



Annual Report

FARE Scotland LTD

1st April 2020 – 31st March 2021

FARE Scotland Ltd (FARE) is a voluntary organisation working in several disadvantaged communities throughout Central Scotland. It aims to improve the lives of children and families. FARE strives to raise people's aspirations, encourage them to become more actively involved in their communities, create opportunities for their personal development and equip them with the skills required to deal with the demands of 21st century life.

Background

In 1989 a group of residents in the Rogerfield area of Easterhouse, who were frustrated by the lack of amenities, secured the use of a shop where they welcomed anyone in the community looking for support and offered activities to keep local young people busy. It was in this little shop that FARE was born.

The journey continued as the organisation grew; in 2010 FARE moved into a purpose-built facility. It now has over 60 staff members working to deliver quality provision that meets the diverse needs of the communities we serve. Services are now delivered across Central Scotland.

The passion and dedication of those who started our journey remains at the heart of our work. The model of local involvement, they established is championed in all we do.

Chairperson's Introduction



We Are Futurists: Motivated by Change

Previously I said what a great community and society Easterhouse had become and that I had seen the future: it was FARE Scotland and its hero making voice!

With COVID-19 I could not have seen a future with a level of challenge unimaginable to all of us some months ago.

In the event FARE's culture of an increasingly warm, deep, strong, broad, and large commitment plus its active response to the community paid dividends. I strongly encourage you to delve deeper into this report and read stories of work and appreciation from those we serve: and visit our website to hear and see stories of heart-rending hardship and anxiety together with personal comebacks from this disaster, wiser and more resilient than ever.

Many are still in a state of shock - but are, with support, adjusting. Somehow, we all have to recover, and FARE remains at the forefront with family support and intense emotional bonds with our people.

Our success is due greatly to workers, frontline of recovery, and back room, who see how much their work matters to others: being and feeling part of something bigger than self. Leaders and managers, together with a wholly supportive and active Board of Directors, think strategically, connect us all to a shared purpose, and encourage a culture of commitment.

The response of funders at the beginning and during COVID-19 was magnificent: sweeping aside protocols to ensure families and communities were supported from the outset. Such vision, love, care, and concern.

It was with great sorrow that I reported to the Board untimely death of Brian Lennox in March 2021 - much too soon for all who knew him. Brian was, of course, a local boy and man: one of the most decent, honest, reliable, steady, and caring people I have worked with since coming to Easterhouse in 1959. Nothing was ever too much for him to do at FARE. Brian will be sorely missed by his family, his community and all who knew him: I personally will miss him very much, especially for his sage observations.

We Are Futurists!

Mistakes have left our communities and society with a potentially lasting unintended consequence: collateral damage. Adversity does not discriminate.

To counter this FARE is motivated, as always, by plans for growth and improvement: do follow us on social media and hear of exciting developments.

We continue to develop powerful tools to fully release those we serve to live fulfilling lives.

- Our balance sheet is very strong
- Our vision is very, very clear and rooted
- Our well-being yardstick is: Gross Domestic Well-being- not GDP!

Maya Angelou in her book: "I Know Why the Caged Bird Sings" describes a hero as anyone really intent on making this a better place for all people. I believe FARE is our organisational hero.

The answers and ideas are there - we simply need to let them in.

With Best Wishes and heartfelt thanks to all who make this work possible.

Ian Monteague.
Chairperson.



MISSION STATEMENT

‘To improve the lives of the people in the communities we serve’

FARE wishes to tackle the symptoms of poverty and assist individuals in the communities we serve to have the vision of a better life. To do so we deliver services via three operational teams, Community Development, Attainment and Skills and Employability. A financial and administration team support the three operational teams.

The Vision

‘People and communities thrive and are free from the effects of poverty’

Our Aims

The specific aims of FARE are:

- To Improve the communities’ health and wellbeing, by the provision of services to meet their social, emotional, and physical needs.
- To reduce poverty within communities by meeting people’s employment, educational and training needs, and by providing Scottish Qualifications Authority certificated courses and qualifications.

- To encourage, support, enable and empower people to be connected to their communities, and to act on their ideas, issues and interests.
- To provide a caring, trusting environment, which will bring people together to foster positive community relations.
- To be a thriving, sustainable, robust organisation with an ethos rooted deeply in the communities we serve.



“FARE helped me out when COVID-19 was really bad, they gave me a food parcel that allowed me to buy more electricity as we where in the house.”

The above Aims are not directed by but do fall in line with local and national policies and priorities.

Poverty and its symptoms – poor health, lack of community engagement and unemployment cause and affect poverty, therefore, FARE has the following objectives to address this situation.

Health and Wellbeing – to enable more of the local community to adopt and maintain an active and healthy lifestyle. Communities are where people share a common identity or affinity, they have a vital contribution to make towards health and wellbeing. Community life, social connections and having a voice in local decisions are all factors that underpin good health and are exactly why FARE was established. However, inequalities persist, and many people experience the effects of social exclusion or lack social support. FARE’s approach directly addresses the marginalisation and powerlessness caused by entrenched health inequalities.

Community Support and Development – to encourage, support and empower people, to act on their ideas, issues, and interests. Employment, volunteering, and peer mentoring roles are the approaches that FARE focus on to enhance individuals’ capabilities. FARE provides advice, information and support enabling individuals to organise activities for their own communities. FARE has approx. 50 staff with 90% of those local to the areas we serve. Thus, an individual and/or family enjoy positive and constructive relationships with others; feeling and being socially connected.

Employment - to increase the number of community members who have the skills to seek, gain and maintain employment.

FARE has expertise in community development, social care, education, welfare financial provision and much more. We are also an SQA Accredited Centre and are well placed to deliver services and qualifications that will enhance an individual’s prospects of gaining and sustaining employment.

Challenges

Last year, the world changed considerably. Individuals, communities, and businesses had to adapt to the ever-changing impact of COVID-19. FARE Scotland was no different and in March 2020 we embarked on a year where in response to the impact of the virus and various lockdowns we raised over £1.5m to tackle food insecurity, fuel poverty



and connectivity. We witnessed first-hand the hardship of poverty and, for example, its impact on young people's ability to learn online due to the lack of a suitable device or household funds to connect to the internet. We changed the way we delivered programmes to communities. The organisation swivelled and began providing employability assistance and courses online.

Food poverty was a major challenge.

Personal contact brought home the impact on and deterioration in the mental health of young people, adults, and senior citizens. To counter that we established pod casts led by young people that tackled various issues, more of which later. When COVID-19 guidance permitted we provided face to face help for members of the community, delivering employability courses and extensive outward-bound sports programmes during the summer of 2020 for young people to assist with their health and wellbeing.



Below is a link to a video

<https://vimeo.com/456186973>

2020/21 Activities



Food Insecurity

In early March 2020 FARE started providing food parcels to tackle food insecurity exacerbated by the impact of COVID-19. In the first few weeks the food was packed and delivered in FARE's building, Bannatyne House.

Due to demand, we quickly outgrew the premises and via negotiations with Glasgow Education Department set up three very large food hubs in St Mungo's Academy, Knightswood Secondary and Rosshall Academy.

Via funding support from trusts and foundations, private donations, Glasgow City Council and the Scottish Government. The three hubs packed and delivered over 1.2 million meals. They worked alongside other secondary schools and their feeder primaries from Glasgow East, West and South as well as over 100 partner organisations. Later, as part of our exit from food parcels, FARE provided food vouchers on behalf of schools to their most vulnerable families as well as distributing vouchers to 3rd sector organisations to assist in their communities. Families in need within the communities we serve also received vouchers.



Thank you so much for the help i have had over the past few weeks. Everyone at FARE where a lifeline to me and my family.

Holiday Hunger

During school holidays FARE delivered a holiday hunger programme from June 29th to August 7th to assist families who would otherwise struggle to feed their children.

Initially, FARE continued to work with its partners, packing and delivering food parcels from the hubs. As the school holiday period ended, the hubs were deep cleaned and vacated. The exit allowed us to reduce our city- wide commitment.

To replace food parcels, FARE provided food vouchers from Lidl and Aldi for the most vulnerable families. Using vouchers allowed families to choose their own food, such as fresh meat which cannot be provided via food parcels.

The third and final element of the Holiday Hunger Food Programme was a fun and educational outdoor initiative, developed to ensure young people had enough food over the holiday period. Although primarily focussed on food insecurity, its importance for re-engaging young people and promoting their wellbeing cannot be over-estimated.



Adventurous Summer

FARE's wider summer programme aimed to get young people out and about after the first lockdown and improve their health and wellbeing. It too contributed to the reduction of and food poverty.



The outward-bound programme started on June 29th and ended on August 7th. It was broken into two-week blocks for each participating school. 40 young people per day received lunch and snacks. They were also offered an emergency food pack which contained a minimum of 24 family meals. FARE also had resources for 500 x £20 emergency gas or electricity vouchers for families struggling with energy bills.

Young people were bussed to their respective locations in or just outside Glasgow. Each coach has 74 seats, however due to social distancing maximum numbers were



25. Each coach was deep cleaned prior to the day's events and prior to boarding each young person utilised hand sanitizer and were provided with a facemask to wear.

Local people, including existing 'emergency food' service users, were involved in discussions directly related to this programme. They were instrumental in suggesting potential initiatives and approaches and identifying, in the light of social distancing, how the programme could be adapted to secure or increase its potential impact.

FARE's outward-bound programme contributed to the implementation of a range of public sector policies and strategies:



I lost a family member last week due to COVID and financially struggle. The Staff delivered some food initially and then came by and gave me some vouchers. Even the visit from staff making sure i was okay was great. Someone to talk to

- Increasing and maintaining participation in outdoor sports and physical activity remains an issue and a priority for national and local government, particularly for specific target groups due to COVID-19 pandemic.
- Scottish Government's recognition that sport has a key role to play in combating problems caused by physical inactivity and its contribution to several number of National Outcomes, including "we live longer, healthier lives" and the associated National Indicator, to "increase physical activity" and their vision of a More Active Scotland where more people are more active, more often.



Below is a link to a video
<https://vimeo.com/451167777>

- Scotland's Play Strategy's recognition that play is fundamental to a healthy, happy childhood and is essential to the social, economic and environmental wellbeing of Scotland as a whole.
- Other strategies relating to FARE's programme are Health and Wellbeing, including that which supports Young People; Employability: Youth Sport; Volunteering in Sport; Developing Scotland's Young Workforce; Curriculum for Excellence.

Primary research and consultation carried out by FARE with the people and communities we work with indicated:

- Financial barriers to accessing public and private sports and leisure facilities, particularly for low-income families with more than one child.
- Transport barriers for families without their own transport for accessing activities.
- Static or declining participation in sport and physical exercise, particularly amongst young people was even more pronounced due to COVID-19.
- Limited routes into qualifications and employment for young people uninterested in office-based work or seeking more than an elementary occupation.
- Benefits of sport, physical activity and play for physical and mental health, child development and community integration.
- The value of 'sport for development' in using outdoor sport activities as a less intimidating approach to get children and young people engaged and back into school in August.
- Numerous barriers to participation in sports and physical activity including time, health, cost and availability.



Overall FARE had a list of 1000's of families that we kept in touch with via online platforms or calls to assist with issues such as mental health concerns, food/fuel poverty.

The above programmes were a massive success and allowed for schools to work alongside a trusted charity partner for the benefit of our most vulnerable.

Education in partnership

The Attainment Scotland Fund underpins four means of tackling the attainment gap in early years and schools. The local authorities involved in the challenge programme, the schools programme, the innovation fund, and the Pupil Equity Fund (PEF). Last year PEF resources funded 23 FARE posts across Glasgow schools. These staff members work in partnership with the school senior leadership and pastoral care teams to identify their most vulnerable pupils and assist their families by delivering services they both need and want.



Over the last year, schools were assisted by a range of supportive family services; food poverty provision, cooking clubs, employability programmes, financial inclusion services, welfare services, accredited qualifications (SCQF level 3-6) and lifelong learning activities.

Each school has its own priorities. FARE has a range of workers with different skill sets, such as Family Liaison, Developing a Young Workforce and Youth Workers. We aim to marry skill sets to school needs.

According to one head teacher, FARE's impact on young people should be measured by the positive effect on the opportunities, challenges and social experiences have on the young person.

Feedback from schools and families suggests that FARE's supportive, holistic approach during COVID-19 had a positive effect on cognitive, affective, social and physical domains of learning which suggests the impact of our engagement was far reaching.

In one school, the results from working with FARE have been demonstrated by a range of positive outcomes for its young people and families.

The listed activities seem to refer to activities in more than one school. Below is a list of a comments from teachers and various schools.

- A variety and range of youth clubs across schools, aimed at pro-actively developing and supporting the importance and security which a sense of community provides. Strong bonds of community engagements evident, which showed via continued growth during the pandemic.
- Skilled staff delivered planned programmes, devised to challenge pertinent local and national problems. They challenge young people to question peer pressure, gang mentality and support a genuine desire for the improvement of young people's life chances and the ability to make positive choices.
- A weekend or week away offered enhanced opportunities for young people in. P6, P7 /and S1 to focus on social engagement, interactions, developing sense of self-worth, confidence, social ability and skills for life.
- Responsive, empathic FARE staff use a range of approaches to support and engage with all young people including those harder to reach, by building trust and developing a mentor style relationship. This has been particularly helpful for many pupils as they move from primary to secondary school. A FARE presence in both schools ensures a trusted, valued connection.
- Recognition of the positive impact of identifying practical skills for life and how positive early engagement with a young person can make a significant difference to life chances and options; FARE programmes and opportunities allow young people to experience meaningful chances to build their own understanding of skills and interests, directly leading to positive destinations beyond school.
- Supporting emotional and mental health by FARE staff developing relationships and trust with a young person and acting as that "one good adult" with whom she or he can talk and confide. The benefit lies in having an emotional trust in someone that enables the development of resilience and an ability to share and bounce back from setbacks. This is hugely advantageous to a youngster moving from primary to secondary school and indeed throughout life.
- Developing a trusting open relationship which supports the identification of personal rights and responsibilities. In a trusted group a young person can take responsibility for sharing personal reflections. It also enables the articulation of an individual's needs and the ability to speak up if rights are threatened.
- Trusted open relationships allow FARE staff to be responsible and proactive within the community and to offer appropriate welfare, financial or social support. We have many examples of FARE being the first port of call by our families. In a range of ways we make, for them, a significant reduction in the impact and threat of poverty.

Active Play

Over the last year FARE has continued to provide Active Play sessions in schools for primary 3 pupils across Glasgow when restrictions permitted.

The 15 week Active Play programme was conceived to address problems related to low levels of physical activity during childhood that led to a range of preventable mental, physical and social problems. Ongoing evaluation and research undertaken by Universities of Strathclyde and Glasgow have shown consistent outcomes in the important areas of health, wellbeing and development.

Improving Mental Health

FARE Scotland has full time youth workers and youth work modern apprentices based within schools to improve outcomes for young people. Over the last year, staff have supported young people to act as mental health ambassadors in their schools. They focus on developing and delivering a campaign on the effect of COVID-19 on mental health, particularly on loss and bereavement.



In one school, during the first 9 months of the pandemic, the ambassadors with extensive assistance from youth workers, developed a programme to support the mental health and wellbeing of all pupils. This involved consultations throughout the school via tutor classes.

Through this project young people identified a lack of mental health support for young people within the BAME community due to culture differences. The school is a richly diverse community, where over 50 languages are spoken. The mental health ambassadors decided to build on the work begun during the first lockdown by focusing more on pupils and families from the BAME community, along the lines of 'BAME Lives Matter'. The intended outcomes of this project were as follows:



- To pro-actively engage our BAME families.
- To improve knowledge and understanding of mental wellbeing and mental health support among our BAME families.
- To engage with relevant partners to improve dialogue and support for mental health and wellbeing among pupils and their families.



The outcome was a podcast "Pure Mental Health", a platform for creating conversations around loneliness, isolation and Covid with a particular focus on their effects on those in the BAME community. Their work forms part of a Scotland wide resource on wellbeing.

Here is a link to a free mental health toolkit created by FARE and other youth projects from across Scotland



<https://www.youthlinkscotland.org/news/august-2020/youth-groups-put-heids-together-to-create-online-wellbeing-resource/>



I really struggle as a family of seven, if it was not for FARE then i don't know what i would have done.

Employability



FARE have supported me and my family for decades and when things are tough i can still rely on the support.

Last year FARE's employability team had to adjust quickly to an ever-changing landscape. They began by delivering all their courses online and came under huge pressure to react to the increased demand from young people needing employability support due to COVID-19. The courses, each lasting between 6 and 8 weeks were delivered by Zoom, blended learning, or face to face according to circumstances.

FARE Opportunities is a personal development programme which supports young people aged 14 – 18 who have struggled with attainment at school and need extra support to gain skills and qualifications at school or in further education necessary for taking up mainstream training and employment opportunities after their school leaving date.

Preparing learners for their next steps, workshops include goal setting, confidence building, teamwork skills,

social enterprise, budgeting, positive mindset, resilience, health and wellbeing and introduction to the world of work through developing employability skills

Young people also can experience and participate in real life work settings and gain qualification including SCQF level 3 Personal Development Award, SCQF level 6 Emergency First Aid at Work, SCQF level 4 Finance and SCQF level 5 Numeracy.

On completion of the programme, if suitable, the young people can move onto the FARE Futures programme or will be supported by staff to look at other opportunities including further training, education, and employment.

FARE Futures is a Stage 2 employability programme designed to support post school young people aged 16 – 19 as they explore their career options and gain the necessary skills and knowledge for entering the world of work. This is

done through participation in introduction to industry workshops which include Youthwork, Sports and Leisure, Outdoor Learning, Media, Music Production, Early Years and Barista work. Delivery is tailored to the group and includes the prospect of gaining real life work experience through a FARE Scotland service.

Participants can plan, develop and deliver a community project through which they develop skills in negotiation, teamwork, problem solving, innovation, leadership and working effectively with others. They also take part in employability workshops including skills analysis, interview techniques, how to write a CV, employer expectations, dealing with work situations and job search/application.

Learners on the programme can also gain work specific qualifications in SCQF level 5 Health and Safety at Work, SCQF level 5 Manual Handling, SCQF level 5 Fire Safety, SCQF Level 6 Emergency First Aid at Work and SCQF level 4 Personal Development Award

FARE Futures is a 6 or 8-week programme, which can be delivered through blended learning and/or face to face at one of the areas below. Is this a different programme, the next stage on from the one described above? Is it a Stage 3 prog.?

As the young people move onto the next step of their chosen career path they are backed by supportive staff. Those who have an interest in customer service or hospitality may move onto the FARE Barista training, or another FARE programme i.e., Modern Apprenticeship, Pathways programme in Early Years

FARE Barista is a Stage 3 sector-based employability programme which aims to

introduce and prepare learners to work within the customer service and hospitality industry. This is done through the delivery of practical and theory-based workshops. During their training learners will gain knowledge on the history of coffee, production methods, different types of hot/cold beverages, allergens, coffee profiles/characteristics, customer's expectations, managing challenging situations, COVID-19 safe working practices and the role of a customer service/barista.

Through the planning, developing and delivery of a community coffee shop, learners will develop skills in budgeting, sales techniques, marketing and managing customer expectations.

Learners have access to work-based qualifications which are relevant and transferable to several job sectors. These include SCQF level 5 REHIS Food Hygiene, SCQF level 5 Customer Care, SCQF level 5 Health and Safety in the Workplace, SCQF level 5 Barista Skills and SCQF level 5 Manual Handling.

On completion of the programme, learners are supported to progress to opportunities including further/higher education, employment, a modern apprenticeship, or pathway programme within FARE.

The organisation continues to deliver our Modern Apprenticeship programme and await confirmation of our Pathway Apprenticeship contract.



Please see below link for video
<https://vimeo.com/474654263>



Staff Development

FARE continues to promote continual professional development for the staff team. The organisation supports several staff undertaking Modern Apprenticeships, HNC and Degree courses. It has also assisted several staff to become instructors in fields such as first aid as part of their continuous personal development.

Looking Ahead Post COVID

As with most (major events) crises, there comes opportunity! In Autumn, 2020, FARE Scotland looked at how we 'build back better' and developed our post COVID-19 strategy focusing on youth unemployment and FARE's social enterprise portfolio.

Due to COVID-19 and financial issues, Stepford Football Centre, in Easterhouse, was struggling to be reopened by Glasgow Life, a subsidiary of Glasgow City Council. FARE Scotland saw an opportunity to develop a sport and recreational training academy for young people as well as a source of unrestricted income. FARE has just signed a 25-year lease and has been managing the centre for eight months. A re-development fund of £1.6 million has been awarded by Social Investment Scotland. The venture will support a training academy for young people wanting to enter a career in the sport and leisure industry. In turn, the academy will contribute to maximising the use of the building

FARE is also opening a new nursery in August 2021 to provide, annually, 1,140 hours of care for 3–5-year-old children. This venture will support a training academy providing 3 Modern and 10 Pathway apprenticeships for young people seeking a career in Early Years.

FARE is also supporting young entrepreneurs by providing business advice. We hope that we are leaving the worst of Covid 19 behind and that more opportunities will emerge for them to build and grow their own business. Their enterprise is much needed to assist the economy!



Below is a link for a video

<https://vimeo.com/546004225/19798fa1d6>

<https://vimeo.com/537215434/632a9125f2>



over

1.2
million meals



over

100

partner
organisations



over

£300,000

on food vouchers distributed to families

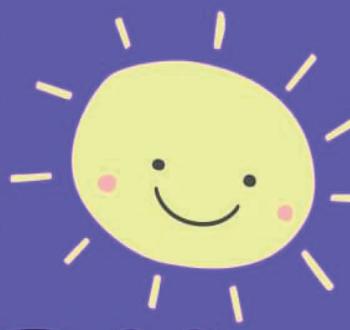


over

£15,000

of electricity and gas vouchers





NURSERY SPACES AVAILABLE

APPLY NOW

Reference and administrative details

The company's name is "FARE Scotland LTD". The Company is often referred to as F.A.R.E.
The company's charitable number is SC006807
The company registration number is SC339537
The company's registered office is situated in Scotland, 31 Drumlanrig Avenue, Easterhouse, Glasgow G34 0JF

Thanks from FARE

In recognition of all that has been achieved and looking forward to making an impact in the coming year, FARE's board would like to thank all the staff and volunteers who have worked tirelessly over the past year.

To our funders, to everyone who has donated or given their support to FARE over the past year and to our partners and our friends old and new, thank you. Your support has enabled us to continue to provide opportunities that improve the lives of people across the east end of Glasgow and beyond.

Visit our Facebook/Twitter page or our website www.fare-scotland.org to find further information about FARE's work and videos showing some of the work in action.

PLEASE
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