

Glasgow Helps

Do you live in Glasgow and need a *'wee bit of help'*?

Glasgow Helps is a service set up to work directly with the people of Glasgow.



0141 276 1185

www.glasgow.gov.uk/glasgowhelps

Glasgow Helps

OFFICIAL

Glasgow Helps empowers people to unleash their full potential, harnessing the power of relationships to effect meaningful and positive change.

We foster a culture of **collaboration**, recognising and endorsing the strengths and skills of the organisations that we work with, creating an environment where **knowledge** and **specialisms** can **flourish**.

At the right time, we dare to **push boundaries**, going beyond conventional approaches to support to ensure our people receive the help they need to thrive in Glasgow.



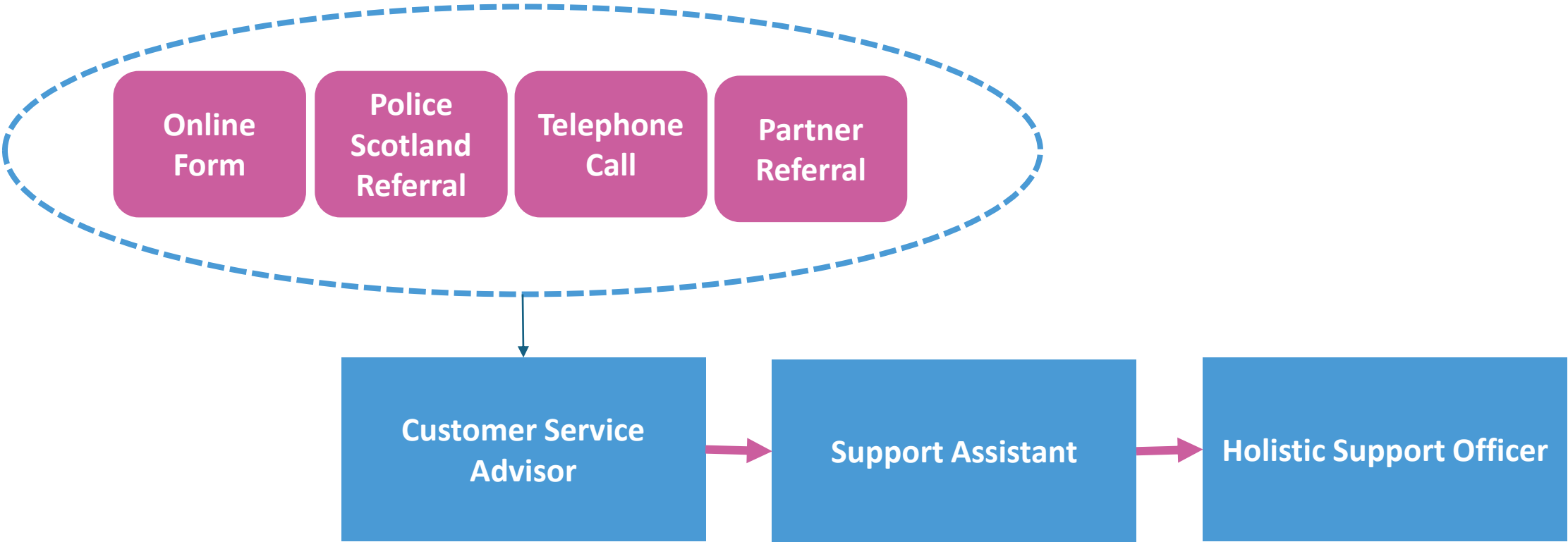
We see short-term goals as steps towards long-term progress, **championing strengths** and providing support that **builds resilience**, self-sufficiency and growth.

We never give up, staying **committed** to the individuals we work with, no matter the resistance or challenges we may encounter.

We embody **empathy** and **care** in every one of our interactions, creating a **nurturing** and **non-judgemental** environment where people can reach out to access the help they need.

Every person is treated as an individual, tailoring the **support** we offer to meet the **unique circumstances** of everyone we come across.

Approach: How We Work



Support that can escalate as need is uncovered

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Outcomes & Outputs

- We average around **220** inbound contacts per week for new and existing service users
- We've received referrals from **90** organisations since October 2023
- We've referred to **193** services and organisations
- We've presented at, or attended, **41 events** since February to showcase the service, support partner organisations and reach those people who may need our assistance.

User Feedback

What people said:

“I liked that you got **support**, and you were **listened to** and the **time was given to you, nothing was rushed.**”

“They called me every week, did a **check-in** on me and my boy had great **support.**”

“I felt **supported** and that **someone cared** when I was very stressed. I could have someone to speak with when I called and didn't have to wait for **support.**”

“They listened. They made **no judgement**. They **helped me open-up** and **seek the help** I needed. The service was **personal** and about me.

Current Status: Our Holistic Support Officer Team

- Works with small numbers, and can be responsive to change
- Seeks to *understand* needs and concerns, not assess
- Works with people for an average of **82** days, engaging on a range of concerns to give them a chance to thrive in Glasgow
- An ally as people seek deal with what matters most to them in life

Advice Sector - Who are we?



8 CABs

- Bridgeton
- Castlemilk
- Glasgow Central
- Drumchapel
- Easterhouse
- GNWCAB
- Parkhead
- Pollok

4 Independent Advice Agencies

- Action on Asbestos
- DMAC
- GEMAP
- Money Matters (Govan)

4 Law Centres

- Castlemilk Law Centre
- EMLC
- Govan Law Centre
- Legal Services Agency (LSA)

EMBEDDED IN COMMUNITIES



Glasgow's Advice &
Information Network

- **Health Centres**
- **GP Practices**
- **Mental Health Services**
- **Hospitals**
- **Schools**
- **Housing Associations**
- **Women's Services**
- **Family Services**
- **Foodbanks**
- **Prisons**
- **Ethnic Minority Projects**
- **Employability Services**

FLEXIBILITY AND CHANGE



- **Digitally transformed services**
- **Electronic communications with and for clients**
- **Expansion of telephony-based services**
- **Introduction of video appointments**
- **Face-to-face services**
- **Open door services**
- **Referral pathway, both internal and external**

Outputs 22/23



- **Clients** **28,000**
- **Financial Gains** **£45 000 000**
- **Debt totals** **£36 000 000**

PERCEPTION (even GAIN's)



- **That the network provides reactive work, dealing with crisis**
- **That we are not great at Early intervention, prevention, so called Upstream solutions**
- **Is that the case?**

Upstream interventions



- Financially Included
- Working with prisoners
- Working with patients in Mental Health wards
- Training partners to support confidence and awareness with their clients
- Early Years work
- FISO

Upstream Impacts



- **Keeps people in their homes**
- **Keeps People in their jobs**
- **Fuel connected**
- **Out of debt**
- **Clients more likely to seek advice early next time**
- **Improved incomes has benefits on wellbeing and mental health**
- **Improves connection with local facilities and supports**

NETWORK STRENGTHS



- **Early intervention and prevention through triage services, referral pathways and collaborations**
- **Deep roots in all sections of Glasgow's communities**
- **Flexibility in delivery**
- **Deep knowledge and experience of staff and volunteers in key rights for citizens**
- **Leveraging of additional funds for the city**
- **Diversity and scope of service**

Moving Forward - Needs



- **Stability and certainty of funding levels and duration of funding**
- **End to competition for funding amongst agencies**
- **Joint approach to design monitoring systems and their use**
- **Joint approach to sharing data and its use**
- **Advice from a Human rights perspective.**

Re-imagine Advice

Resilience, Sustainability, Transformation

Walking The Walk

- **How is the advice sector embarking on this journey?**
- **Advice Labs**
- **See and design change not only of service but how we think.**
- **Have those ideas challenged by communities.**
- **Reflect, learn and grow as a sector.**
- **Community learning and resilience**
- **Sector that looks to leverage the power of communities.**

Joining The Dots

- **Advice is one part of a much bigger system.**
- **Poverty can be driven by factors other than finance.**
- **Transformation through collaboration e.g. Trussell**
- **Demo of Change provides first steps on the Journey**

Background to TRUSSELL

- **The Trussell Trust supports a network of over 420 food banks in the UK.**
- **Together we provide emergency food and support to people unable to afford the essentials, and campaign for long-term change.**
- **Between April 2023 and March 2024, food banks in the Trussell Trust network distributed over 3.1 million parcels of food.**
- **This is the highest number of parcels that the network has ever distributed in a single year and represents a 4% increase on 2022/23, and a 94% increase on 2018/19.**

Background to financial inclusion at TRUSSELL

- **Our vision is for an end to the need for food banks in the UK.**
- **We believe that a key step to achieving this is a UK financial inclusion strategy that prioritises people facing destitution, by ensuring that people on low incomes can access the advice and support they need on money matters, including social security eligibility and debt.**
- **45% of people visiting food banks have received no advice before doing so.**
- **Now over 70% of food banks in the Trussell Trust network have financial inclusion provision.**

Background to 'Pathways to Advice and Cash' Scotland

- Six pilot schemes implemented in different areas of Scotland, adopting a community-led approach to improving the availability and impact of advice.
- Community organisations in those areas defined the needs they want to address, the focus of intervention, and the outcomes they seek.
- Projects build on existing collaborations, community hubs, or referral pathways.
- Many have adopted a relational approach, training community volunteers who act as a local first point of contact. Others support more effective referrals and support for holistic advice in community settings, all with the aim of maximising engagement with advice services.
- A learning approach is being embedded by encouraging reflective engagement, information sharing, and working with a learning partner throughout the project.

Background/learning/outcomes from Glasgow's project – Access To Advice (ATA)

- ❖ Offering holistic crisis advice to help end need for foodbanks**
- ❖ Premise is to link GCC's relational offering of Glasgow Helps with advice services**
- ❖ Referral to advice must be made within 24hours**
- ❖ Advice must be given within 24 hours thereafter**
- ❖ Lived experience embedded in the offering**
- ❖ Cash First Approach**

Background/learning/outcomes from Glasgow's project – Access To Advice (ATA)

ADVICE



GLASGOW HELPS

- WELFARE BENEFITS
- DEBT & MONEY ADVICE
- FINANCIAL CAPABILITY
- FUEL POVERTY/ENERGY ADVICE
- HOUSING
- FINANCIAL ADVOCACY

EDUCATION, DIGITAL INCLUSION
SOCIAL WELLBEING, HOME ESSENTIALS
EMPLOYABILITY, FOOD INSECURITY
INTERNAL GCC ENQUIRIES, TRAUMA
HOUSING, TRANSPORT, UTILITIES/BILLS
PHYSICAL & MENTAL HEALTH, SAFETY
CHILDCARE, DEBT & FINANCES,
CULTURE & COMMUNITY, HOBBIES

= ENHANCED WELLBEING