



Item No. 8

Meeting Date Wednesday 20th May 2026

**Glasgow City
Integration Joint Board
Public Engagement Committee**

Report By: Sheena Arthur, Head of Policy and Engagement, Glasgow Council for Voluntary Sector / Third Sector Advisor on PEC

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Community Support to Alleviate Poverty and Enhance Wellbeing for Citizens

Purpose of Report:	The purpose of this report is to inform the IJB Public Engagement Committee (PEC) of the ways in which citizens of Glasgow have access to community support to ensure that they can maximise their income and manage the costs and demands of daily living.
Background/Engagement:	The Public Engagement Committee received a report in February 2025 regarding the ways in which Glasgow City HSCP supports the citizens of Glasgow to ensure that they are provided with accurate information about their welfare rights. This report seeks to compliment this work to provide a summary of examples that describe interventions that support income maximisation as well as support to manage the costs and demands of daily life to improve health and wellbeing and mitigate the impact of poverty. The focus is on support within the community and third sector projects.
Governance Route:	<p>The matters contained within this paper have been previously considered by the following group(s) as part of its development.</p> <p>HSCP Senior Management Team <input type="checkbox"/></p> <p>Council Corporate Management Team <input type="checkbox"/></p> <p>Health Board Corporate Management Team <input type="checkbox"/></p> <p>Council Committee <input type="checkbox"/></p> <p>Update requested by IJB <input checked="" type="checkbox"/></p> <p>Other <input type="checkbox"/></p> <p>Not Applicable <input type="checkbox"/></p>

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Recommendations:	The IJB Public Engagement Committee is asked to: a) Note the contents of the report.
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Relevance to Integration Joint Board Strategic Plan:
Work to support the citizens of Glasgow to prevent poverty helps support the achievement of the vision and all six of the Partnership Priorities especially Priority 1 – Prevention Early Intervention and Wellbeing and Priority 3 – Supporting People in their Communities

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	Prevention of Poverty supports the citizens of Glasgow to achieve all 9 of the National Health and Wellbeing Outcomes but particularly Outcomes 1-7.
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Personnel:	None
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Carers:	None
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Provider Organisations:	None
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Equalities:	None
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Fairer Scotland Compliance:	None
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Financial:	None
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Legal:	None
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Economic Impact:	None
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Sustainability:	None
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Sustainable Procurement and Article 19:	None
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Risk Implications:	None
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Implications for Glasgow City Council:	None
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Implications for NHS Greater Glasgow & Clyde:	None
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1. Purpose

- 1.1 The purpose of this report is to inform the IJB Public Engagement Committee (PEC) of the ways in which citizens of Glasgow have access to community support to ensure that they can maximise their income and manage the costs and demands of daily living.

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2. Background

- 2.1. The Public Engagement Committee received a report in [February 2025](#) regarding the ways in which Glasgow City HSCP supports the citizens of Glasgow to ensure that they are provided with accurate information about their welfare rights.
- 2.2. The report sought to describe a number of ways in which service users and in some cases, any citizens, are identified and supported to ensure that they are receiving all the financial benefits to which they are entitled to enable them to live well in their communities and look after their health and wellbeing. The report covered the work of the Welfare Rights and Money Advice Team, Financial Inclusion Partnership and Welfare Advice and Health Partnership amongst other teams and initiatives to ensure that income routes are maximized for the people of Glasgow.
- 2.3. Similarly a report was taken to Glasgow City Council's City Administration Committee (CAC) in [October 2025](#) describing transformational work to the City's Financial Inclusion Offer which covered the redesign of the financial inclusion model and proposing a new model of delivery. This was approved and a further report was brought in [March 2026](#) updating CAC on the transformation and describing an Financial Inclusion Grant Funding Model where Glasgow Advice and Information Network will take a lead role to deliver the outcomes the council is seeking.
- 2.4. This report for PEC seeks to compliment this work to provide a summary of examples that describe interventions that support income maximisation as well as support to manage the costs and demands of daily life to improve health and wellbeing and mitigate the impact of poverty. The main focus of this report is on support within the community and third sector projects.

3. Community and Third Sector Projects

- 3.1. The previous report included statutory supports for citizens and projects provided by and/or funded by Glasgow City HSCP with a specific welfare rights remit. Citizens may access these services through information gained from contacts in their local community or be signposted by these services to further support within their community often provided by third sector projects. This partnership working is an important aspect of citizens receiving the support they need, at the right time and in a format that is accessible to them.
- 3.2. With increasing awareness of poverty in Glasgow and the impact this has on families, maximising income is a priority. There is greater understanding of the challenges facing citizens more broadly and the need for access to affordable daily living needs such as food, clothing, transport and digital connection. There are multiple factors that contribute to citizens living in poverty and not having enough to live a healthy, full life. If we are to improve circumstances for citizens this must be recognised; with a holistic approach used to support the individual, their challenges and their day-to-day priorities.

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- 3.3. As a city, Glasgow has made a commitment to working in a more person-centred way and to reducing poverty. This is evidenced in programmes such as [Maximising Independence](#) and the Child Poverty Programme. The [No Wrong Door](#) network within the Child Poverty Programme brings multi-disciplinary partners together to identify strengths and shared approaches to enhance the experience of citizens seeking support. At a recent event, time was taken to gather insights from partners on their experience of working within the system in order to identify areas for testing change to make improvements and remove barriers to citizens getting the right support, at the right time, to meet their needs.
- 3.4. During Challenge Poverty Week many reports highlighted the challenges facing citizens across the country and locally. Some links included for information:
- [Child Poverty in Glasgow 2025 — Centre for Civic Innovation](#)
 - [Reflecting on Glasgow's Progress Tackling Child Poverty | John Sherry](#)
 - [Poverty in Scotland 2025 | Joseph Rowntree Foundation](#)
 - [Blog: We should never stop challenging the injustice of poverty - The Poverty Alliance](#)
- 3.5 Glasgow has a diverse range of community projects and organisations that aim to support citizens and families. Some examples are:
- [Glasgow Community Food Network](#) – brings together people with an interest in food from across the private, public and third sectors including chefs and restaurants, farmers and market gardeners, foodbank and soup kitchen volunteers and anyone else who cares about better food for Glasgow.
 - [Govan Community Project](#) – supporting the diversity of the community in the local area, refugees and people seeking asylum from all over the city. Support includes an advice and advocacy service, food support for those facing food insecurity, teaching English for Speakers of Other Languages, and undertaking participatory action research with community members.
 - [Kingsway Community Connections](#) – a community development centre set up by local people, for local people to help improve quality of life and of the community. They aim to address health inequalities and promote positive health and wellbeing through increasing people's confidence, esteem, sense of connectedness and belonging.
 - [Simon Community Support and Access Hub](#) – acts as 'a one stop shop', working with different partners to help people with benefits, health, finances, legal advice, access to digital connection and more. [Get-Connected](#) projects have connected over 2000 people experiencing homelessness to the digital world.
 - [The Halliday Foundation](#) – community led charity in East of Glasgow, committed to tackling poverty, inequality, homelessness and social isolation. Support includes social opportunities, a volunteering programme, wellbeing activities and a foodbank.

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- 3.6 These projects are a snapshot of community supports in the city to illustrate the range of inputs and themes that can help alleviate poverty and enhance wellbeing for citizens. A more in depth focus on a particular theme or demographic group can be facilitated if members of PEC would like more information/insight.
- 3.7 The Community Pathways example on Kingsway Community Connections developed by Glasgow Council for the Voluntary Sector is included at Appendix 1.

3 Recommendations

- 4.1 The IJB Public Engagement Committee is asked to:
 - a) Note the contents of the report.

Community Pathways Example 1: Kingsway Community Connections

WHY THIS MATTERS

Open, Welcoming Access

1

- People access a trusted, welcoming community space through open, universal activities (e.g. lunch clubs, coffee mornings, youth groups, community events).
- The environment is friendly, inclusive, culturally sensitive and non-judgemental.
- Support is accessible without stigma, forms or thresholds.

Creates early access points, builds trust, reduces stigma and supports prevention and early help.

Trust Building & Early Conversations

2

- Trusted relationships and everyday conversations enable early identification of emerging challenges, including food insecurity, financial pressure, debt, housing stress and health or wellbeing concerns.
- Issues are often recognised before they reach crisis point.

Supports early intervention, reduces escalation and enables timely support.

Safe Space for Disclosure & Holistic Understanding

3

- Individuals are offered a private, supportive space to speak confidentially and without judgement.
- Staff take a person-centred, strengths-based approach, exploring immediate concerns, underlying causes, and wider social, financial and health factors.
- The focus is on understanding the whole situation, not just food need.

Promotes dignity, trust, trauma-informed practice and holistic support.

Immediate Support Using Cash First Principles

4

- Where urgent need exists, immediate support includes cash-based assistance (e.g. vouchers) and, where necessary, emergency food provision.
- Support is delivered in ways that prioritise choice, dignity and respect.

Provides crisis prevention, reduces stress, and creates the stability needed to address underlying issues.

Community Pathway continued...

Kingsway Community Connections

WHY THIS MATTERS

Welfare Advice & Advocacy

5

- Addressing root causes through specialist welfare advice and advocacy.
- Support with benefits, income, debt, housing, advocacy and access to training, education and work.
- Focus on increasing income, strengthening rights and reducing reliance on emergency food.

Delivers cash-first in practice, tackles structural poverty, and reduces long-term hardship.

Joined-Up Support & System Navigation

6

- Helping people access wider services and supports, including health, mental health, family support, housing and employability.
- Community organisations act as trusted connectors, helping people navigate complex systems.

Improves access, coordination and continuity of support, reducing fragmentation and drop-off.

Ongoing Community Connection & Relational Support

7

- Ongoing engagement in community meals, groups, activities, peer support and informal social networks.
- Building confidence, social connection, belonging, wellbeing and emotional resilience.

Strengthens protective factors, reduces isolation and supports long-term wellbeing.

Outcomes & Wider Impact

8

- Improved financial security, food access, mental wellbeing, confidence, independence and social connections.
- Reduced pressure on crisis, health, mental health and emergency food services.
- Stronger early intervention, prevention and more effective use of public and third sector resources.

Supports prevention, health equity, system sustainability and value for money.