

How your support is transforming lives.

Lives in Focus

Our family grows

Our international work at the Child and Family Centre is thriving.

24 hours in the Overnight Welcome Centre

No two days are the same in the Overnight Welcome Centre.

Going to the margins

Our Street Outreach team are reaching those that others sometimes don't see.

Lives in focus

Pandemic focused all eyes on the united effort to get on top of a problem that faced the world. Our individual focus has been drawn to what matters most to us, family, work patterns, economy, sustainability. As I write, the world's focus is on the Russian military invasion of the Ukraine, the first time in Europe since 1939 that this has happened. It is also the season of Lent.

During the traditional season of Lent we are invited to re-focus on our lives, all of our lives. We are invited to re-focus on our spiritual development, our communities, and our faith communities, considering deeply the calling of the Holy Spirit on our lives to be people of peace. Lent is most commonly associated with a kind of abstinence based legalism but it can be so much more. It is about taking up more than it is about giving up. Taking up our crosses, re-defining the route of the 'narrow way'.

This season of Lent in particular ought to be a deep season of prayer for our world. Rising costs of living, fuel restrictions likely, and the threat of war, not to mention the longer term impacts of the pandemic on people's mental health. There is so much happening that it can be hard to know where to focus. For us at Glasgow City Mission, we shall focus on the Lord's call on our lives to this ministry of Urban Mission. Focus on that which is in front of you and He will surely guide you. Our work will inevitably involve the fallout from conflict, and pandemic, it always does. Our hope is that we can bring something of the light of God's love into the darkness which threatens to consume.

Please keep our work and our vulnerable guests in your prayers and thank you for your ongoing support of this Kingdom work. We could not do anything without you and will need you more than ever in the months to come.

Grace & peace



Charles Maasz
Chief Executive

Our family grows

The thriving international work at the Child and Family Centre started with nappies. Two women were walking by the Centre with their children, while we were giving away nappies which had been generously donated to us. The women took some, and they spread the word, then ten or so international women and their children gathered. Staff shared out the nappies, and the women asked "Do you teach English classes?"

After this conversation, the team found a volunteer who was willing to teach English, Margot Ross. Margot says, "It has been an enormous privilege to partner with the Child and Family Centre to deliver a ladies ESOL class. Ladies are often missed out of classes due to childcare needs so it has been wonderful to see the ladies participate."

Margot makes the lessons fun and we often hear the group laughing. Margot says, "Many of the women were hesitant and shy when we

started, but they have grown in confidence and there has been a lot of laughter as they have learned together. It is a mixed ability, mixed nationality group but they have been so supportive of each other and a little community has developed."

Soon after we started the ESOL class, the women asked to start a sewing class to make clothes for their kids, so we facilitated this too. Both classes are going strong.

Govan Health Centre sometimes refer people to our classes. Recently, a Syrian woman came forward, who wants to volunteer at the sewing class. It is lovely that she wants to help. She speaks Arabic and Turkish.

During the English class, the children play on the other side of the room. We set out books, puzzles and paints for the children to play with, to make as little noise as possible while Margot teaches. This created another question to be answered; one foundation of the Child and Family Centre is that children and parents need to interact with each other, but the classes encourage children to play separately from their parents. To respond to this need, we invited the families to the weekly Parent and Toddler group. This week, four families from class came to the Parent and Toddler group. This group encourages fun interactions between parents

and children, and integration between international people and Scottish people. The children are learning our positive norms in the Centre; sitting at the table to have snack, putting toys away, socialising with other children and to walk and not run in the nursery. We like to say "Get your walking feet on". Many of these children have had some trauma, and so the kids are super excited to play where they feel safe, and God is healing children through it all.

Margaret and Joy, two of our workers have been able to deepen relationships by visiting people at home. Joy tells families who have children of primary or secondary age about our after-school clubs, and Joy is able to put children on the waiting lists. Margaret has enabled some women to have counselling with Anthea at the City Centre project. It is wonderful that the women are beginning to access counselling if and when they want to.

Last Family Holiday Club, lots of our international guests came, and they are looking forward to the next one, on 4-8 April. The team at the Child and Family Centre will continue to listen to our guests, working with whole families to give children the best possible start in life.

Two women are pregnant, so we have been able to give them baby clothes, blankets, and nappies in time for their babies to be born.



24 hours in the Overnight Welcome Centre

Does your house have a place where everyone gathers? Here, at the Overnight Welcome Centre, the dining room is the hive. The dining room is where three meals a day are served, three staff teams handover in a day, plus caseworkers and other partner agencies come and go as they meet with guests. We are an emergency accommodation service; we exist to support our guests to more permanent accommodation.

Let's sit in the dining room in the OWC, from dinnertime, when new guests arrive for the night. This year, dinner is provided by Social Bite. There is a choice of vegetarian or meat dinners. Volunteers help serve dinner, which means staff can continue working with people. The Overnight Welcome Centre could not function without our amazing volunteers. They are integral. Volunteers serving food gives capacity for workers to meet other needs.

The staff handover from afternoon to night shift is after dinner. Afternoon staff share any important observations. The database records every guest, and any incidents that have occurred, to ensure a safe transition between teams.

Night staff conduct a welfare check at 23:00, knocking on every bedroom door to make sure that guests are doing ok. Throughout the night, the team do multiple floor walks and extra welfare checks for people who are intoxicated. The night team complete a street sweep around the hotel. It is important to us to be good neighbours – we make sure we pick up litter around the building and check for anything that may be harmful.

One guest, Kevin, says: "This is like a six-star hotel compared to the old style. It matters that it's open 24 hours a day, the old opening times were 10pm-7am, in bitter winter you were thrown out at 7 in the morning, but now you don't get thrown out."

The morning shift starts at 8:00, when the Team Lead and Staff Worker look at who is in the Centre, and come up with a plan. They decide who need appointments with our partners, the Glasgow HSCP, the Scottish Refugee Council, Govan Law Centre, and others. Breakfast is a good time for staff to let people know they need an appointment. Guests often ask for health appointments.

Breakfast begins with cereal, croissants and porridge. Alison, a morning team member, enjoys making porridge and encouraging our international guests to try it. This is a great success, with many guests enjoying the Scottish staple.

The workers from the Council's Complex Needs Team come every weekday morning, to link with newly arrived guests and help them access the accommodation they are entitled to. If a guest has stayed the previous night, but has now been accommodated somewhere else, we try to get them to move on to their new accommodation before 14:00, so that someone else can use their room the following night.

Healing for the Heart are part of the team again this year, offering counselling. Alongside advocacy and nourishing food, we seek to provide emotional support.

For lunch, we eat sandwiches, fruit juice, crisps, chocolate bars, and fruit provided by the Lodging House Mission. There is always an abundance of food at the OWC!

The afternoon staff change happens at 15:00. The phones continue ringing, and our partners ask if we have a bed for the night for people. The British Red Cross, Simon Community or the Marie Trust often send people our way.

At 17:30 every day staff do room checks. Staff go into the bedrooms to make sure the guests have basics like toilet roll, and to create another interaction with the guest. Joanna, one staff member comments "I always feel weird coming into people's rooms, but it's usually OK. If a guest has a substance use dependency, what we are saying by doing frequent welfare checks is that we acknowledge you have this addiction, if you tell us you are going to use it means we can check you are safe more regularly."

Joanna says, "No shift is ever the same."



Going to the margins

Street Outreach is a relatively new way of working for Glasgow City Mission. It is a holistic response to the choice that some people make to stay away from the City Centre project and the services we and our partners provide.

There are many services who already offer street outreach, with care and dignity. Glasgow City Mission is different from other street outreaches because the team offer to pray with everyone they meet. Every person is invited to come back to the City Centre project to use our facilities, and for further engagement with our staff.

Every Thursday, the Street Outreach team meets with our partner services in Glasgow who are also providing a similar outreach. Our partners are the Simon Community, the Marie Trust, Police Scotland, Glasgow City Council HSCP and the Lodging House Mission. This meeting began after a realisation that there is a group of people who were constantly in the old Night Shelter, in prison or sleeping rough and over a period of time were not moving forward. The partnership of services came together to work and not compete, to humbly admit that some creative thinking was required to move this group of people out of the cycle they were in. During the weekly meeting, partners bring difficult cases for the group to look at, to ask how to move forward. This detailed way of working builds trust and has yielded some significant results over the years for individuals.

Linda, Project Worker says, “It is my privilege to be able to head up our outreach team and have a dedicated team of staff and volunteers who are passionate about serving our guests who find themselves in difficult situations. We have helped many into accommodation, supported in health

services and linked them into the city centre project where we have seen people move from lives of chaos into finding peace and building trust with our team.”

Many of us walking past people sitting in the city centre simply misunderstand the power of a smile, or a kindly spoken ‘hello’ to people who are on the streets. Thousands of people pass by, and some people just want to feel seen.

We expect to see an increase in people begging on the streets as the cost of living rises dramatically this year. People might be begging because they are trying to fund an addiction, and so the street outreach team can come alongside and link this person with our Rehab Pathways Team. The person might have difficulty budgeting, and the outreach team could point them to Urban. This person could be homeless, and so the outreach team can try to find the next step they need to take to qualify for accommodation with Glasgow City Council, or another service.

There are nine people sleeping rough in Glasgow at the moment, who are known to us and our partners. We keep inviting them to the City Centre project, to use the showers, for a hot meal and we treat them with kindness. One man is seventy-four years old, he has spent years travelling this way, and he chooses to sleep in a basement of a building. We respect this choice. Together with the Simon Community we take books, we offer to pray for him and give other practical support.

“We just want to offer practical assistance at the same time portraying the love of Jesus. All I try and achieve is to listen and chat and when appropriate, offer some options. There are good times and also some very sad times.” Donald, a volunteer commented.



“ It’s rare that I don’t feel God’s presence out on the streets, because that’s where he is - with those on the margins, with the broken-hearted and those who’s spirit has been crushed.

Graeme, volunteer, Street Outreach Team

Through the lens

Camera Club is part of the Urban programme and led by volunteers, Donna, and Elaine.

Sometimes the Club meets in Urban to use the computers to process photos, but more often than not the group travels together to a location on public transport to take photographs. In December the group took photographs in Kelvingrove, COP26 created lots of opportunities for the group, they have visited Edinburgh, they went to the sound and light festival at Glasgow cathedral, they go to the beach, the group travels all over the place.

The Camera Club was very consistent all through restrictions, beginning to meet as soon as they were allowed to do so. Camera Club is a significant part of our Urban service, offering a place for friendship and opportunities to explore.

Aidrian says, “The Camera Club really helped me to get outside Glasgow while I never had the opportunity otherwise, and discover new places as well.”

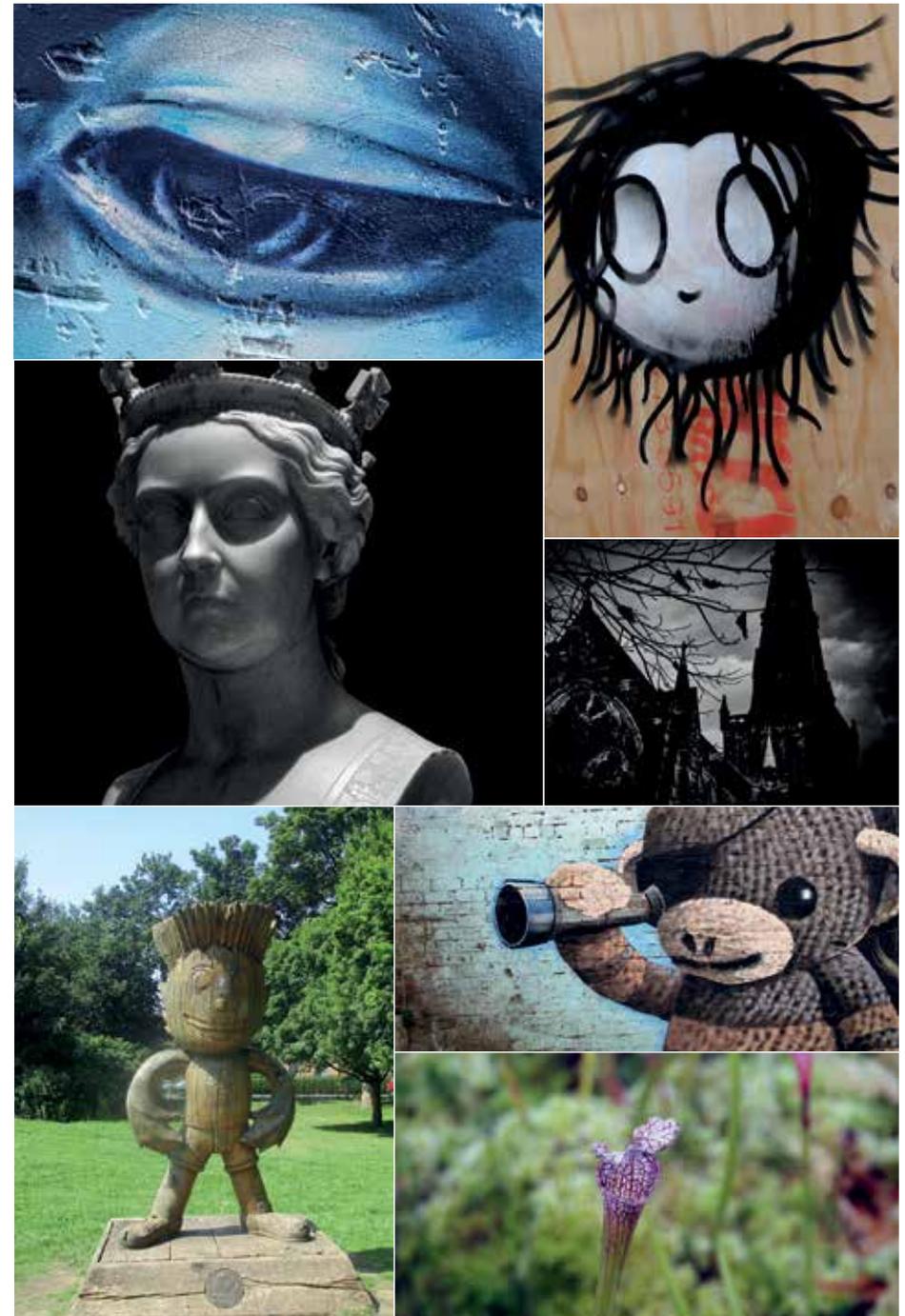
One Iranian man added a whole different energy to the group by joining. Today the Camera Club is a surprisingly diverse group of people with a range of life experiences, older people, younger

people, refugees, many different people. Camera Club is often outside the building, so at the Mission we do not always see the work they are doing. Glasgow City Mission pays for travel and lunch or coffee when the group is out. Today, we want to celebrate the Camera Club.

Kris says, “I enjoy going and learning new things, most recently about using the dark room, and different photography and editing techniques, and getting to know the other people.”

Everyone in the group is really passionate about photography. Most of them have a camera, if they don't have their own Donna will provides one as part of the group. When someone has been part of the group for a while and they want to buy their own, Donna sources good deals on second hand cameras for people.

Donna and Elaine are so encouraging, they really help members feel that their input is valuable, and that everyone has something to say. Look out in the coming months for some more featured photographs from the Camera Club on Glasgow City Mission social media. We know you will enjoy seeing what the club has to say, in the following Camera Club photographs.



News round-up

> Seven months of Rehab Pathways team

The Rehab pathways team have been part of Glasgow City Mission for seven months now! The team have completed 12 successful referrals to statutory short term (21 day) stabilisation. 8 successful referrals to faith based rehabs. 5 successful referrals to community based programs. The team are supporting 7 people in aftercare.

> Ladies Upcycle project

Ladies' drop-in started a new six week Upcycle project in February, in which our guests are all restoring a piece of furniture. This group of women is learning new skills and enjoying the process of making something beautiful from something old and tired. There is the option to stay behind after the sessions for a conversational Bible study. Many of the women stay for the study.

> Prison work

We offer practical, emotional and spiritual support to people inside and on leaving prison. We liaise with housing and healthcare professionals to link in guys before they are released, to give them the best chance to not reoffend. One man we work with who has been in and out of prison is now living in a flat in the city centre, and has managed to stay out of prison for three months which is really positive. He is volunteering at BBC Radio after working with the Prison Radio.

Pray with us

- > Give thanks for the women in the English class in Govan, that they have not been excluded from learning English because of their childcare needs. Pray that the women and their families would be equipped for the next stage of their life.
- > Give thanks that the Overnight Welcome Centre is helping people to move to suitable accommodation. Pray that as we stay in touch with guests we will be able to help them find long-term accommodation.
- > Give thanks for partnerships with organisations such as Glasgow City Council, the Simon Community, the Marie Trust, Lodging House Mission, and many more. May we guard these relationships by continuing to listen to our partners.
- > Pray for our volunteers as they continue to selflessly show up for some of the most marginalised people in the city.
- > Pray for our Rehab Pathways Team that they would make the right connections with people who need to break their cycle.

More online

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

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 and please be assured of our thanks.

2 Title: _____ First name: _____ Surname: _____

Address: _____

Postcode: _____

Tel: _____

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

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.

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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'

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**RETURNS
FOR 2022!**

The **BIG** Arran Challenge

Saturday 17 September 2022
www.glasgowcitymission.com

Save the date for our first Big Arran Challenge in over three years! We will be climbing and cycling on the island to raise funds to help those affected by homelessness and poverty.

For more information and to register your interest; please go to www.glasgowcitymission.com/event/big-arran-challenge-2022 or scan the QR code.

Book now: www.glasgowcitymission.com

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