Glasgow Helps Programme – Report noted.

12 There was submitted a report by Mr James McCourt, Glasgow Helps, Chief Executive's Department,

(1) advising that Glasgow Helps was a new service set up to work directly with the people of Glasgow that offered free, confidential support, information and advice for citizens;

(2) confirming that the Glasgow Helps team consisted of 28 staff who engaged in holistic conversations with the aim of creating a joint understanding of the issues that mattered most to citizens, before agreeing the best way forward and that this way of working would enable staff to identify, secure and case-manage agreed support pathways, and referrals as well as providing immediate assistance; and

(3) noting the promotion of the Glasgow Helps service to all citizens and agencies for a referral pathway and to share contact details of Glasgow Helps by phone on – 0141 276 1185 or by email - www.glasgow.gov.uk/glasgowhelps

After consideration, the Partnership

(a) noted the report;

(b) raised questions in relation to in-work poverty and access to energy vouchers that were responded to by Mr James McCourt; and

(c) welcomed the Glasgow Helps Programme and thanked Mr James McCourt for attending the meeting.