

NGIN

North Glasgow Integration Network

North Glasgow Integration Network: SCIO SC049542

— Hope House
567 Broomfield Road
Glasgow
G21 3HW

Annual Report 2024/2025

- **A message from our chair**

As the Chairperson for North Glasgow Integration Network, I am proud and honoured to reflect on another successful year of commitment, compassion, community spirit and support. Though North Glasgow Integration Network may be modest in comparison, the strength and resilience of the people who make up our community network continues to create a meaningful impact for Asylum seekers and Refugees across the community.

I would like to begin by expressing my heartfelt thanks to our dedicated staff team [REDACTED] [REDACTED] Your hard work, professionalism, commitment and unwavering belief in the value of inclusive communities are at the core of our service delivery. Whether offering practical support, language classes, social activities for the family or advocating for those facing uncertainty, you continue to embody the values of dignity, respect and solidarity that define North Glasgow Integration Network.

I also want to take this opportunity to extend my sincere appreciation to our Board of Trustees. Your guidance, knowledge and expertise, commitment and strategic leadership ensures that NGIN remains a steady and purposeful organisation, even in challenging times. Your continued support enables us to plan for the future while staying true to our values and mission.

I want to on behalf of the Board of Trustees, staff and service users extend our deepest gratitude to all of our funders. Your support and generosity and belief in our work make it possible for us to deliver vital services, build connections and respond to the evolving needs of those in our community.

Finally, and most importantly of all, I want to thank the community members we support. Your courage, strength and contributions enrich our community and remind us why our work matters. We are privileged to have the opportunity to work alongside you, and we remain committed to building a welcoming Glasgow that we can all be proud of.

- **A message from our staff lead**

As the Lead Staff Member of the North Glasgow Integration Network, I am grateful for the opportunity to reflect on the past year and the collective effort that continues to sustain our work. The impact of North Glasgow Integration Network is shaped by the dedication, compassion, and shared purpose of everyone involved in supporting asylum seekers and refugees across our community.

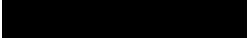
I would like to begin by offering my sincere thanks to [REDACTED] our chairperson. Your steady leadership, encouragement, and clear vision guides NGIN through both challenges and growth. Your commitment ensures that we remain focused on creating a welcoming and supportive environment for those who need it most.

I also want to extend heartfelt appreciation to our Outreach Casework [REDACTED] Your hard work, enthusiasm, and care for the people we serve strengthen every aspect of our service delivery. It is a privilege to work alongside someone who brings such reliability and kindness to our team.

My gratitude goes as well to our Board of Trustees. Your ongoing support, thoughtful oversight, and willingness to respond to the evolving needs of our organisation enable us to remain resilient and effective. Additionally, I am deeply thankful to our funders, whose continued trust and investment allow us to provide essential support, build connections, and deliver programmes that make a real difference.

I would also like to extend my sincere thanks to all the volunteers who support North Glasgow Integration Network on behalf of the board and community member you support. Your time, skills, and commitment make a vital difference to the lives of the people we work with every day. Through your compassion, reliability, and willingness to support others, you help create a welcoming and inclusive environment where individuals feel valued and supported. Whether offering practical assistance, emotional support, or sharing specialist skills, your contributions strengthen our services and our community. NGIN's work would not be possible without your dedication, and we are deeply grateful for everything you do.

Finally, and most importantly, I want to acknowledge the community members we serve. Your stories, strength, and contributions inspire our work every day. It is an honour to support you, and we remain committed to standing with you as you build new lives in Glasgow.



- **Trustee Report**

During the 2024/2025 financial year, North Glasgow Integration Network operated in a challenging environment characterised by rising costs and increasing demand for services. The total income for the year was **£73,522.20** largely from the Glasgow Communitas Fund. The trustees have exercised their responsibility for the governance of NGIN ensuring that resources were applied solely in furtherance of NGIN's purpose for public benefit.

The trustees identify that financial sustainability as a key continued annual challenge facing NGIN and other community organisations alike. During this period NGIN has relied on a 3-year restricted funding cycle, Glasgow City Councils, Glasgow Communities Fund. Challenges are compounded by increases in core operating costs such as premises, utilities and staffing, placing additional pressure on limited income.

During the year, demand for services increased, reflecting the ongoing impact of the cost-of-living crisis and continued pressures within the asylum and immigration system. Service users presented with increasingly complex needs, including destitution, housing insecurity, social isolation and difficulties accessing statutory services. This increase in demand placed significant pressure on staff and volunteers working within limited organisational capacity.

The Trustees also note challenges relating to capacity and compliance. Limited staffing required careful balancing of frontline delivery with essential governance, partnership working, and monitoring and reporting requirements. North Glasgow Integration Network to ensure long term organisational stability and governance undertook and an extensive company policies and procedural review with GCVS support.

Despite these challenges, the Trustees are satisfied that North Glasgow Integration Network continued to deliver public benefit through the provision of accessible, community-based support. The Trustees acknowledge the commitment of staff and volunteers and recognise the ongoing importance of securing sustainable funding to support the charity's future stability and effectiveness.



Administrative Information

1. Financial Report

During the period along with conducting a full review of our policies and procedures we sought to modernise how we track NGIN's financial activity. This has been achieved by subscribing to digital financial tracking software which is designed to minimise human input to reduce tracking and reporting errors.

During this financial year we received a total of **£73,522.20**

- Primary Grant: **Glasgow Commutes Fund £73,042.20**
- Designated Grant: **Creative Connections (Volunteer Expenses) £480.00**

This year we were granted permission from our primary grant provider to "carry over" underspends from the previous financial year (1st April 2023 – 31st March 2024) requiring carry over underspends to be utilised by 30th September 2024. This carries over opportunity allowed for investment in areas which work to safeguard NGIN's future as well as improve our digital footprint and community reach.

- HR Policy review: **£3,042.00**
- NGIN website design: **£2,250.00**
- NGIN organisation logo: **£500.00**

Programme Information

Over the past year, North Glasgow Integration Network (NGIN) has delivered a wide-ranging programme of activities designed to support integration, reduce isolation and strengthen community connections for people from refugee and migrant backgrounds across North Glasgow.

Our Community ESOL classes remained a cornerstone of our work, providing accessible and supportive language learning opportunities that helped participants build confidence, improve communication skills and navigate daily life in Scotland. Alongside this, our community sewing groups and arts programmes offered welcoming, creative spaces where participants could develop practical skills, express themselves, and build friendships across cultures. These activities played a vital role in promoting wellbeing and social inclusion, particularly for women who may otherwise experience isolation.

One-to-one outreach casework continued to provide essential, tailored support to individuals and families facing complex challenges. This included assistance with housing, benefits, education, health services and digital access, ensuring participants could better understand their rights and access vital services. Our outreach work was often a first point of contact, helping people feel supported and empowered during times of transition.

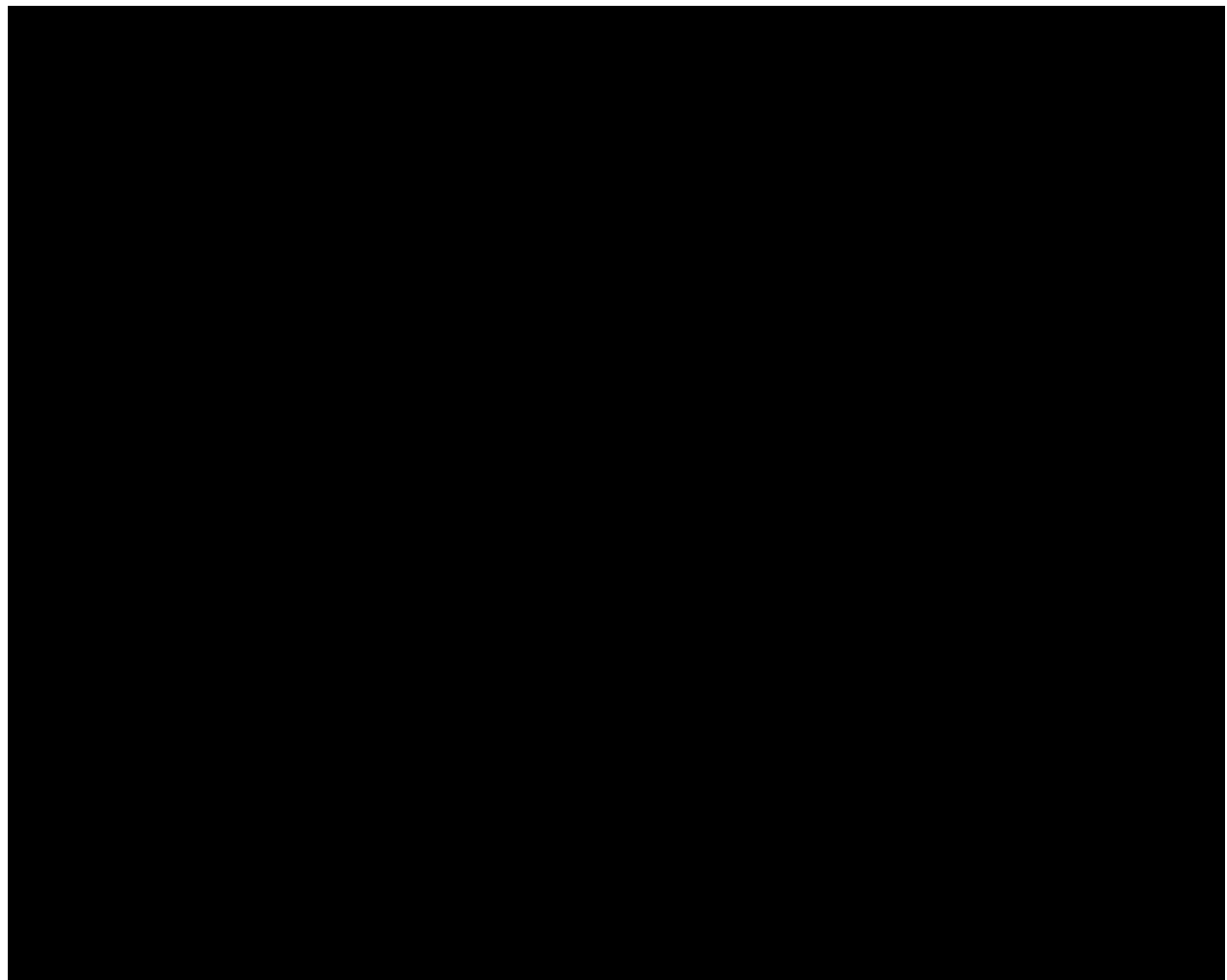
Throughout the year, we also delivered a range of community-building events, including family summer day trips and cultural celebration events, which explained cultures, encouraged participation and created shared experiences for people of all ages. Our Children's Christmas Appeal brought joy to families during the festive period, while our ongoing foodbank support helped address immediate hardship and food insecurity.

Together, these programmes demonstrate NGIN's commitment to practical support, community cohesion and meaningful integration.

Programme in numbers

- ESOL (English for Speakers of Other Languages) classes delivered: **75**
- ESOL attendee numbers across all sessions: **828**

With a delivery of **75** ESOL classes across the year and welcoming a total of **828** learners, we are averaging **11** learners to each ESOL class delivered. We would like to take this opportunity to thank all of the ESOL tutors that we have had the pleasure of working with. Without the support of our partners at **Glasgow Kelvin College, Glasgow Life and City of Glasgow College**, our ESOL classes would not be possible.



- Sewing Group Sessions: **9**
- Sewing attendee numbers across all sessions: **93**

With a delivery of **9** sewing group sessions, all of which took place in the first quarter of the year (1st April to 30th June) we welcomed a total of **93** attendees, averaging **10** attendees for each session.

- Community Arts Group Sessions: **31**
- Community Arts numbers across all sessions: **318**

With the delivery of 31 community Arts sessions, all of which took place from the second quarter (1st July to 31st March) we welcomed a total of **318** attendees, averaging **10** attendees for each session. Our community arts groups would have been possible without the support of the many extremely creative and talented freelance community artists.

- Foodbank voucher codes issued: **806**

Access to food is a basic human right, yet many people in the community continue to experience food insecurity due to poverty, rising living costs, insecure immigration status, and barriers to accessing public funds.

With support from our partners at **The Trussell Trust**, the ability of NGIN to provide food bank support is therefore a vital part of its work to promote dignity, wellbeing, and social inclusion. Food bank referrals often represent a critical intervention at a moment of crisis, helping individuals and families to meet immediate needs while preventing further harm to physical and mental health.

During the 2024/2025 financial year, we issued **806** food bank referrals, highlighting both the scale of need within the community and the trust placed in NGIN as a first point of support. This assistance not only addresses hunger but also creates opportunities for engagement, advice, and onward support, enabling people to stabilise their situations and work towards longer-term solutions.

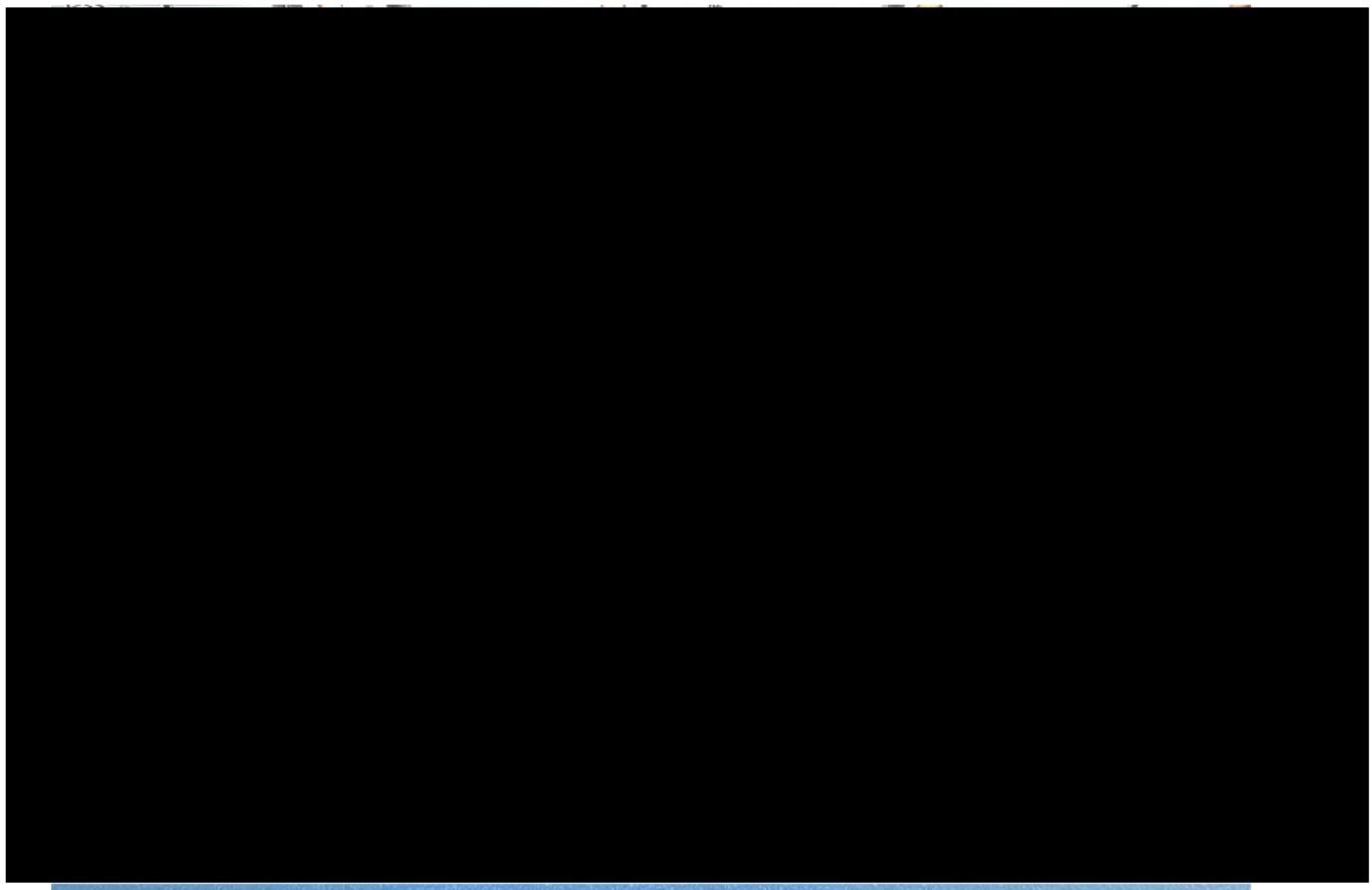
- Outreach Casework Support

Our Outreach Casework programme plays a crucial role in supporting families and individuals facing complex barriers to stability, inclusion, and wellbeing. Many individuals supported by NGIN experience poverty, insecure housing, language barriers, trauma, or restricted access to public funds, and require tailored, one-to-one assistance to navigate essential services.

The Outreach casework NGIN provides is personalised support, meeting people where they are and responding to urgent and longer-term needs. Over the course of the year typical supports provided

include help to access welfare benefits, housing and homelessness services, advocacy with statutory agencies, and support to register with GPs and other health services.

our Caseworkers also assist with immigration-related signposting, crisis interventions such as food bank referrals, and emotional support during periods of stress and uncertainty. By building trust and offering consistent guidance, NGIN's Outreach Casework programme helps individuals to stabilise their circumstances, reduce isolation, and move towards greater independence and integration within the North Glasgow community.



As we reflect on 2024/2025, we are proud of the impact North Glasgow Integration Network has made in supporting individuals and families across our communities. This year has demonstrated the strength of our values in action, as we responded to increasing levels of need with compassion, resilience, and determination. Through our advice, outreach casework, food bank support, and community-based activities, we have helped people navigate crises, access essential services, and take meaningful steps towards stability and inclusion.

We recognise that this year has also brought significant challenges. Rising living costs, ongoing pressures on public services, and the continued impact of poverty and inequality have placed immense strain on the people we support. Despite these pressures, our staff, volunteers, and partners have shown remarkable commitment, adaptability, and care.

Looking ahead to the coming year, we remain optimistic. Guided by the voices of our community and strengthened by our partnerships, we will continue to develop responsive, inclusive services that uphold dignity and promote opportunity. With continued collaboration and support, we are confident in our ability to meet future challenges and to keep building a more just, welcoming, and resilient community.

NGIN Verified Financial Statement at March 31st 2025**Comments****Balance Sheet at March 2025** £**Current Assets**

Bank	£20,427
Equals Card	£1,263
Petty Cash	<u>£41</u>
	<u>£21,731</u>

Per Bank Statement at 31st March 2025

Per information provided

Per information provided

Represented by

Surplus generated to 31st March 2024	£33,053
Surplus generated to 31st March 2025	<u>-£11,322</u>
	<u>£21,731</u>

Balance to 31st March 2025

Per income/expenditure sent to OSCR re accounts to 31st March 2025

NGIN Verified Financial Statement 1st April 2024 to 31st March 2025

Source	Income in Year	Spend in Year (see below)	Income over Expenditure in year (see below)
Glasgow City Council, Glasgow Communities Fund	£73,042.20		
Cultural Collective	£480.00		
Return of Unspent Grant 23/24 to Impact Funders	-£1,889.69		
Return of Unspent Grant 23/24 to GCC	-£4,094.17		

Expenditure

Salaries/wages	£60,000.00
Staff travel & subsistence	£2,030.58
Advertising/Publicity	£673.08
Equipment/furniture/fixtures	£1,527.93
Postage/printing/stationery	£129.10
Training/recruitment	£282.00
Memberships/Advisory/Accounts	£3,603.84
Insurance	£683.32
Bank charges	£71.40
Web design	£2,250.00
Volunteer costs	£240.00
Interpreting/translation	£752.94
Programme	£6,185.29
Staff mobiles and Zoom	£275.00

Total Inco £67,538.34

Total spe £78,860.36

-£11,322.02

I consider the above to be a fair representation of the financial statements of NGIN at 31st March 2025

[REDACTED]

[REDACTED]

Community InfoSource Ltd

29th September 2025