



IMPACT REPORT

April 2024 – March 2025

GOVAN
COMMUNITY
PROJECT

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CHAIR'S REPORT

This past year posed complex challenges for our sector: financial, political, and above all, human.

For Govan Community Project, 2024–25 was a defining year of transition. We navigated a move to new premises and inevitable staffing changes driven by the volatile funding landscape. Yet, while resources across the charity sector tightened, the needs of our community only grew.

Against this backdrop, GCP demonstrated resilience. We did not retreat; we evolved.

This evolution is anchored in our three-year strategic plan. A key pillar of this strategy is reducing reliance on grant funding by investing in our own business development capacity – a shift will prove vital for our sustainability.

We operated within an increasingly hostile external environment. Escalating immigration rhetoric and misinformation have created a climate of fear. For the people we serve, these policy shifts result in immediate, tangible crisis.

Despite this, our impact was significant. We supported over 1,500 individuals through advocacy, distributed nearly 1,000 much-needed food vouchers, and facilitated wellbeing for hundreds more through our community projects.

Beyond the metrics, these figures represent the preservation of trust in a system that often feels broken.

- Trust that advice is available.
- Trust that rights can be defended.
- Trust that community exists.

Financially, the organisation remains robust. Despite the disappointing loss of funding for the 'Food for All' project, we maintained a surplus and continued to invest in services. This stability is the result of prudent governance and the strength of our staff team.

As Chair, I am proud of our delivery this year. It was not easy, but it was necessary. We move into 2025–26 with clarity and confidence, committed to dignity, solidarity, and practical action.

GORDON BAIN
CHAIR, BOARD OF TRUSTEES

HEAD OF CHARITY'S REPORT

2024/25 has continued to be a busy period for the organisation. Like many 3rd sector organisations, we experienced an unpredictable time at the start of the financial year, awaiting funding decisions, the impact of which was we saw some valued staff members move on to pastures new, however throughout the year we have also welcomed some new team members and new projects.

Along with a huge number of organisations in the sector, we have seen another year where funding opportunities have decreased and become more competitive whilst organisational running costs and demand for support have continued to escalate. We have worked with partners to advocate for adequate and more sustainable funding for the sector and will continue to do so.

As part of our strategic objectives around sustainability, we welcomed a new business development role to our structure to support us to explore new ways in which to diversify our income in the longer term, supporting our strategic aim of becoming less reliant on grant income.

2024/25 saw a new Labour UK Government come into power, who have very rapidly increased the number of challenges faced by our community with the fast paced introduction of more divisive and dehumanising immigration policy changes. We have also sadly seen a significant rise in the influence of the far right in spreading misinformation and seeing the harm this can cause in local communities. Throughout 2024/25 we have worked with our community members, supportive politicians and partner agencies across the UK to challenge the divisive rhetoric through joint campaigns and lobbying of the Government and we will continue to do so.

We were deeply saddened to see the 3 year Scottish Government funding for our Experts by Experience Project Food for All come to an end but we are working hard to identify ways in which the legacy of this project can continue to have the positive impact it has had during its delivery period. The impact of this project is testament to the commitment, drive and passion of all who were involved.

As we look forward to 2025/26 and what that will bring, I would just like to thank our funders, donors, partner organisations, and volunteers for joining us on our journey. I would also like to thank the Trustees for giving their time, skills and experience in driving the strategic direction of the organisation and the supportive relationship I have with them, but the largest thanks as always goes to the members of our community, whom we are all privileged to work with. We work with an extremely resilient community who share their skills, knowledge and personal journeys not only to support each other in the here and now but also to influence change for those who are at an earlier stage of their journey.

TRACI KIRKLAND
HEAD OF CHARITY

TREASURER'S REPORT

Income continues to grow with income to 31/3/25 being £1,031,607 in comparison to the previous year of £1,003,947. Further Income information is shown on the next page.

We are also consolidating our reserves position. Our policy on reserves is to maintain free reserves covering three months of expenditure (£272k based on expenditure to 31/3/25) to respond to emergencies and cover 3 months worth of core operating costs. We are close to this objective at 75%. (£203k). This excludes Restricted reserves not included within this metric of a further £66k

As always, we have been fortunate in the year 2024/25 to receive generous awards from funders in a challenging environment and these are shown in detail within our statutory accounts.

In spite of the challenging funding environment we face, income has increased as have staffing numbers and we have been in a position to further diversify income and grow our Social Enterprise activities, while simultaneously providing and building upon exceptional services as outlined in this report. However, we are also experiencing rising operational costs which brings challenges.

In terms of the below income/revenue and expenditure charts we achieved a surplus of £42,234 in the financial year ended 31 March 2025. (income of £1,131,607 and expenditure of £1,089,373)

Of that Income per the Chart below, 59% or £663k is contributed to from grants, donations and legacies with the other major income source being £461k, 41% generated by our Social Enterprise company of Voiceover Interpreting.

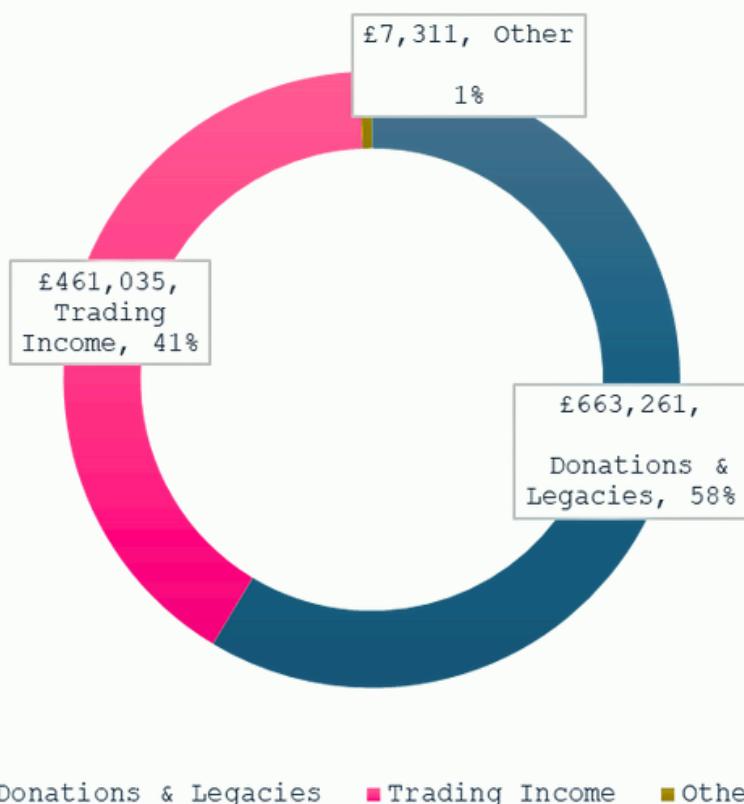
In relation to expenditure to 31/3/25 of £1,089,373 our biggest area of expense is in staff costs (including wages, NI, Pension, Sessional, recruitment & HR costs) which at £552,374. This represents over 50% of total costs displaying that we have invested heavily in our staff team and increasing staff numbers. As you can see in the following charts, Voiceover accounts for £314k (29%) of our expenditure and direct project and running costs account for a further £223k (20%)

This picture displays to board, management and members in what is and will remain a challenging income generation environment that those team efforts continue to have great positive financial outcomes on the projects and services delivered by GCP and our continued financial stability.

DEREK TAYLOR
TREASURER

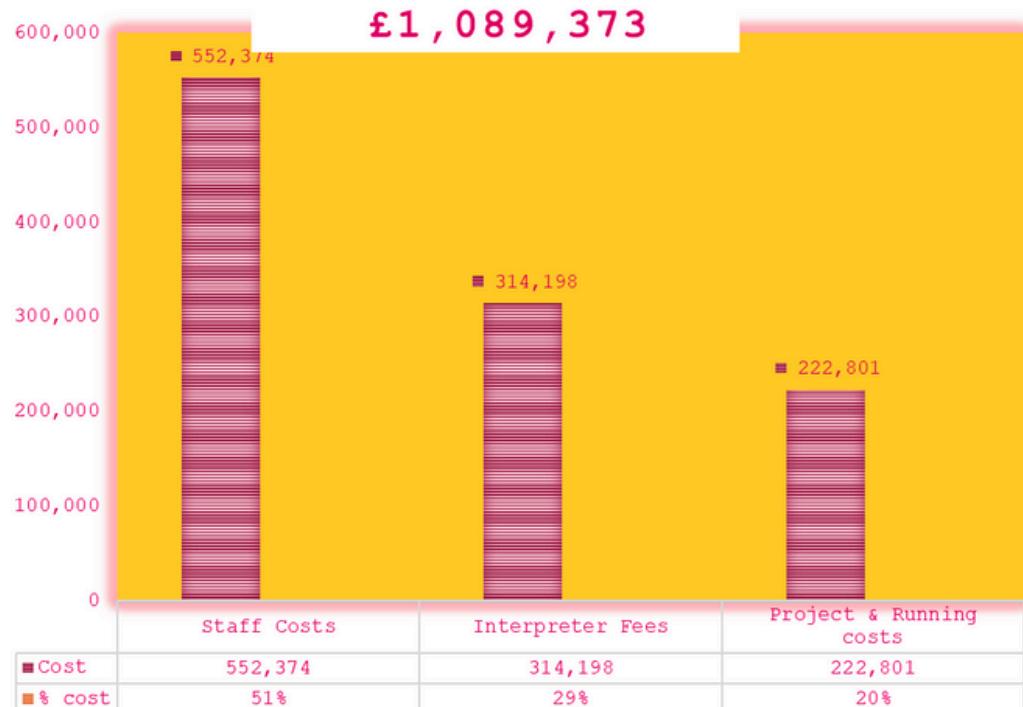
ANNUAL INCOME/EXPENDITURE

24/25 INCOME & REVENUE
£1,131,607



■ Donations & Legacies ■ Trading Income ■ Other

24/25 EXPENDITURE
£1,089,373



FUNDRAISING

As has already been mentioned, the funding environment is becoming increasingly challenging and GCP have invested in diversifying our income through different strands, one of these being developing community fundraising activities.

This year we developed new ways of fundraising with help from our community and grew our numbers of individual donors and supporters. The generous donations we receive through online campaigns, working with local groups, schools and local businesses are essential to providing some of our most practical support for people facing destitution. The majority of these funds are used to provide supermarket vouchers for people with no access to food at all.

We also developed a schools fundraising toolkit this year. We are excited to use this new toolkit to not only engage with school to raise essential funds but to increase knowledge about migration and refugees and create strong, cohesive communities where every member is supported and valued. The schools toolkit is available [here](#) for anyone based in a school who would like to work with us.

We were also delighted to take part in the Youth Philanthropy Initiative and particularly enjoyed taking part in the Duncanrig High School Charity Carousel. We loved working with all the students who chose us as their local cause to champion and are very appreciative of their efforts.

Thank you to all of our regular donors for your continued monthly support. Thank you to all the individual and group fundraisers who have held events to raise funds for us you are all amazing.

This year we hosted our first ever large fundraising event in Govan run entirely by our community fundraising volunteers who worked very hard to pull together a wonderful night full of fun and music as well as a raffle. Local businesses gave generously and we appreciate their support hugely. Our 80's night attracted over 100 attendees and raised £1,935.22.

Our winter appeal this year was our most successful so far as people responded to our call out for funds to support people facing destitution in Glasgow in winter. This raised £2,589.

We could not do this work without the support of our incredibly dedicated and creative volunteers, the community groups who support us and the individuals who take on challenges, organise events and make donations to ensure our work continues. We have some exciting events planned for 2025/26 and if you would like to get involved, please get in touch at

commfundraising@govancommunityproject.org.uk



SOCIAL ENTERPRISE

2024/25, saw some significant developments in Social Enterprise Development for GCP.

Our cornerstone social enterprise VoiceOver enjoyed an image makeover courtesy of a Social Enterprise design award from Bold Design Studios. This then led to the creation of VoiceOver's new web site courtesy of a team of students at Napier University.

Voiceover handled 11,709 translation appointments in the period with a total revenue of £512,000 which is a 30% increase on the previous years' performance. The most requested languages requested were Vietnamese, Arabic, Kurdish Sorani, Pashto and Farsi.

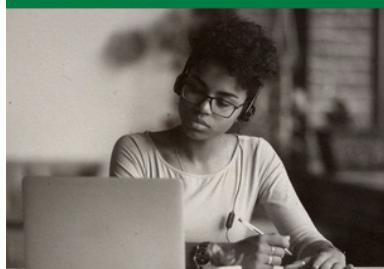
This significant increase in activity for VoiceOver meant that a net financial contribution of £146,000 was returned to GCP which underscores the importance of VoiceOver and the value of developing other Social Enterprise activities which can also provide much required revenue streams to the charity. In addition to the financial returns provided by VoiceOver they covered 1,245 individual appointments internally for GCP members with an overall value of £36,000 in the financial year.

As part of longer term sustainability planning, GCP have decided to invest significantly in Social Enterprise development for the period and this should bear fruit in the coming years.

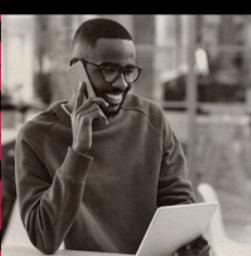
The position of business Development Manager was created and their primary focus will be on the further development of VoiceOver in the first instance. VoiceOver has been established as a trusted service provider in the Translation & Interpretation sector. Despite their success they still have a negligible share of the market. Our ambition is to increase turnover at VoiceOver by at least 100% over the next 3 years and to achieve this VoiceOver are identifying other improvements and streamlining of systems which may be required to ensure VoiceOver is in a robust position for further growth, for the benefit of GCP services.

In addition to maintaining a focus on the development of VoiceOver the Business Development Manager will be working with GCP's team and community members to identify new Social Enterprise ideas and opportunities and will be focussed on market testing at least two to three new Social Enterprise opportunities in the coming financial year.

VOICEOVER Interpreting Services



“ Responsive and friendly staff. It is a pleasure to work for this company. ”



OUR YEAR IN NUMBERS

1,528	people were supported through our advice & advocacy services including asylum support advice and other practical support
992	supermarket/pantry vouchers & foodbank referrals were distributed to individuals experiencing food poverty
149	people regularly attended our weekly group activities within our Men and Women's Groups
120	people engaged with physical wellbeing activities, including our walking group, running group and accessing 6 week gym passes
69	people volunteered with us, with 26 of these being community members
91	people found out more about our services and other available support through our community welcome activities
111	people benefited from accessing mental health and wellbeing activities, both individually and in groups
349	people in shared food and culture and made connections through our community meals/events in Govan
79	people (<i>children and adults</i>) accessed bikes, repairs and cycling activities through our bike library
372	people experiencing digital exclusion accessed sim cards and other digital inclusion support
227	esol students engaged in classes at varying levels from beginner to intermediate
944	bus passes were distributed to individuals supporting financial barriers to travel/accessibility
53	children accessed homework support, healthy snacks and informal learning activities through our homework club
109	people participated in Awareness Training Workshops with our Food for All Group

ADVICE & ADVOCACY

In 2024, the Advice and Advocacy Service remained busy with high numbers of people contacting us for support. We successfully assisted more people than ever before in accessing asylum support, with 84 applications processed by the team.

Throughout the year, we provided casework support to asylum seekers living Glasgow-wide, and some further afield in Scotland. We continued our weekly outreach casework sessions in Cranhill Development Trust, as well as welcoming people to our office. People continued to approach us for assistance in accessing their entitlements to housing and financial support from the Home Office, as well as support in accessing other essential services, such as education, mental health services, and legal representation.

We did see some changes in the type of support people required from us. Most notably, due to the increase in speed of decision-making in asylum claims, we saw a significant rise in the number of people requiring support to challenge the Home Office decisions.

In 2024, we supported 14 people to appeal the refusal or discontinuation of their asylum support. Out of these appeals, 13 resulted in support being started or reinstated.

The year saw several particularly challenging moments, including the stepping up of the Conservative Government's plans to remove asylum seekers to Rwanda in spring 2024.

1326
Helpline calls
received

602
new referrals
for support

1528
Individuals
supported in total



86%

said GCP's support provided them with regular financial support from the Home Office, Social Work or a charity.

95%

said that GCP helped them to access food when they had none

93%

said that they were Very Satisfied/ Satisfied with the support they received.

92%

said that they would recommend GCP to someone else for support.



"You gave me a new life, a new hope to live, you listen to me carefully, my condition was really worse but because I'm talking to you I feel very relaxed because I think there is something to live for, I can see some future with my kids now."

"Although I have got a status now, there was a phase during the asylum process when I was becoming homeless, and my support was stopped. During that difficult time, GCP helped me in all possible ways and finally restored my support. I cannot forget the great service given to me by GCP."



COMMUNITY PROJECTS

COMMUNITY LEARNING AND DEVELOPMENT

We've continued to grow and change with the evolving needs and demands of the community. As our community welcome drop-in came to a close, we started a community meals programme in November 2024, initially funded by Commonweal one-off funding, with support from Govan participatory funding.

The meals provide an opportunity for community members, volunteers, staff and local people to come together and share food. The meals have created over 10 new volunteer roles, with community chefs having the opportunity to grow and develop their skills. The meals have already begun to engage a new community and work in partnership with CWIN, Sunny Cycles, and other GCP projects.

We continue to partner with Glasgow Life to provide gym passes throughout the year. We also ran short-term projects, in partnership with Citizens Advice, we provided eVisa support appointments, as well as one-off community talks with organisations like Changeworks, Rape Crisis, NHS Health Improvement, Sunny Govan and more.

The CLD programme has also led on several large scale community events like Family sports Day with Glasgow Life and a Burns Night in collaboration with Elderpark Housing association- bringing together local people and community members for a night of celebration:

WELLBEING PROJECT

Our 4 community wellbeing workshops were very successful, with the final two fully booked. Community members shared that the wellbeing group is an important and necessary provision that they are enthusiastic to engage with. After getting feedback from participants, the project transitioned from group work to more personalised one-to-one mental health support.

The Wellbeing Coordinator attended a roundtable organised by SG/COSLA to co-develop micro-projects to support people with NRPF in mental distress.

We are delighted that the Wellbeing Project has been awarded further funding which will support the continuation of one-to-one support.

"It was a lovely and entertaining evening. It was a good mix of honoring heritage and having a good time with everyone that came. I enjoyed the meal as well".



WOMEN'S PEER SUPPORT GROUP

This group is ever-growing with new members joining, while long-standing members of the group continue to drop in. We have over 30 active members and a wider community of over 130 women.

The group expressed an interest in staying active, so this year the group had a cycling session with Women on Wheels, with two members cycling for the first time. We also collaborated with Glasgow Life Sport to try sports such as badminton, pickleball, and netball.

Following some feedback from participants, we also ran creative workshops and several trips with partner organisations and the local community.



MEN'S PEER SUPPORT GROUP

We continued to offer a welcoming weekly space for friendship, wellbeing and connection, with 45 registered members and around 22 attending at least once or twice each month.

Members enjoyed regular activities shaped by the group, including weekly walks, shared meals and social learning. We also had strong participation through trips and events, including Rewild & Recover in the Highlands, a visit to Edinburgh Zoo and many more.

Members grew in confidence through co-production discussions, volunteering encouragement and wider community signposting. It has been great to see this growth, as group bonding and inclusion are issues for many men isolated in the asylum process.



DIGITAL INCLUSION

Starting in 2024, this is our newest project. Our initial focus was to support the ESOL students who already had devices, and learn from them the most urgent needs of our community members. We conducted a baseline survey across all our current community members to find out how best to provide holistic support.

We began a Digital Drop-in on Wednesdays and recruited volunteers so we were able to provide individual support. We ordered 20 new Chromebooks to provide community members with access to a device on loan. We also got SIM cards from Vodafone to connect 95 community members with calls and internet access. We also engaged with other organisations that deliver digital support to learn from them and share resources.



HOMEWORK CLUB

Homework Club worked with 53 children and young people this year. We continued to provide both academic support and a range of fun and educational extracurricular activities and trips.

This year includes a partnership with The Conservation Volunteers, where we learnt about and planted in an outdoor vegetable bed, a mini-Highland Games and BBQ event for attendees, and a Pantomime trip.

This year, we also started an ongoing partnership with Together for Childhood (NSPCC), which included Child Protection Training for our volunteers, and a six-part Parents' Club workshop discussing topics such as the Scottish education system, online safety, children's rights, and engaging with statutory services.



ESOL

Our ESOL classes have continued to provide holistic community-based learning for our members. We have continued to run 6 classes, including both in-person and online, to keep this important resource accessible.

Thanks to our amazing ESOL volunteers, we were able to respond to the needs of our students by opening a Pre-Intermediate class in Cardonald, meaning we now support students through 4 levels of their ESOL journey, from Beginner to Intermediate.

In a focus group with our students, all the students said that because of the class, they have new friends and connections and have more support in their lives. They also said that because they are learning English, they can access services such as the NHS and legal support.



ENDING DESTITUTION TOGETHER

Over the year, eight members with lived experience of destitution met fortnightly across 24 supported sessions, creating a consistent and engaged peer group.

Members strengthened their voice and visibility through national representation in wider networks and consultations. They also met with Minister Kaukab Stewart and contributed to NHS trainee learning, ensuring lived experience informed decision-makers and frontline services.

Participants completed training to increase confidence and advocacy skills. One member described the group as a safe space that reduced isolation and built confidence.



BIKE LIBRARY

The Bike Library at Moss Heights continued to provide vital access to free and sustainable travel for GCP community members, alongside offering fun activities. Although the project has seen ups and downs in the past year, with the project almost closing due to funding issues, the Bike Library membership more than doubled to 79 members.

We had 13 bikes kindly donated from a range of sources, and we completed 60 drop-in bike repairs for our community members. For our more adrenaline-seeking community members, we also ran six mountain bike sessions, attracting a total of 17 participants.



VOLUNTEERING

Volunteering in GCP remains one of the biggest projects within GCP. Not only have the volunteer numbers grown to a staggering 69 volunteers, but we have also been able to add more exciting volunteering opportunities for community members and people interested in volunteering.

We now have an astounding number of 12 volunteering opportunities across our activities, groups and classes within our communities team.

One of the greatest achievements of this year was receiving Volunteer Scotland's Volunteer Friendly Award. They commented that our work "demonstrates the consideration of volunteers and contribution they make. The case studies and thank you messages from volunteers shows happy and involved volunteers."



2024 FEEDBACK SURVEY

In 2024, the communities team sent out an evaluation survey to community members to find out what they thought about our activities. The results were overwhelmingly positive.

These community projects are vital spaces for growth, skill development and building community. Out of the 93 people who responded, the vast majority gave positive reviews of our work.

We know that the asylum system severely isolates people and puts up barriers that prevent people from accessing the support they need. Our community projects are designed to break down these barriers and provide support, confidence and personal development.

82%

said that GCP's activities gave them new skills which have improved their lives.

73%

said that GCP gave them friends and community, making them less lonely.

69%

said that GCP's activities improved their mental and physical health.

70%

said that GCP's activities made them more confident.

66%

said that they now know where and how to get support thanks to GCP's activities.



"Through this group I have met lots of close friends, neighbours, they give energy and inspire women. This group is like a family, GCP is my second home, I come every Friday and I love this community."

-Women's Group participant



"I know how much difference the device would have made when I was in the asylum system, especially as a newly arrived asylum seeker."

-Digital Inclusion participant

"I met new people, formed friendships... the group has helped me overcome loneliness and completely transformed my outlook"

-Men's Group participant



THANK YOU

We would like to thank all of funders who have supported our work over this time:

**Scottish Government
The Oak Foundation
Big Lottery Improving Lives
GCVS
Comic Relief
Cycling UK
Virgin Foundation
Scottish Children's Lottery
Alliance Self Management Fund**

**Glasgow City Council
The Robertson Trust
Big Lottery Awards for All
The Orp Foundation
Children in Need
Paths for All
Postcode Lottery Trust
Glasgow HSCP
SCVO**

And all of the trusts and groups who have provided us with small grants and donations throughout the year, there are too many to list individually but your contributions have really supported us to support the number of people we do

We would also like to extend our thanks to all individuals and businesses who have donated time, resources or funds to our work. We look forward to working with you again.

Thank you to our staff team for their drive and commitment to providing quality services to our community members.

A huge thank you to all of our volunteers who have given their valuable time and energy to support the work of GCP, we could not do it without you.



GOVAN COMMUNITY PROJECT

Building Hope

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