



Hope is only the beginning; it is not a substitute for action, only a basis for it

**Rebecca Solnit**

**Annual Report 2020**



# From The Chairperson

**A warm welcome to you all to the 2020 Crossroads Youth & Community Association Annual Report. 2020 seems to have passed in a flash - And what a year it has been!**

I hope that you and your family are well and keeping safe. We certainly have been tested on adapting to a new way of life, whether that is wearing face masks, singing happy birthday whilst washing our hands, or not seeing family and friends during certain periods of the lock down. It is important that each and every one of you are looking after yourself and your mental health & wellbeing. If any of you are struggling or simply need someone to talk to, please know that we are here for you.

Both the youth and community work teams have done an amazing job this year. They have had to adapt and evolve the way they work due to the doors of the Barn (our community center) not being open in the way that we are used to, and women's' groups not being able to physically meet. The teams have had to create new ways in which to stay in communication with the young people and wider community, whether that was through zoom calls, creating 'walk & talk' groups, organizing food and activity packs to be handed out, providing pastoral care over the phone and social media, or just by standing at the end of the path to check in. They have worked extremely hard to continue to offer the same level of interaction and care to everyone who rely on Crossroads. I also want to thank our Finance and Admin team for having to adapt in these unprecedented times. I won't lie, it's been tough going for all the staff but they have stepped up and been remarkable. We all stand up and applaud you all.

Plans are still being made in the background with creative ideas being explored as we prepare for whatever comes next in an unpredictable year. We look forward to sharing them in due course. In the meantime, We are asking our communities to come forward, get in touch and contribute to our recovery and renewal plans - let us know your thoughts and ideas and you never know it might be something we are working on.

We hope it won't be too long before we can open the doors again to the Barn and come together in our groups across Govanhill and Gorbals - we cannot wait to welcome you all back!

Thank you all for your continued support and we hope you have a lovely Christmas and here's to a better 2021!

**Leanne Thorpe**



## Board of Directors

### Trustees:

**Stuart Hashagen  
(Secretary)**

**Leanne Thorpe  
(Chairperson)**

**Stephen Louch  
(Treasurer)**

**Louise Gregory  
(resigned 03.12.19)**

**Victoria Stewart**

**Edward McFadden**

**Gillian Browning**

**Paul Leese**

**Rizwana Saeed**

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## Dedicated to People

Crossroads is an independent charity seeking to bring about positive change with dignity and compassion at the heart of our youth work and community development.

We aim to be present and work alongside people to navigate the choices and challenges of everyday life and develop opportunities for lasting change.

# Manager's Report

**In a truly extraordinary year Crossroads, like all of us, has been profoundly affected by the coronavirus crisis. Lockdown and subsequent restrictions impacted on our communities in multiple and new ways, the effects of which are still to be fully revealed.**

Since March, our work has altered significantly as we responded to the crisis and continues to evolve as we develop our understanding of the impact across communities. This has resulted in a redressing of our pre-crisis priorities and practices – a huge task involving the restructuring of multi-year grants for projects we secured earlier in the year. These projects were developed over several years with practice and method developed in tandem. The challenge of repurposing and reinvention has been enormous but necessary as we need to know we are responding purposefully to the needs as we find them now.

We also need to have the confidence to endeavour in the struggle to retrieve our work for a better future for everyone as we move into the recovery and renewal phases in 2021. In a word we need to have hope. This kind of hope is not the belief that everything was, is, or will be fine. Things for many are evidently not fine. The hope we mean is an embrace of the unknown; where there is uncertainty, we may be able to influence the outcomes. The reports from the youth work and community development teams in this year's annual report will be threaded through with hope as it provides us with motivation and room to act.

The past, recent and older, helps us here to move forward and act. We must remember the injustices inflicted on each other, and the successes produced by civic mindedness and civil movements. We can draw parallels with moments of crises in the

past and this current crisis and find resilience in the hope that we will get through this and change things for the better. The writer, historian, and activist, Rebecca Solnit puts it like this; 'the past is in daylight and provides us with a torch to navigate the night which is the future.' Memories and stories that includes our power to act and change things for the better produces that forward-directed energy - hope. This annual report contains our memories and stories of a matchless year.

The reports you will read in the following pages will show how our work teams adapted methods in our response to the emerging crisis over the past ten months. They will also reveal how we retained a value-based approach to the crisis from the outset, maintaining three key governing principles in our response. In all that we did we ensured we remained:

**Ethical** upholding the principles of human dignity, respect and equality when issuing our emergency support. The coronavirus has exposed a rights and justice based crisis of inequalities.

**Realistic** not offering promises of support which we could not keep; it is essential we stay within our capacity and capabilities.

**Collective** working alongside local people and other organisational partners to establish an accessible network of different levels of sustainable, and when possible mutual, support.

Much credit and gratitude must be extended to our funders during this most challenging year. Their response to the crisis was swift and bold. Inspiring Scotland, our funding partners for nine years, has provided calm direction as well as practical & financial support since the second week in March. Children in Need, Glasgow City Council, Scottish Government, Impact Funding Partners and Big Lottery grant providers afforded us unprecedented level of flexibility to free us from set obligations (as well as providing extra funding) so we could respond effectively to the alarming speed and level of needs engendered by the crisis.

Virgin Money arrived like a beacon of hope during the summertime, inviting Crossroads to make an application for the recovery and renewal phases and awarded us £10,000. Robertson Trust together with the Henry Smith Charity provided us with core strength and resilience, and The Clothworkers Foundation supported us to redirect £10,000 granted for a minibus towards addressing the major issue of digital exclusion experienced by many families during the crisis.

And finally, the following reports will show rather than tell of the collective commitment, care, respect and unwavering resolve of our youth and community workers, board members, funders, and communities in a year none of us will forget.

**Joe McConnell**

# Youth Work

## “What we dream of is already present in the world, hope shines a light on it.”



Crossroads work with young people continues to respond to the needs of young people as they have changed and grown over the past year. It has created spaces of community, joy and support despite not being able to do face-to-face work as we would in normal circumstances. In all our work we continue to support young people to:

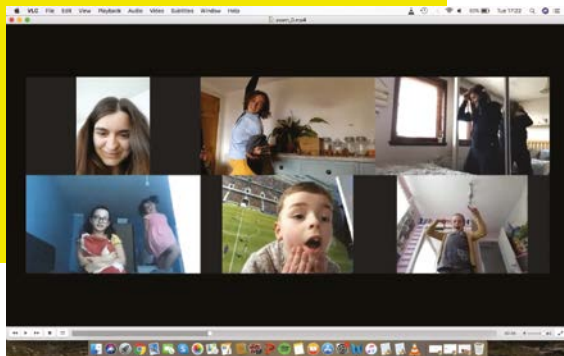
**Improve their physical and mental wellbeing**

**Have better access to structure and routine in their lives.**

**Be better able to build safe trusting relationships.**

As we reflect on the year we had planned and the year that was, we count ourselves lucky to have such a passionate and talented team who were able to reorientate our work to respond to the young people's emerging needs created by the pandemic and lockdown. We went from hosting upwards of 40 or 50 young people on an average night in the community centre to developing a digital response, creating new safe and welcoming online spaces for young people to spend time with staff and friends.

**“It's been helpful knowing there are still other people on the other end of a phone. I like doing sessions as I get to talk to people I**



**wouldn't normally talk to if it wasn't for you guys (the Barn staff)”**

**“It means alot, just knowing even when we can't see you all, you guys are still there.”**

Whether it's in the Barn full of young people or on a 'walk & talk' with two or three young people the youth workers have been able to maintain a presence based approach to connect with young people as an open, non-judgmental presence. It's worth noting the impact of this work was reflected in the response by young people to a survey we conducted towards the end of summer. Asked why they came to The Barn, one of the top answers was “there are staff that I trust and can talk to”. As one young person put it; “this year has been really traumatic...but you helped me personally, and my family a lot.”

A development in our work that we could not have anticipated has been the growing relationship not only with young people but their families too. The lockdown and subsequent restrictions meant young folk were limited to their homes, but this brought us the opportunity and privilege of connecting with the whole family in a different way as we popped by with groceries or activities to keep everyone going. The result has been the development of our positive relationship with parents; a collaboration we will definitely foster over the coming year.



Our online sessions were a new experience for young people and staff alike. Although, to promote a sense of safety and stability we kept digital sessions inline with normal Barn session times across the week. These sessions on 'Zoom' or 'Discord' included homemade game-show, fancy dress parties, and always remained within young peoples' agency to shape and create the activities on their own terms, growing in confidence as they did. Young people would take the lead, teaching staff how to play the games they were familiar with and had played with their pals and peers as this was in so many ways home territory for them.

We are thankful to the parents and guardians who have not only been patient with the changes to our services but have gone out of their way to recognise benefits of and thank us for the work we do.

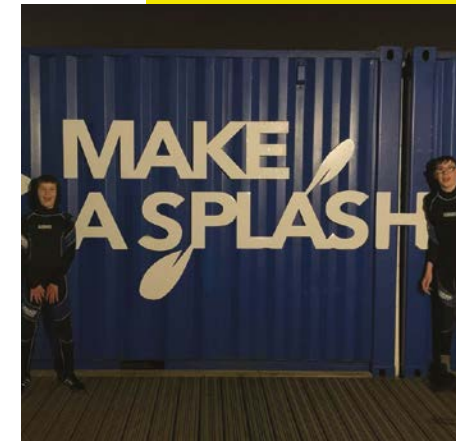
**“(My daughter) is so confident when she is at The Barn because this is “her world” ...this is where she truly gets to be herself.”**

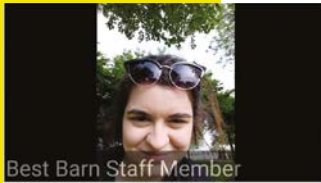
**“(The youth workers) bring so much joy to anyone they meet and as I have said before they treat my daughter with respect and encourage her in everything she does.”**

After dropping off some art supplies with one young person's home, her mum posted her gratitude on social media.

**“It's pretty amazing, especially at a time like this, to see how thoughtful and supportive people, even strangers, can be. It really helps to stop you feeling so alone in the world during such a scary time not to mention that this kind of encouragement is so invaluable to (my daughter).”**

There is so much hope to be found in seeing the creative lives of the young people we work with and how they have bloomed despite this year. It has lifted staff spirits to have young people share their creations with us; seeing their Lego builds, friendship bracelets or plants that they have grown. Each month young people have been receiving a “Barn ‘zine” in the post; a publication containing a mixture of activities, games, signposting to cool stuff to check out online, updates of our activities, and even a Barn horoscope if that's your thing! Each month it is a new challenge for staff to meet the tasks set by the young people for new and creative things and each month they raise the bar.





While we have all been challenged by this year it has informed and improved our work; not having the same access to the building has given us the opportunity for staff and young people to meet safely around the community, for staff to take part in street work and as a result become more visible around the Gorbals. We can't overlook how difficult it has been for the young people we work with; being disconnected from friends and family as well as the activities and services they rely on. We have missed not being able to go away on residential trips and days out that give time for respite and restoration. That said, seeing the responses of young people and families as they meet the struggles of 2020 with creativity and compassion should give us all hope, as well as being a challenge that all of us at Crossroads will continue to work hard to meet.



**"I know I can go somewhere that is a safe & helpful environment where they are going to comfort and support you, which is something I don't feel I always have. I like it cos it's never mixed up, it's the same, it's a bit of structure in my life which is helpful."**

**"I feel like the Barn brings people from different backgrounds, different groups and different spaces which makes it this really welcoming environment... everyone's just getting by and figuring out what they're doing in their lives."**



# Community Work

## “Critical thinking without hope is cynicism but hope without critical thinking is naivete”

The community work team has worked collectively, creating shared purpose, aspirations and work plans around our mantra that “everyone has the right to live gloriously”. We have developed our work around analysis of what makes this impossible and what nurtures and strengthens the individual to make it possible.

Challenging what prevents glorious living. Two key areas of work have been developed around challenge and change:

### South Side Women Roar

#### Knowledge is Power

### South Side Women Roar

This area of work has provided an opportunity for women to explore issues they have not previously considered. Locked into gender roles, limited by gender inequality and drowning under responsibilities and expectations, the women had not imagined women’s voice or women’s rights. The impact of our interventions has included:

- Women feel safe to explore the broader context of their experiences.
- Women’s individual experiences have been collectivised and analysed.
- Women have been able, in many cases for the very first time, to think about themselves in relation to a broader political context.

- Women have been able to explore the extent to which they are able to have their voices heard and influence.
- Women have been able to explore the inequalities that exist and the ways in which gender inequality has been justified by those whose interest are served by perpetuating this inequality.
- Women have been linked in with broader feminist efforts, for example, Engender.

**“Had a great time today. Had a good laugh and good discussion. This is what what our group’s about - womans rights”**

#### Knowledge is Power (KIP)

KIP tied together learning from 9 years of Link Up at Crossroads to allow a space for community to ‘attack’ what is preventing them ‘living gloriously’. Knowledge is Power is a community led research piece, supported by The Poverty Alliance and SCDC. They allow a space for communities to respond and take action to an ‘issue’ that they are facing to create a platform that can feed into the Scottish Government.

The project proposal is for Gorbals residents to explore, understand and improve mental health services at a local level. In particular, to explore how community-based responses, which provide

protective and recovery paths for people, may be better integrated as part of local statutory support service for mental health. Within the current climate and looking into the future there are plans to develop and create a nurturing space for community to come together again and build hope by using both the capabilities approach and using learnings from SSWR.

### Social connections -

#### Women’s Space

We support women, from diverse backgrounds to come together weekly in a safe space to participate in activity, discussions and development / empowerment sessions. The focus of our work has been on the development of bonds, which has proven invaluable during the pandemic.

We have arranged for a trained counsellor / life coach to provide empowerment / mindfulness sessions which energises the women and has started them thinking that ‘time for themselves’ is a basic human need / right. Last year when Women Space, went on a trip to Dundee’s Women’s Centre, they noticed that the ladies there had created a mosaic and they wanted to do something similar in Govanhill. For the past few months, women’s space have been working with a local artist to design what the wall at the Larkfield Centre should look like. The women take part in monthly yoga sessions.

**“I really enjoy Susan’s EH (emotional health) Sessions. I learn something new each time and its good that we all get a chance to open up and share with each other in a safe space. Susan has a really calming manner which is nice and I think it benefits all the ladies. I really get a lot out of these sessions.”**

### Link Up Groups and Connections

The nurturing relationships developed by the work of Link Up has created a network of connections and close friendships between the group members. The effects of Covid have been felt strongly within and across these groups, especially since the space created for them to meet, create, and connect was closed during lockdown and subsequent restrictions. This has posed some exceptional challenges in the efforts to build individual confidence and explore new ways of being imposed by the restrictions of social distancing. We had to redouble efforts to identify how existing needs that group members had were being affected by the Covid-19 crisis. We identified a raft of issues made worse or emerge by the crisis, a lack on digital inclusion, ongoing health conditions, anxiety, depression, isolation, little or no financial resources and for many a shocking lack of choices.

The groups responded to many of these needs themselves or, if required, were clear about how, as an organisation, we could best support them. The group members call each other regularly, deliver essential items to each other if possible, connected with neighbours who may need support, and when able, meet to laugh and eat together. The strong bonds that were already formed have meant that

during the crisis many have had a social, emotional, and practical life-line; demonstrating the efficacy of Crossroads core value that ‘we stand alongside’ each other in mutual support.

### Somali women

We responded to a request to provide some support for Somali women to come together and we held two meetings to discuss what their aspirations were. Just prior to lockdown a meeting involving over 50 Somali women was held in the Barn. It has been a little difficult to maintain connections during lockdown, as we were only just beginning to develop relationships. However we kindly received a donation of sanitary products from the Simon Community which was donated to Somali Shop on Victoria Road.

### In 2020 having a Focus on Women’s Work

We have also supported women to be involved in events and opportunities across Glasgow and nationally.

- Scottish Women’s Convention - two events, including International
- Women’s Day event at Scottish Parliament
- Wise Women event on Women’s Rights are Human Rights
- Women’s support project training on Domestic Abuse.
- Community Celebrations
- We organised, in partnership with Govanhill Baths Trust and the Women’s Health Network a Govanhill International Women’s
- Day event which was attended by 150 women and another event in the Gorbals.
- Connecting Roar members to local opportunities
- IWD Days in Govanhill and Gorbals
- Inviting local woman to attend Fawcett Society Zoom based on author Helen Lewis

**“Womens space is a place where stress is melted away for a few hours. Its a highlight of my week and makes me feel included in the community”**

### Community Engagement

We recognise that social connections, community celebrations and creativeness play a key role in nurturing and strengthening individuals to make glorious living possible. Throughout the year we have held this as central focus to create spaces online or through connecting with local people face to face.

- Valentine Tea Dance
- Virtual Halloween Tea Dance
- Govanhill Family Ceilidh - organised by GCDT
- New Gorbals resident’s welcome packs
- Chalking in Queen’s Park & Gorbals.
- One to one and doorstep discussions
- Focused and tailored activity packs delivered (Wellbeing-mindfulness, Social Justice, Tea Dance, Craft and creativeness, Play)

### Partnerships and Networking

A crucial element of effective community work is developing partnerships and sharing learning. The following are examples of these.

- WESG
- Govanhill Baths Trust
- Women’s Health Network
- GOCA
- Food Response Group in Govanhill
- Mental health forums (Suicide & Self harm)
- Link Up Portfolio Day’s
- SEIN
- Home Energy Scotland
- Gorbals Third Sector Forum



- Turning point
- Bridging the gap

### Spreading the word

We have been taking advantage of opportunities to enable discussion and dialogue and to share information of our work. For example:

- We participated in the Community Development Alliance Scotland (CDAS) online conference in October and contributed to discussion and debate.
- We co-hosted, with the Scottish Community Development Network, a meeting for Glasgow CD practitioners to discuss living gloriously and the capabilities approach.
- Through CDAS and the International Association for Community Development we hosted a group of CD practitioners from Northern Ireland, during their study visit in January study visit. One of the participant commented that being in the barn ‘was like a hug.’
- Attending The Gathering at SEC Glasgow where we networked with other charities, social enterprises and voluntary organisations.

### Training and staff development

- Domestic Abuse Training
- First Aid Training
- Working with Vulnerable People Training
- Dementia Training
- Digital Champion Training.

### COVID response

A focus on dignity at a time that was so unknown. Our crisis response has developed throughout the pandemic but with a value based approach to ensuring people’s needs were met was vital to how we responded.

- Crisis and pastoral support
- Deliveries and support at the door
- Fresh Fruit and veg packs
- Halal vouchers
- Connecting up for relationships to develop
- Themed Activity packs and toys
- Phone contact
- One to one meetings
- Referring on to support agencies
- Nurturing connections and bonds

**“Many thanks for the fruit boxes. amazing. I was expecting tiny compared to that. I am so appreciative. thank you. that will keep me busy and creative. I’m off to make good use and checking recipes, smiling, thanks to your lovely team of helpers.”**

### What the future of Community Development looks like

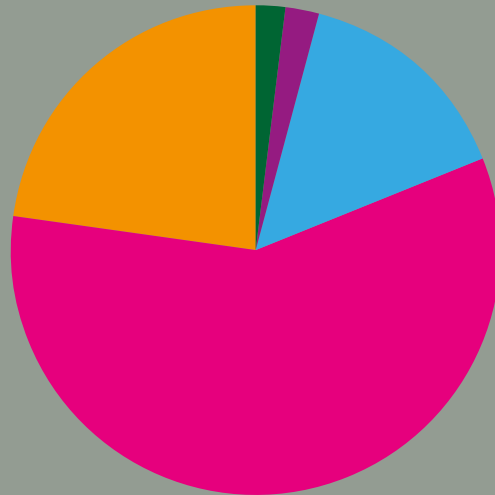
Holding on to our CD values and the values of CYCA, we are analysing opportunities to work within current Scottish Government policies on wellbeing, but with an emphasis on community / collective wellbeing. We recognise that focusing solely on individual wellbeing does not provide a context to challenge the economic, gender and race inequalities which plague our communities.



# Finances

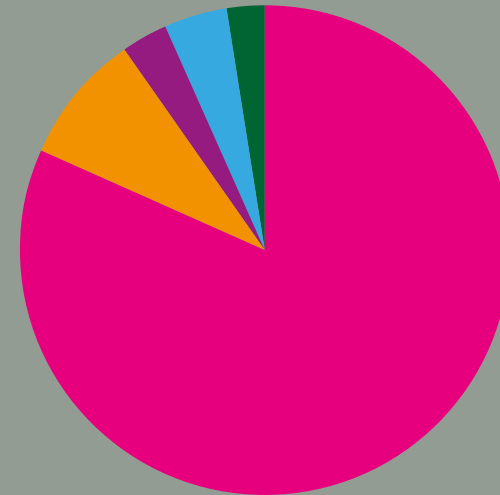
The Association has been effectively managed during the year and a special thanks to the Board and staff for their continued effort and dedication in retaining Crossroads' position as a cost effective provider of youth and community work in the Gorbals and Govanhill areas of Glasgow.

Where our money comes from



Donations and Legacies	£8,636
Other Trading Activities	£8,405
Glasgow City Council	£59,674
Other Trusts & Grants	£234,655
Scottish Government	£91,810
	<b>£403,180</b>

Where our money goes



Staff Costs	£296,724
Activities & Equipment	£31,698
Premises Costs	£11,317
Governance Costs	£14,260
Running Costs	£9,049
	<b>£363,048</b>
CLOSING BALANCE AT 31 MARCH 2020	£40,132
FUNDS BROUGHT FORWARD	£92,308
FUNDS CARRIED FORWARD	£132,440
	£82,041 Restricted
	£1,884 Designated
	£48,515 Unrestricted

# Staff Team

## Charity Manager

Joe McConnell

## Charity Support & Finance Officer

Carol McConnell

## Finance Support

Karen McFall

## Facility Hygienist

Caroline McFadden

## Community

### Development Workers

Katy Smillie

Hannah Graham

Fiona Ballantyne

## Youth Workers

Nick Miller

Chris Long

Lee Given

Doug Birley

Carly Mehan

Amanda Craig

Kathryn Pearson

# Thanks to...

- The Adventure Academy
- Adventure Sailing Trust
- Saffanna Aljbawi
- Awards For All
- Bank of Scotland Foundation
- BBC Children In Need
- Clothworkers Foundation
- Co-op Stores (local and city-centre)
- Karen Cruickshanks
- Bridging The Gap
- Susan Campbell
- Jim Cannon
- Ursula Cheng
- Stewart Christie
- Citizens Theatre
- Community Renewal
- Dixon Halls
- Donny Donat
- Dreams Come True
- Edinburgh University Air Squadron Association
- Farhana Naseem
- Friendship Group and Friends
- Givin It Laldie
- Glasgow Children's Holiday Scheme
- Glasgow City Council
- Gorbals Co-Op
- Gorbals Nisa
- Govanhill Baths Community Trust
- Douglas Halbert
- Catherine Hardy Yoga
- Stuart Hashagen
- HopScotch Children's Charity
- The Laurieston Bar
- Iain McIntosh - Sole Media Business Services (Annual Report Designer)
- Inspiring Scotland
- Kids Out
- Kindness Street Team
- Agnes Knox
- Larkfield Centre
- Mr & Mrs Long
- Andrew MaGowan
- Lorraine McLaren
- Morrisons Foundation
- Angie Mwafulirwa
- Negative Destination
- Pinkston Watersports
- Point Baptist Church
- Robertson Trust
- Rizwana Saeed
- Scottish Government
- Seasonal Produce
- Stephane Sechaud
- Simon Community, Melisa
- Henry Smith Charity
- South East Integration Network
- Sustrans
- Ann Stevenson
- Tranquility House
- Virgin Money
- Webster Trust
- Young Start
- Youth Scotland



Youth &  
Community  
Association

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