: \_\_\_\_\_

Account number: \_\_\_\_\_ Sort code: \_\_\_\_\_

Charities Aid Foundation processes donations on our behalf and will send you a Direct Debit Guarantee and advanced notice letter before your first donation.



I'd like to give a one off gift of £ \_\_\_\_\_

I enclose a cheque (payable to Glasgow City Mission) Or  Please debit my card

Card No: \_\_\_\_\_ Expiry: \_\_\_\_\_ Start: \_\_\_\_\_

Security code (last 3 digits on the reverse of your card): \_\_\_\_\_

Please tick here  if you do **not** require a receipt.

### 2 Title: \_\_\_\_\_ First name: \_\_\_\_\_ Surname: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Tel: \_\_\_\_\_

I want to make my gift worth 25% more at no extra cost.

*giftaid it*

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax in the current tax year than the amount of Gift Aid claimed on all my donations it is my responsibility to pay any difference.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

We'll not share your details with any third parties for the purposes of their marketing or phone you to ask for more money. We'd like to let you know the impact of your support but if you don't want to hear from Glasgow City Mission in the future, tick here

### 3 Please send me more information about:

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

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

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



# Virtual Kiltwalk

## 23-25 April 2021

For this year's Kiltwalk you get to create your own challenge!

Walk, climb, jump, run – it's up to you. Or join our 21 for 21 in 21 challenge. Every penny you raise will be topped up by 50 per cent by the Hunter Foundation.

Find out more at [www.glasgowcitymission.com/event/kiltwalk-2021](http://www.glasgowcitymission.com/event/kiltwalk-2021)



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