

2020/21

Linkes Annual Report



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Letter from our chairperson

Hello,

It is difficult to overstate the challenges of the past year for local people, Linkes as an organisation and wider society. Covid-19 has been like no other challenge in its scope, pace and impact. It's been a tough year and my condolences go to those who have lost work, access to routines and opportunities, even loved ones. Despite these difficulties, and not to minimise them, we have much to celebrate in this report.

One of our strengths at Linkes has always been that we listen to the community and work with what we have. When lockdown struck and the emerging needs were access to food, digital access, isolation and mental health, we quickly made connections and sought funding to build a response. The figures speak for themselves, between April – September 2020, we distributed 18,000 meal parcels to older/vulnerable people and over 2,000 grocery bags to families, not to mention over 1000 friendly phone calls and 552 play resources distributed. This was made possible by the extraordinary commitment, energy and care of our volunteers, - many of whom were new to Linkes and furloughed from their day jobs – thank you. Our staff team are also due credit for their determination, adaptability and resourcefulness.

Lockdown wasn't the end of Linkes' response. From September we redesigned our pre-covid services, moving online or outdoors as conditions allowed. The return of classes, groups and play work to the estate and online maintained vital links and opened up opportunities to our members.

Building on the emerging food work, we went on to expand this service and I look forward to the progress our new Food Group volunteers will make, supported by our new 'food focused' Community Development Worker.

As we struggle to operate in the community without an open base, we have embraced technology, all the time looking forward to having a cuppa together again, when conditions allow.

Our strapline for Linkes: 'All People, One Community' remains at our core. Please get in touch if you would like to get more involved.

My thanks go to everyone involved this year: our members, volunteers, sessional workers, staff, partners and funders.

On behalf of the board,

Robert Smith

Robert Smith | Chairperson



Linkes Team

About Linkes

Linkes is a registered Scottish Charity (since 2006) and a Scottish Charitable Incorporated Organisation (SCIO). Membership is free and open to everyone who supports our aims.

Board of Charity Trustees (Voluntary)

Linkes is directed by a board of local people. This year, we changed our constitution to enable 15 board members. The board meets bi-monthly to oversee the running of the project. For 2020/21, the board members are as follows:

Chair	Robert Smith
Vice Chair	Fatima Mohammed
Treasurer	Salma Ishaq
Secretary	Susan MacAskill
Environmental Rep	John Wright
Member	Robert Geddes
Member	Toni Spencer
Member	Samraa Mohamed
Member	Claire Lyall
Member	Yunming Lin
Member	Euan Girvan (elected Nov 2020)
Member	Gwen Brock (elected Nov 2020)
Member	Zamzam Ghanem (elected Nov 2020)
Member	Kat Boyle (elected Nov 2020)
Member	Fatima Alnagem (elected Nov 2020)
Member	Saana Alsabag (co-opted Jan 2021)

Staff

Senior Development Worker	Elaine Connelly (job share 17.5 hrs)
Senior Development Worker	Niki Logan (job share 17.5 hrs)
Children and Youth Development Worker	Heather McGill-Crawford (34 hrs)
Development Worker (Food/ Groupwork)	Ingrid Fitzsimons (28 hrs)
Development Worker (Groupwork)	Tina Loewe (21 hrs)
Finance Officer	Sunshine Wood (14 hrs)

Sessional Staff

Playworkers	Ashley McRae Esther Olaleye Sehar Shabbir Marija Nemcenko Sylwia Osiecka Susan MacAskill (volunteer)
Click & Connect	Christine Cather
Women's Group	Fatima Mohammed
Men's Group	Thomas Cheyne

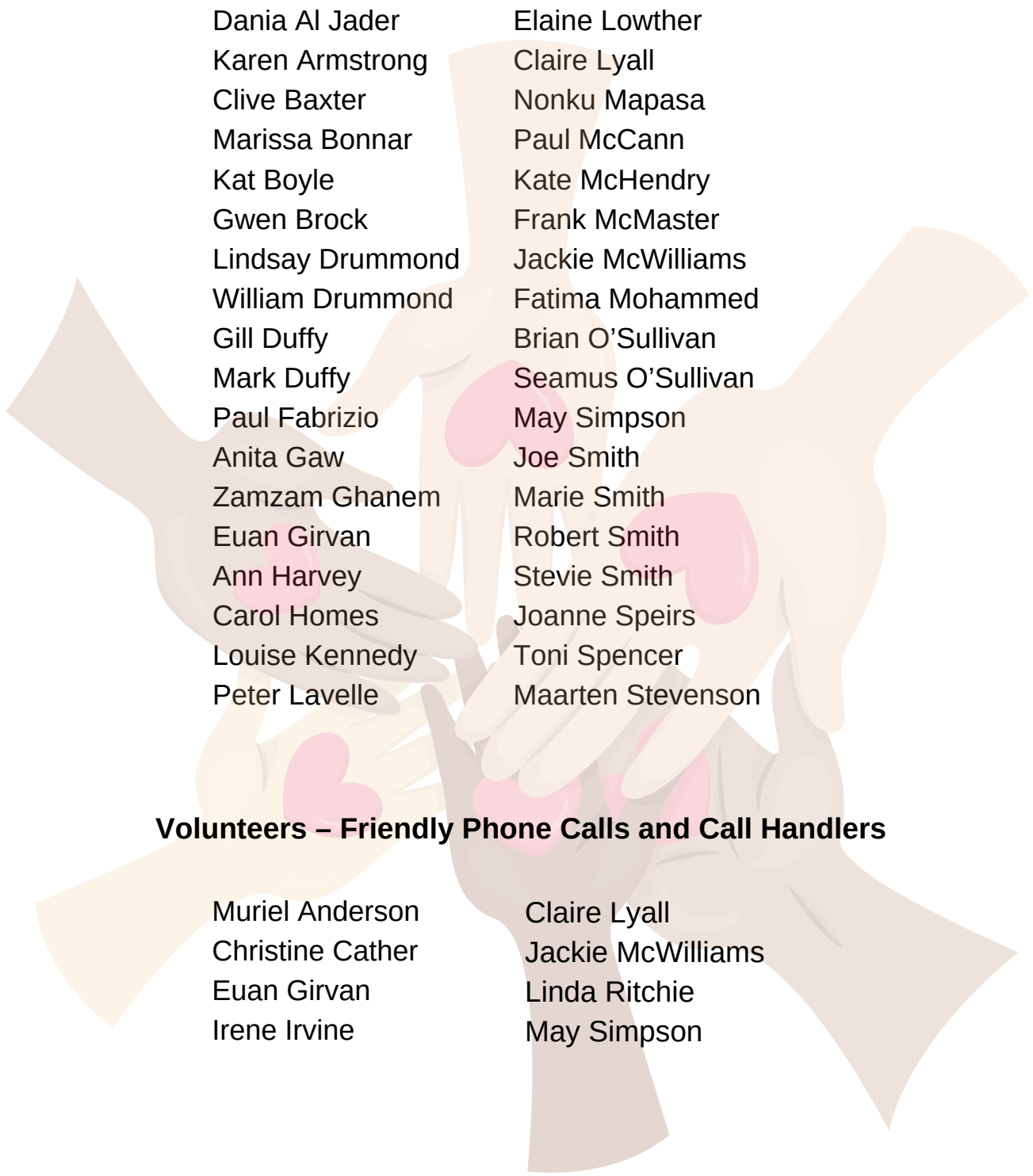
Volunteers



This year, we've been overwhelmed by the number of people who have contributed their time and energy to Linkes, particularly during our emergency response work which wouldn't have been possible without a large team of dedicated volunteers.

A huge thank you to:

Volunteers – Food (Delivery Drivers, Bag Packers, Food Hub and Food Group)



Dania Al Jader	Elaine Lowther
Karen Armstrong	Claire Lyall
Clive Baxter	Nonku Mapasa
Marissa Bonnar	Paul McCann
Kat Boyle	Kate McHendry
Gwen Brock	Frank McMaster
Lindsay Drummond	Jackie McWilliams
William Drummond	Fatima Mohammed
Gill Duffy	Brian O'Sullivan
Mark Duffy	Seamus O'Sullivan
Paul Fabrizio	May Simpson
Anita Gaw	Joe Smith
Zamzam Ghanem	Marie Smith
Euan Girvan	Robert Smith
Ann Harvey	Stevie Smith
Carol Homes	Joanne Speirs
Louise Kennedy	Toni Spencer
Peter Lavelle	Maarten Stevenson

Volunteers – Friendly Phone Calls and Call Handlers

Muriel Anderson	Claire Lyall
Christine Cather	Jackie McWilliams
Euan Girvan	Linda Ritchie
Irene Irvine	May Simpson

Emergency Response



18000

freshly cooked meals delivered to older people or people with health issues who were shielding and/or self-isolating.

2000

grocery packs and vouchers distributed to families, including halal packs.

44

people supported through weekly friendly phone calls.

40

amazing volunteers contributed to our emergency Covid response work.

1000+

weekly catch-up phone calls to members of our Men's group, Seniors Lunch Club and Women's Group. Also, regular contact with our children, young people and parents through friendly phone calls and texts and/or zoom meetings.

"Thank you so much for all the wonderful food we have been receiving from you each week while we have been self-isolating. It has been such a help. Our thanks also to those who have been delivering the food, cheery and such an encouragement. Bless you all."

"Linkes services really helped, especially having somebody to talk to, I knew I could call someone at Linkes and they would listen."

"During the first lockdown, there is some kind of connection. There is someone out there thinking about you."

"Seeing someone face to face at my door. The highlight of my week."

Food



Following our emergency response work, we developed a new strand of work around food poverty and food resilience. From September 2020, we secured funds to employ a 3 day per week Development Worker with a particular focus on food.

22

weekly Food Hubs delivered distributing food packages of cupboard basics, and used by 181 households.

1430

food packages, including halal packages, distributed through our Food Hub.

304

volunteer hours contributed by our volunteers running the Food Hub.

4

monthly meetings facilitated with our Food Group of local people exploring solutions to food poverty.

1

public consultation event co-facilitated on the Glasgow Good Food Plan.

"All the volunteering is getting me out of the house a lot more. I was getting really depressed just channel hopping, so coming down here and seeing people, it's been great."

"It's made food insecurity no longer an issue. I eat a lot healthier accessing these services because with Universal Credit I can only afford the cheapest food which is the worst for you. The fact that vegetables are there along with the fruit is brilliant."

"The groceriesgreatly helped me and the kids and stopped us going hungry."

Community



From September 2020 many of our groups re-started online.

47

women participated in our weekly online women's group with a wide range of activities including cooking, embroidery, candle and soap making, and yoga.

21

members of our Seniors lunch club received weekly freshly cooked three course lunches and activities delivered to their home.

32

students participated in two 36-week online accredited ESOL classes delivered by Clyde College.

30

women attended a 10-week online Beauty Therapy course delivered by Clyde College.

14

women participated in a 20-week online SQA accredited course in Child Development delivered by Clyde College.

20

people received support to access digital devices and/or WiFi and to set up and use their devices to participate in our online classes.

8

men's group members were called every week and provided with activities to enjoy at home.

Information, support, and referrals, including weekly referrals to a local foodbank, were provided over the phone.

"E (volunteer) comes round every week and he always talks to me, he's very nice. I do feel connected. You haven't forgotten me!"

"It was good to know that someone was checking up on you. Thousands of people died during the pandemic so having someone checking in on you was good."

Play



Although face to face play work was often restricted, we delivered a vibrant programme of activities for children and young people.

552

activity packs distributed to children and young people.

70

hours of Zoom play sessions and youth clubs delivered.

522

children and young people participated in online and outdoor activities.

29

face to face play sessions delivered between October-December, including lunchtime play at Corpus Christi Primary School.



"I like the fact that you can talk about anything to the youth workers and their understanding can help you."

(Young person)

"This is a much loved and a jewel in the community. Without this club I fear more kids would wander about streets causing chaos! Also I know that my kids if something bothering them if they can't talk to me the speak to Heather team leader!"

(Parent)

"I wanted to thank u and everyone in Linkes who changed my life and made me the happiest girl. I can't explain how much I love Linkes and all the people who is in the club. Linkes has really changed my life for better and Linkes is my second home and my family."

(Young person)

Thanks to all our friends, volunteers, staff, partners and funders

A special word of thanks to the people who went above and beyond to make our Covid-19 response possible and effective:

Stuart and the team at Mismak Café

Knightswood Congregational Church
(who permitted us to use their hall for bag packing for seniors' groceries)

Dumbarton Road Corridor Network
for peer support

North West Voluntary Sector Network

Glasgow Council for Voluntary Service
for information provision

Ann Harvey at Knightswood Connects

John Docherty for co-ordinating, and Scottish Ahlul Bayt Society for food donations.

Antonine Court for food donations

Sky volunteers

GHA and especially the concierge staff at Lincoln Avenue

THANKYOU

Thanks to all our funders for unprecedented flexibility, support and encouragement.



Glasgow Food Fund

Food Co-op



LINKES

All people: One Community

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