



# Govan Home and Education Link Project

## Annual Report April 2015 – March 2016

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## **Foreword from Barbara Ferguson, Chairperson**

2015 – 16 has been tremendous year for Govan HELP.

In July 2015 we were awarded a grant from the Big Lottery Fund, allowing us to double our staff team and create the new posts of Volunteer Coordinator, Family Resource Worker, Clerical Worker and Family Sessional Worker. This has enabled us to expand our existing services, and develop new services, including a children's befriending service.

In order to accommodate a larger staff team, we took on a new "satellite" office in Harmony Row Workspace. This office allows quiet working space for staff, with most of their direct work still taking place within Govan Road Campus, Pirie Park Campus and in the wider community.

In November 2015 we were granted additional funding to expand our therapeutic services for children. Two new Play Therapists joined our team in March 2016 as job share, while a third therapist started in May 2016.

With our expanded services and new workforce we have this year supported a record 263 families, including 637 children, parents/carers and family members. This is thanks to our highly skilled and diverse staff team who have worked intensively with families and brought real positive changes to their lives.

This year has also been special, as 2016 marks our 20<sup>th</sup> year. Govan HELP started as Hill's Trust Home School Community Project, and amazingly we still have the support of some of those initially involved in setting up our great wee charity. Our 20<sup>th</sup> year will be marked with a programme of celebratory events, and we hope you will be able to participate.

None of our work would be possible without the backing of our funders including Glasgow City Council, BBC Children in Need, The Henry Smith Charity, The Robertson Trust, The Endrick Trust, The Kelly Trust, STV Appeal, & Radio Clyde Cash for Kids. Thank you to all.



Barbara Ferguson  
Chair Person

## Introduction

Established in 1996 Govan Home and Education Link Project (formerly Hill's Trust Home School Community Project) is a family education support project with offices in Govan Road Campus.

Also known as Govan HELP, the project offers a range of supports to children and their families attending Broomloan Nursery, Govan Family Learning Centre, Pirie Park, Riverside and St Saviours Primaries.

Govan HELP aims to:

*“Support children & families within Govan to develop their potential through learning, therapeutic services and community partnerships”*

This report will provide an overview of the developments and work undertaken by Govan HELP from April 2015 – March 2016



# A Year in Numbers

**263 families engaged with Govan HELP from  
April 2015 – March 2016**

**Overall 637 children, parents/carers and other family members were supported  
with one or more services**

**50 parents / carers received individual family support**

**12 parents received individual or group positive parenting support.**

**11 parents / carers were offered person centred counselling services**

**23 parent / carers attended a weekly ESOL (English as Second or Other Language) class**

**20 new volunteers were recruited taking the total number of volunteers engaged to 34**

**4 children received individual befriending support from our new  
children's befriending service**

**42 families attended our Family Activity Group**

**93 families took part in our Family Holiday Programme**

**60 women attended our International Women's Day Event**

**14 dads attended our new Dad's Group**

**38 parents attended our "Time for Me" Parents Support Group**

**15 children received individual Play Therapy support and 5 children participated in a  
friendship group. 17 children accessed a pilot play therapy drop service**

**270 children / 120 families received financial report from Radio Clyde Cash for Kids**

## **1. Parent and Family Support**

Govan HELP offers a “menu” of supports aimed at the whole family and their holistic needs. This includes individual **Family Support.**

All families experience difficulty at some point in their lives, and Govan HELP can help where problems are impacting on families’ daily lives.

*“I’m in a new house due to the support of Govan HELP and my kid’s health has improved because of this.” Parent*

Our family workers can offer practical support with housing issues, asylum or migrant issues, problems at home, in the community or in school/nursery. Support can also be offered to parents experiencing mental or physical ill health, domestic violence, or drugs and alcohol issues. Govan HELP can advocate on behalf of families with organisations including education, social work and health.

Govan HELP supports families by providing a “listening ear” and by helping parents to identify solutions to their difficulties. Staff have a good understanding of other services in the area, and can refer or signpost families on for specialist help around benefits, debt, legal issues, health or women’s issues. This year staff again referred families to the local Foodbank, the Toybank at Christmas and the School Uniform Bank, and made applications to the Scottish Welfare Fund where families were financially destitute.

*“The support I received has made me stronger, confident and able to access different services I did not know were out there.” Parent*

Our location is beneficial because it is in the “heart” of the community, and is very visible and easily accessible to families.

Being based in Govan Road Campus also means staff have daily contact with nursery and school staff who, in turn, refer and signpost families to us.

There is a waiting list for our services, and we operate a “Drop In” service for new families wishing to access information and support.

**Radio Clyde Cash for Kids** - Each Christmas Govan HELP supports family applications for financial support from Cash for Kids. During winter 2015 we successfully secured and distributed funding for 270 children (120 families), with each child receiving £25 each.

**Positive Parenting** – Positive Parenting support is a major feature of Govan HELP and we offer individual and group programmes. This year we facilitated 2 Triple P groups and 9 parents successfully completed the courses. We also offered individual support to 3 parents.

Our Parent Support Forum met 5 times over the year to offer follow-on support to parents who have already completed a Triple P group, and 5 parents attended this.

**Adult Counselling** – Govan HELP has an Adult Counselling Service, and our Volunteer Student Counsellor offers personal-centred counselling support. This year 11 parents accessed this service.

All our family work aims to build resilience, confidence and self-worth in children and adults. We know that if a family is settled, the child will come to school in a “learning frame of mind” and therefore be a more successful learner. Moreover, parents have a greater feeling of well being and are able to take up further opportunities for themselves.

**Lynne (\*\*all names have been changed)**

Lynne initially became involved in Govan HELP by coming to our adult trainings. We got to know her well, and she sought support from project staff.

Lynne has health problems & physical disabilities, which affect her mobility. In addition she has depression, which she attributes partly to her health problems. Lynne is a single mother, with a 5 year old son Andrew, and was socially isolated. Initially Fiona Koroma, Project Worker worked to help Lynne get appropriate emotional support by escorting her to her GP, who in turn referred her to Brand Street for support from a psychologist.

During the time we were supporting Lynne, her disability benefits were cut due to an “error” processing her benefits renewal forms. This caused financial hardship for Lynne and a deterioration in her mental health.

Fiona liaised closely with Money Matters and DWP to get her correct benefits reinstated. She also referred Lynne to the local Foodbank. Fiona also liaised closely with Andrew’s school, as Lynne’s mobility problems meant she was struggling to get him to and from school.

Lynne continued to see the psychologist every couple of months but felt she needed more emotional support. Having spoken to both the psychologist and Lynne (to ensure there was not a duplication of service) a course of person centred counselling was provided via Govan HELP’s Adult Counselling Service.

Lynne’s family live in a different area of Glasgow and told Fiona she felt unsupported by them. With Fiona’s encouragement Lynne was able to speak up and tell her parents how she was really feeling. As a result they are offering more practical and emotional support. In addition, Lynne spoke at length to Fiona about feeling intimidated by her ex-partner, and Andrew’s dad. Fiona was able to signpost Lynne to the Daisy Project, who met with Lynne and helped her develop a “safety plan”, should she be scared around the ex-partner.

During this time Lynne was invited and encouraged to participate in our parents support group “Time for Me”, and she and Andrew were regular attendees at the Family Activity Group and Family Holiday Programme.

Thanks to the efforts of Fiona and Money Matters Lynne now has her disability benefits reinstated.

Lynne’s circumstances have now improved and she wants to “move on” and increase her skills and confidence. She participated in a Steps Confidence Building Course, organised by Govan HELP and facilitated by Homestart. Lynne also signed up for our Parent Helper Induction Course, and having completed both courses is now volunteering in her son’s school two mornings per week.

Lynne said in her evaluation - “The support from Govan HELP has made a tremendous difference. Fiona helped me to turn my whole life around. I felt supported and guided. Fiona helped me to get my freedom back... I would have been overwhelmed about dealing with it all without Govan HELP, who spoke up for me. Govan HELP has also helped to improve my relationship with my mum....”

The parents groups and volunteering “get me out of the house, and gives me structure, purpose and routine. I meet other parents and learn more about what goes on in the school.”

Through the family activities “I get quality time with my son and the opportunity to take part in activities that we wouldn’t get to take part in otherwise. It helps me to feel included and I get to know other parents.”

## **2. Children's Therapeutic Services**

Govan HELP's Therapeutic Services includes a **Play Therapy** service for children, aged 3 – 12 years, whose adverse life experiences are hindering learning.

Children referred for Play Therapy will have had difficulties and trauma within their lives.

Play Therapy aims to provide time and space where children can work and process difficult emotions and experiences.



Play Therapy can also benefit children with additional support needs, behavioural and communication difficulties.

It aims to build a child's resilience so they can deal with life's challenges at home, in school/nursery and in the community.

The Play Therapist meets with the child for each week, at the same time, for 45 minutes in a private playroom in the child's campus.

We believe that seeing the child in the campus proves easier for the child as this is an environment they are familiar with. It also causes minimal disruption to the child's day, and they do not have the same level of anxiety they would maybe have if they were, for example, to attend a specialist clinic.

During 2015-16 we provided individual Play Therapy support to 15 children.

This year our Play Therapist also ran a 6 week **Friendship Group** for 5 children to build their social skills, self-esteem and confidence.

From September to December 2015, and within Riverside upper school, we piloted a Play Therapy drop in service called **Play Support**. A post box was set up in the school and children, who were upset or had a worry, self-referred to the therapist for one or two sessions. It was hoped that getting a chance to explore their worry early on would prevent a need for support in the longer term. 17 children accessed this service over the 3 months.

Whilst the Play Therapist works individually with the child, Govan HELP staff can offer additional and complementary support to parents and the wider family if required.

For the last 7 years this service has been funded by Children In Need. Additional funding has been granted in 2016 by Children in Need, Bank of Scotland Foundation, The Kelly Trust and The Endrick Trust for the expansion of our children's therapeutic services.

## **3. Children's Befriending Service**

This year Govan HELP created the post of Volunteer Coordinator and this is funded by the Big Lottery and The Robertson Trust. The role of the Volunteer Coordinator has been to develop a new Children's Befriending Service, as well as coordinating an expanded Volunteer Helper Programme.

The Children's Befriending Service sees volunteer befrienders recruited, trained and supported to offer individual weekly support to children, with difficult home environments and poor wellbeing.

The service provides children with “time out” from home, and aims to increase confidence and self esteem, through interactions with a positive role model. Befrienders are encouraged to access local clubs and activities, with the hope that the children will develop new interests and hobbies that they can continue independently in the future.



In November we undertook our first befriender recruitment and induction, leading to 4 befrienders being matched with children in February 2016. A second induction course started in March 2015 with another 6 befrienders undergoing their preparation.

#### **4. Volunteer Programme**

This year our Volunteer Helper Programme has expanded significantly.

Our volunteers are mostly parents/carers who are trained and supported to help in the primary school classroom, playground and on trips. This year, for the first time, we also trained volunteers for Broomloan Nursery.

As well as parent/carers, volunteers can also include adult siblings and grandparents, and by encouraging their involvement we aim to strengthen home school partnerships. Family is the child’s main educator and their presence in the school helps motivate children and can ultimately improve attainment.

For many parents helping in the school is the first step to getting into further education or employment. Volunteering helps raise confidence, self-esteem and increases skills. It reduces the social isolation that some parents are experiencing and strengthens the school/nursery community.

*“I know a lot more about the school and I have learned little techniques on how to do school work and homework with my child.” Parent*

Volunteers complete an application form, and provide a referee. They then attend an initial 3 session induction.

All volunteers are required to undertake a PVG (Protection of Vulnerable Groups) Enhanced Disclosure check. These are administered and paid for by Volunteer Scotland.

The Volunteer Coordinator asks the schools and nursery to identify where they need help. She then coordinates a timetable with volunteers helping upto one day a week.

During 2015-16 Govan HELP recruited 20 new volunteers. This took the total number of volunteers engaged during the year to 34; an increase from 26 last year.

Volunteers are invited to attend quarterly thank you lunches, which are preceded by trainings that further build knowledge. This year trainings included SENSE “Inclusive information Awareness Session”, “Making Sectarianism a History Lesson”, “Positive Coaching”, “Safe Talk – Suicide Prevention”, & NSPCC “Pants Rule”.

Volunteers are provided with individual and group support and supervision. During individual supervision volunteers are asked if they are looking to use their experience to gain a college place or employment. If they answer yes an individual plan is then developed, and support can include referring parents to JBG (Jobs & Business Glasgow) for specialised support, or providing a place on one of our in-house courses or a local community course. The Volunteer Coordinator keeps up to date on local job and training opportunities, and will send this information onto interested volunteers. If a job is available help can be provided to complete application forms and references are provided. 18 volunteers are currently receiving this support from the Volunteer Coordinator.

This year we have worked hard to provide a more coordinated service and a more worthwhile experience for the volunteers, their families, the pupils and the schools/nursery.

**During 2015-2016 our parent and community volunteers told us volunteering at Govan HELP:**

- *Increased their confidence - 91%*
- *Increased their skills and knowledge - 91%*
- *Helped get "job ready" - 45%*
- *Improved their relationship with their child's school - 68%*
- *Helped them better understand their child's education - 77%*
- *Allowed them to meet new people & make new friends - 86%*

## **5. Adult Training Courses and Groups**

Each year Govan HELP organises courses and groups to improve the wellbeing, skills and employability of parents/carers, and to promote lifelong learning.

This year Govan HELP continued to provide a weekly **ESOL (English as a Second or Other Language)** class, facilitated by Glasgow Clyde College, and 23 parents / carers attended over the year. This group is invaluable to non-English speaking families who want to be fully integrated into the community, and who would otherwise struggle to support their child's school work at home.

In addition to ESOL, Govan HELP worked in partnership with Glasgow Clyde College to provide an 8 week **sewing class** to help parents develop sewing skills that can be used at home. The class was accessed by 10 parents.

*"It has helped with my confidence, self-esteem and I learned new skills. Govan HELP gave me a reference and helped me get into college."*  
Parent

This year we have strengthened our partnership with Glasgow Life, and have established a weekly **literacy class** for parents/carers who need support in this area. We initiated this group because we understand that difficulties with literacy and numeracy can affect many aspects of an individual's life from reading instructions, completing forms, and being able to support their child's learning at home. Poor literacy can really impact on an individual's confidence and self esteem, and this gentle group helps improve these skills by working at the individuals own pace. The group is on-going and we have deliberately kept it small with a maximum of 6 participants. This year, with the group just starting, we had 4 participants but have been working hard to help identify and support more parents to participate.

In partnership with Home start, we organised 2 x 8 week confidence building course called **Steps to Excellence**. 13 parents / carers successfully completed this course overall.



Govan HELP staff keep up to date on what other training opportunities there are for parents in the community and regularly signpost them on. We also refer parents onto Jobs and Business Glasgow to gain specific employment advice and support.

Our monthly “**Time for Me**” **Parents Support Group** continued this year, with a programme of activities that brings parents together for friendship, support and information.

The group is held during school hours so parents can have some time from themselves, free from the demands of childcare and running a home. The group has been of real benefit to parents who are isolated, and friendships have developed as a result.

The timetable of activities is suggested by the parents themselves and Govan HELP staff then organise the speakers, demonstrations and workshops.



This year 39 parents / carers participated in one or more sessions. This included parents only trips to the Science Centre and Fairfield Heritage Centre, and there was a group health walk, and group lunch at Moogety Grub, facilitated by Urban Roots. There were also workshops on Money Management, Stress Management, and Internet Safety. Jobs & Business Glasgow provided an information session for parents wanting to gain employment, and there was jewelry making session with “Beads and Blether”, and a Christmas Crafts session.

In November 2015 we started a **Dads Group** to bring dads together for friendship, support, and to help increase their understanding and participation in the local area. There were 5 monthly meet ups including a tour of Drumoyne Sports Centre, and trips to Fairfield Heritage Centre & Galgael. Every 2nd month the activity is for dads and their children together, and since November there have been two family sessions making Christmas crafts and a trip to Glasgow Green. 14 dads participated in one or more session

## **6. Family Activities**

Govan HELP runs a **Family Holiday Programme** during the school holidays.

The programme aims to alleviate the boredom & stress that some families experience over the holidays, and allows families to have new experiences, and undertake activities they otherwise could not afford. Our programme also helps strengthen family relationships, and friendships with others.

There were trips over Easter, summer, October mid-term break, and Christmas and included Summerlee Heritage Park, Ayr Beach,



*“My daughter and I enjoyed going to Ayr Beach. It provided us with time out and allowed us to get away from it all.” Parent*

Glasgow Green and Peoples Palace, Calderglen Country Park, and Palacerigg Country Park.

In December Govan HELP had an information stall at the Govan Loves Christmas - Christmas Lights Switch On, and also received complementary tickets to the Irn-Bru Carnival for families to enjoy over the Christmas holidays.

Overall a record 93 families (180 children and 115 parents/carers) took part in our Family Holiday Programme.

The **Family Activity Group** is a family after school club that allows parents and children the space to spend quality time together.

There are a wide range of games, puzzles and other activities that encourage positive interactions and developmental play.



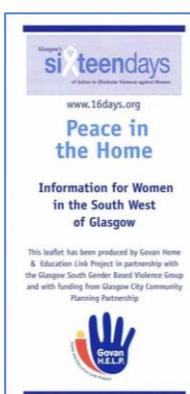
The Family Activity Group runs over 6 week blocks and each block includes additional activities provided by a partner organisation. This year Active Schools provided dance and family fitness; the NHS Health Improvement Team commissioned Moogety Grub to assist families in making “Healthy Snacks”; and Plantation Productions facilitated model making and animation workshops.

This year the Family Activity Group was held weekly over three blocks (April - June, October - December & February - March), and 42 families participated including 44 adults and 92 children.

## **7. Working with the Community**

Govan HELP is an integral service within Govan and partnership working underpins everything that we do.

Thanks to funding from Glasgow City – CPP (Council Community Planning Partnership), Govan HELP held an event in March on International Women’s Day. The day included information stalls for women to get information on support and opportunities. There was also a nail bar, mindfulness workshop and singing workshop. A free crèche allowed women to have a little time to themselves, and entertainment was provided by Clare Robertson, Glasgow Life.



In advance of the event, Glasgow Life ran a 6 week art group, with 6 women designing a public information poster to raise awareness of smear testing for women. The finished art work was displayed at the event. Our event was one of our most successful yet with 60 local women and 33 representatives from organisations attending.

With CPP funding we were also able to update our leaflet “Peace in the Home”. This leaflet details all services in the south west of Glasgow for women, and is the only leaflet of its kind specifically for the south area. It aims to ensure that women who are experiencing domestic violence are aware of the help and support available. It is also a resource tool for social work, health, education and voluntary sector organisations.



This year we have continued to distribute our free **GLAD (Govan's Children's Activity Directory)** with details of all children's clubs within Govan.

Govan HELP, in partnership with Glasgow Clyde College, provide a weekly ESOL class. During the year we saw a record number of enquiries. To meet increased demand Govan HELP produced an **ESOL leaflet** providing information on all the different classes in the local area.

These resources, in addition to a whole load of other useful information can be found on our website [www.govanhelp.org](http://www.govanhelp.org)

Scottish Water this year chose Govan HELP to donate their staff Easter egg collection to. We were delighted to receive over 100 Easter eggs, and gave these out to our families.

This year Govan HELP has referred families to and worked in partnership with:



Active Schools, Alliance Scotland, Central Parenting Team, Daisy Project, Glasgow Housing Association, Glasgow Science Centre, Govan Housing Association, Elderspark Housing Association, GCVS, (Glasgow Council Voluntary Sector), Glasgow Clyde College, Glasgow City Council, Glasgow Life, Glasgow & Clyde NHS, Govan and Craigton Integration Network, Lifelink, GYIP, Home Start Glasgow South, Jobs & Business Glasgow, Linthouse Housing Association, Money Matters, NSPCC, The Pearce Institute, Plantation Productions, Police Scotland, Reach Health Promotion, Riverside Hall, SEAL Community Health, School Uniform Bank, Scottish Refugee Council, South West Foodbank, Starter Packs, The Unity Centre and the schools/nurseries of Govan Road Campus and Govan Learning Community.

### **Govan HELP Trustees at 31<sup>st</sup> March 2016**

Barbara Ferguson - Chairperson  
Pauline Lunn - Treasurer  
Sheila Angus – Vice Chairperson  
Carol-Ann Love  
Sandra Pomphrett  
Shamas Yusuf

### **Govan HELP Staff at 31<sup>st</sup> March 2016**

Annie Achurch – Volunteer Coordinator  
Joanne Aitken – Project Coordinator  
Michelle Cassidy – Play Therapist  
Fiona Evans – Play Therapist  
Fiona Koroma - Project Worker  
Rebecca Keenan – Clerical Worker  
Sarah O'Hare – Family Resource Worker  
Toni McFadyen – Administrator  
Cathie Thomson – Family Sessional Worker

## **Volunteers actively involved during the year**

Sheila Angus, Annette Cooper, Barbara Ferguson, Pauline Lunn, Helen Turnbull, Jean Wilson, Sandra Pomphrett, Shamas Yusuf, Karen Higgins, Mirna Donovan, Louise McLardy, Jane Connelly, Shamalia Ali, Michelle Tonner, Karen Higgins, Sharon Healy, Zahra Guleid, Jennifer Stewart, Ann Marie Blair, Debbie Smith, Angela Burns, Heather Newall, Katrina Walker, Vicky Gallacher, Michelle Hyslop, Rana Alsouhassy, Ola Ajagunna, Loredana Chirila, Colin Fowler, Shanley Clark, Amna Shuja, Aven Naqshbandi, Pauline Rodgers.

## **Plans for 2016 - 2017**

In 2015-16 Govan HELP underwent a significant expansion resulting in the strengthening of existing services and the development of new services. We more than doubled our staffing and took on additional premises. 2016-17 is Govan HELP's 20<sup>th</sup> year and during the year we will be organising a programme of celebratory events, while also consolidating our new and expanded services.

In addition this coming year our priorities are to:

- Strengthen the charity's governance through trustee development days and recruitment
- Review and strengthen Govan HELP's methods for monitoring and evaluation.
- Review and develop Govan HELP's Strategic Plan
- Fundseek for a Development Manager to assist in improving the long term sustainability of the organisation
- Build on relationships with key partners to ensure the project continues to be an integral family support service within a continuum of community services.

Joanne Aitken  
Project Coordinator  
September 2016



