

Glasgow Helps



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.



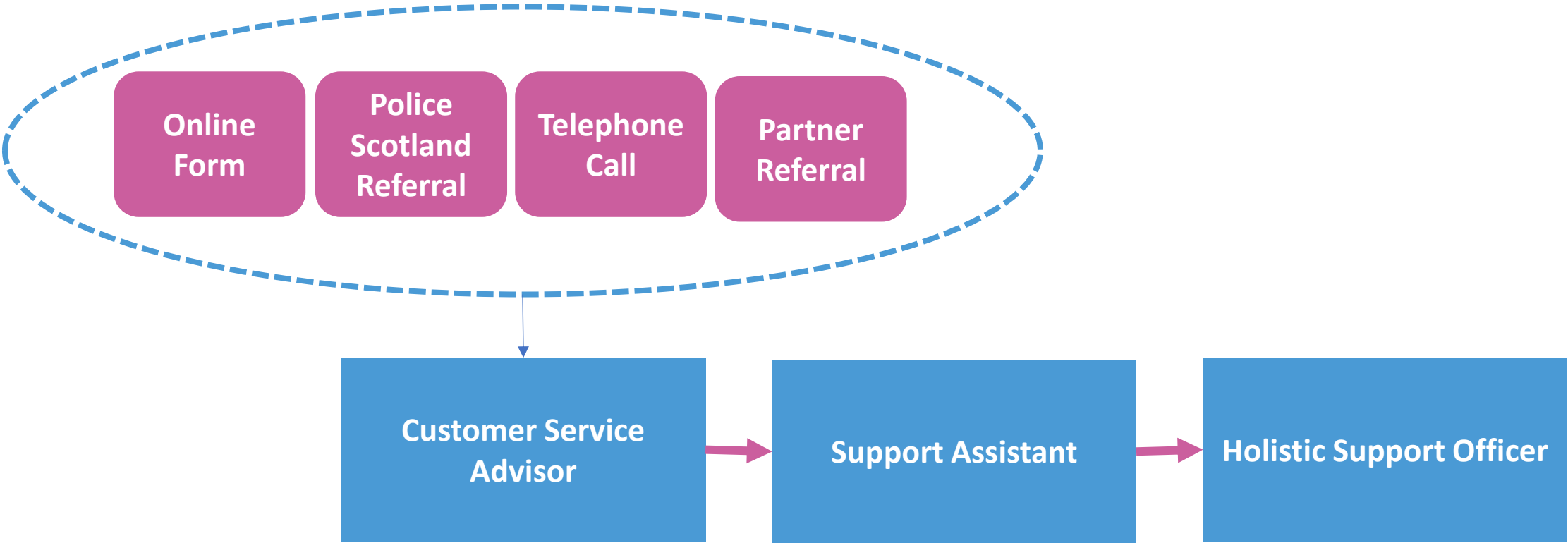
We never give up, staying **committed** to the individuals we work with, no matter the resistance or challenges we may encounter.

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

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.

How We Work



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 deal with what matters most to them

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.

Glasgow
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Development and our Footprint in Glasgow

- We average around **200** 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

0141 276 1185

www.glasgow.gov.uk/glasgowhelps

Thank You

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.

