

***"It is a place where you can
relax and feel comfortable to
explore your feelings."***



***"It gives me courage and strength seeing
the women around me keep going"***

The Connect Hub

Figures and Impact from Year Two: May 2025-April 2026

John Laing
charitable trust



Registered Scottish Charity SC003076

Our team

For the past two years, the Connect Hub has delivered a safe, inclusive, and welcoming environment for women, centred on community, care, and connection.

The Connect Hub is more than just a service. It is a community space that has been built by and for the women who access it. It is a safe space for women to come as they are, and to be who they are.

Our team shows up each day bringing compassion and genuine commitment to creating something truly meaningful.

The Connect Hub is shaped not only by the dedication of our team, but by the strength and experiences of the women we are privileged to support.

- Brenna, Connect Hub Service Lead



We asked staff to share their favourite moments from the Connect Hub

"Seeing the community the women have created for themselves. Women who would have never crossed paths are now making meaningful relationships and making memories together. They show so much love, empathy and support for one another and it's so beautiful to see."

- Olivia, Women's Development Worker

"Seeing the strong bonds that women form with each other, particularly women who may not have met anywhere else. Seeing the community that women have formed here."

- Nicola, Women's Development Worker

"Seeing women providing each other with hugs, support, and cups of tea when one of them was feeling low or had become upset"

- George, Assistant Psychologist

"When we get to celebrate birthdays. We ask the women what cake they want, bake it, then all get together to sing them happy birthday with lots of candles and cheering. It's such a joyful and special moment to be a part of!"

- Maeve, Women's Development Worker



Measuring Our Impact

Connect Hub Year Two

3819 visits to the Connect Hub

543 women supported

830 housing and homelessness supports

714 financial and benefits supports

1086 clothing packs provided

335 food parcels provided

638 women access to transportation

618 toiletry packs provided

313 women accessing shower and laundry facilities

84 women accessing essential baby bank items

693 digital access supports

329 referrals to legal or advocacy representation

163 harm reduction interventions

995 healthcare interventions

2351 liaisons with partnership organisations

2208 hot community meals served

3391 hot cups of tea or coffee enjoyed



During our first year open, we recorded:

1,850

*total
visits/presentations
to the Connect Hub*

248

*unique, individual
women attending the
Connect Hub*

5,390

*support
interventions
provided*

At the end of our second operational year, we recorded:

3,819

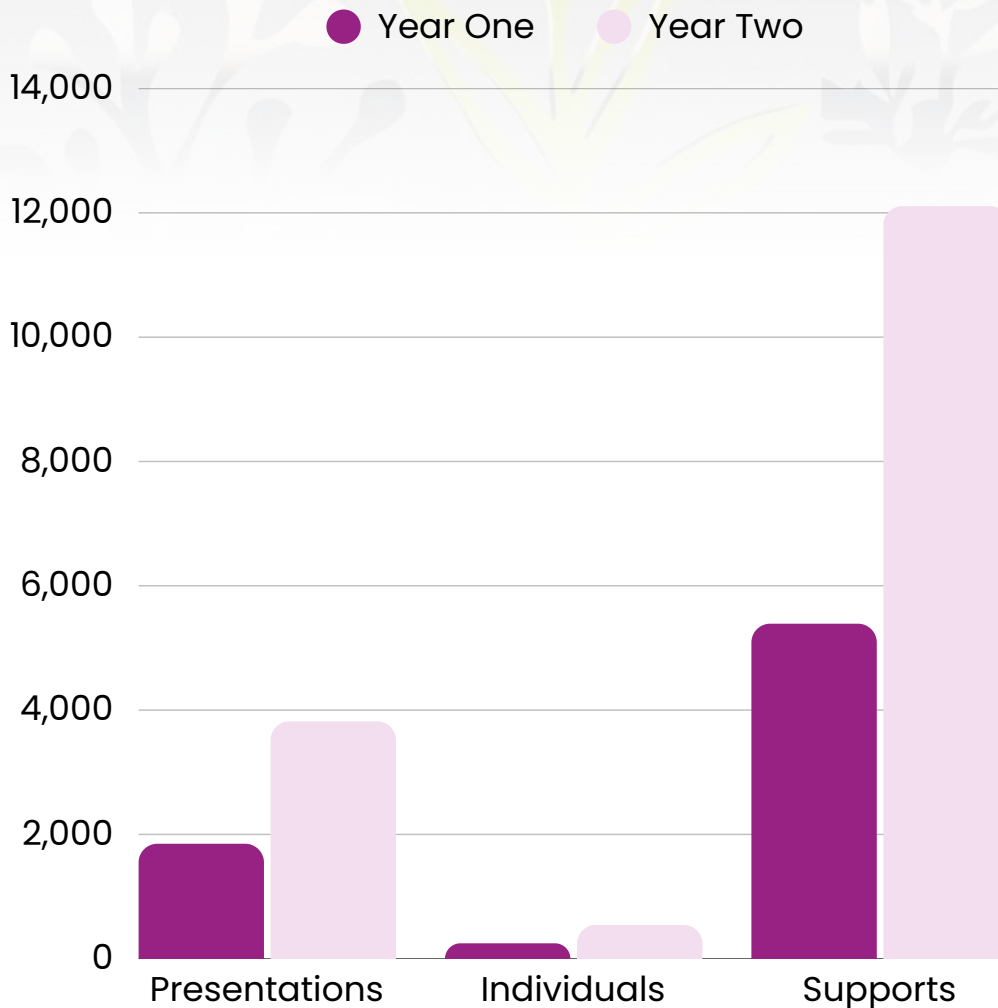
*total
visits/presentations
to the Connect Hub
(106% increase)*

543

*unique, individual
women attending the
Connect Hub (118%
increase)*

12,107

*support
interventions
provided (124%
increase)*



Our journey

The Connect Hub began as a conversation between Simon Community staff and women with lived and living experiences of homelessness. The development has been both innovative and unique, upholding and centring the voices of these women, and asking them to guide and inform our every step.

When the Connect Hub first opened in May 2024, we opened three days per week, Monday through Wednesday. In February 2025, we began to open on Thursdays. As of April 2026, we are now open Monday through Friday.

Over the past two years, we have witnessed a significant growth in both our engagement and our reach within the community. Each week, increasing numbers of women are accessing the Connect Hub, and we are also welcoming back women who are returning to us.

We recognise how challenging it can be for women to access the right support at the right time. Throughout this period, we have remained committed to providing a safe, welcoming, and supportive environment where women can access the help they need, when they need it most. By responding to immediate pressures and barriers, we have been able to offer stability and reassurance, allowing women to begin planning for the future and looking forward with positivity.

The Connect Hub has helped many women move forward from difficult circumstances. This has included supporting women into permanent tenancies, helping them access education and training opportunities, and supporting them in securing paid employment.

As we reflect on the impact that the Connect Hub has had to date and over the last year, we look forward to continue listening and responding to women's voices, experiences and expertise.



Immediate, practical support:

The Connect Hub delivers a comprehensive, wraparound model of support that addresses both women's holistic health and wellbeing and their immediate practical needs.

Women are able to access support that helps to alleviate the pressures associated with navigating homelessness, the cost of living crisis and living in poverty.

Between May 2025 and April 2026 we recorded:

- **618** toiletry packs provided
- **1,086** women accessing essential clothing items
- **543** emergency clothing packs provided
- **335** food parcels provided
- **2,208** hot community meals served
- **3,391** hot cups of tea, coffee or hot chocolate enjoyed
- **84** women accessing essential baby bank items
- **1,276** bus tokens provided
- **693** digital access supports
- **106** women accessing showering facilities
- **207** women accessing laundry facilities

What can we provide for women?

Clothing provision: we provide high-quality donated clothing for women to access during opening hours, alongside emergency items such as hats, gloves, socks, and coats. We also offer tailored, one-to-one support to help women obtain specific items for particular occasions, ensuring no one is left without essential clothing.

Digital inclusion: we provide access to digital inclusion programmes, ensuring women experiencing homelessness are not excluded from the digital world. Through this support, we promote dignity, empower women, and help ensure their voices are heard.

Community meals: We prioritise creating a safe, welcoming space where women can come together to connect and share meals, fostering relationships and a sense of belonging. The weekly menu is co-designed with women in the Connect Hub and reflects a diverse range of cuisines, celebrating cultural backgrounds while encouraging the sharing of food traditions and experiences.

Housing, homelessness and financial support

The Connect Hub provides a community space for women experiencing, at risk of experiencing or who have recently experienced homelessness in Glasgow.

We provide ongoing support to women in varying circumstances, including women who are in crisis, experiencing rough sleeping, or who are living in food and/or fuel poverty. We ensure that everything we deliver is done so on a drop-in and ad hoc basis. This removes barriers such as referral forms and waiting lists, and ensures that women are able to receive the support they need when they need it.

Between May 2025 and April 2026, we have provided:

369 *casework referrals for emergency accommodation*

461 *housing-related supports to women living in insecure housing*

297 *women support to apply for crisis grants*

417 *women support with benefits and welfare rights*

329 *women access to legal representation or advocacy support*

Beyond crisis intervention:



Since opening, the Connect Hub has been committed to supporting women to transition out of homelessness.

In our first year, we supported 20 women to move into their own tenancies, while a further 13 women secured long-term accommodation. Over the past year, our tenancy sustainment support has continued to expand, enabling us to support an additional 10 women into permanent tenancies.

Thanks to generous donations, we have been able to provide essential items including furniture, appliances and soft furnishings for women moving into their own homes. Our increased outreach capacity has also allowed us to support women at initial flat viewings and through regular follow-up visits after they move in.

We are committed to ensuring that every transition out of homelessness is successful. We recognise the significant pressures that can accompany such a major life change, particularly where support to establish and sustain a tenancy is limited. At the Connect Hub, we work to reduce the risk of women returning to homelessness by removing barriers to support and helping women remain connected to services for as long as they need them.

"We see women come in at the beginning of their journey who then get placed in permanent accommodation and we are able to help furnish their flat. To see and help support women to be able to turn this into their home is something really special to be a part of." - Olivia

Meeting women where they are

Over the past year, the delivery model within the Connect Hub has expanded to include proactive, community-based outreach. This outreach support has been instrumental in building meaningful, trusting relationships with women by truly meeting them where they are.

Through consistent, assertive engagement, we have strengthened connections with women who may otherwise remain disconnected from support, fostering a sense of safety, trust, and sustained involvement with services.

The expansion of our outreach capacity has significantly enhanced our ability to respond to the complex and diverse needs of the women we support. We have supported women to access essential services—often for the first time in many years—including GP provision, dental care, and mental health support.

We have supported 89 women over the past year to:

- Attend GP, dentist or hospital appointments*
- Attend court appointments or as witnesses*
- Engage with drug recovery services*
- Access mental health assessments and support*
- Present at the crisis centre for support and remain in treatment*
- Attend job centre appointments, ensuring women are able to maximise their benefits*



Health and wellbeing support

The Connect Hub provides access to a wide range of supports tailored to individual needs, delivering immediate assistance for women facing the intersecting challenges of homelessness, including ill mental health, substance use, gender-based violence, and food and fuel poverty.

Accessing primary healthcare while experiencing homelessness can be extremely challenging, and these difficulties are often compounded for women who need care that is safe, appropriate, and responsive to their specific health and wellbeing needs. At the Connect Hub, we are committed to supporting health and wellbeing by breaking down these barriers—making it easier to access compassionate, inclusive, and gender-responsive care, and ensuring that everyone feels supported in looking after their physical and mental health.

Over the past year we have been able to:

- Support women to access qualified benefits rights advisers
- Support women to register with a new GP or dentist and support making and attending appointments
- Provide immediate access to confidential harm reduction advice and interventions
- Deliver assertive outreach to women struggling to engage with support services, ensuring that we are meeting women where they are at and preventing further harm.

Learning, activities and pathways for opportunity

The Connect Hub is rooted in community, creating a safe, welcoming, and inclusive environment where women experiencing homelessness in Glasgow can actively engage in social, economic, and cultural life.

We aim to foster a culture and environment that reduces social isolation and loneliness. Through educational or fun and holistic classes and workshops, women are supported to explore their interests and develop their skills.

Over the past year, we have had:

484

women take part in educational group-work drop-ins focusing on a wide range of topics and skills development.

889

total attendances by women in our community-based activities such as yoga, zine-making, jewellery making, creative writing, book club, and board games.

115

women access opportunities for external education, volunteering or paid employment.

Workshops, classes and activities at the Connect Hub

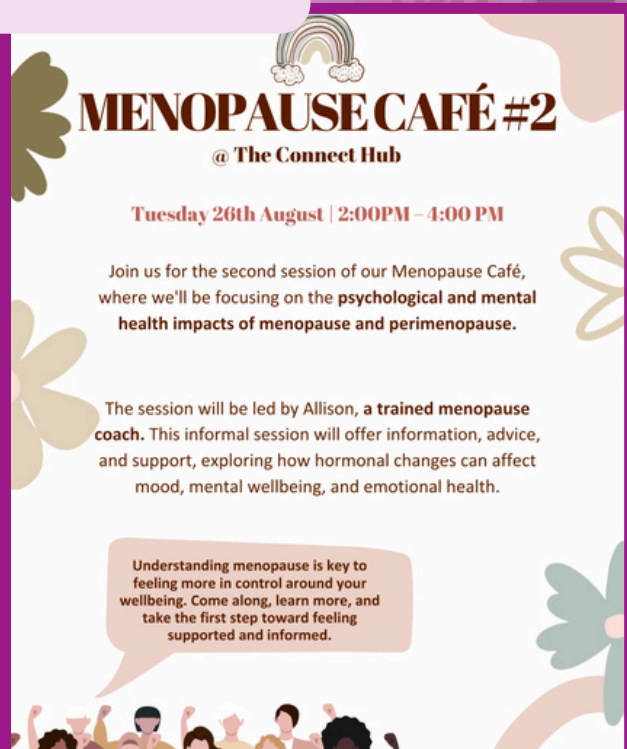


Please join us for a

HALLOWEEN PARTY

30 TH OF OCTOBER,
4:30 PM

Food, spooky quiz,
dooking for apples and
plenty of fun!



MENOPAUSE CAFÉ #2

@ The Connect Hub

Tuesday 26th August | 2:00PM - 4:00 PM

Join us for the second session of our Menopause Café, where we'll be focusing on the **psychological and mental health impacts of menopause and perimenopause.**

The session will be led by Allison, a **trained menopause coach.** This informal session will offer information, advice, and support, exploring how hormonal changes can affect mood, mental wellbeing, and emotional health.

Understanding menopause is key to feeling more in control around your wellbeing. Come along, learn more, and take the first step toward feeling supported and informed.



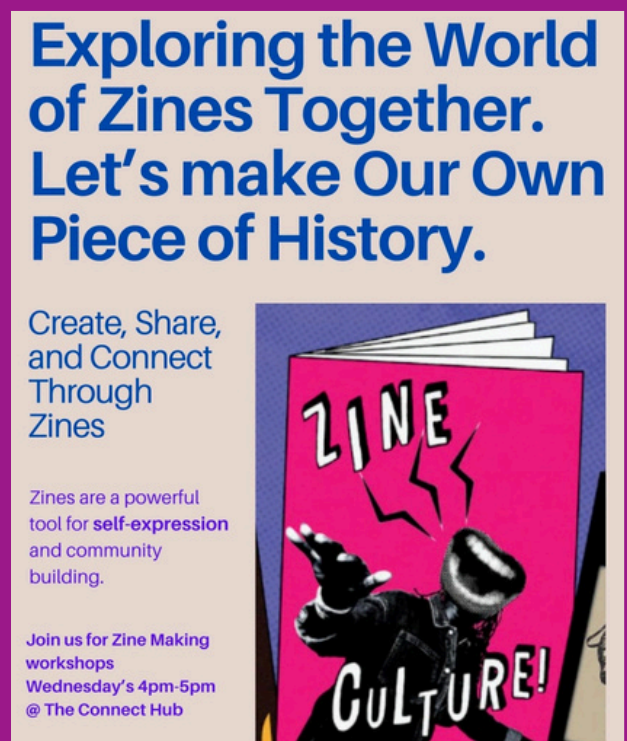
GOMA + THE CONNECT HUB

Screen-Printing Workshop

Wednesdays 18th June & 16th July

Meet at the Connect Hub at 1pm for an introduction to screen-printing

Taxis to GoMA booked for 2pm



Exploring the World of Zines Together. Let's make Our Own Piece of History.

Create, Share, and Connect Through Zines

Zines are a powerful tool for **self-expression** and community building.

Join us for Zine Making workshops
Wednesday's 4pm-5pm
@ The Connect Hub

The Connect Hub strives to seamlessly integrate practical support with opportunities for community connection, education, holistic group work and psychological support.

Spend a week with us in the Connect Hub:

Please note this is an example of what takes place on a weekly basis and is subject to change.

Monday:

1:30pm – 3:30pm: Period Friendly Drop-In with Project Coordinator, Natalie, for advice, questions and support with menstrual health and menopause.

2pm – 4pm: Next Chapter advocacy drop-in clinic for women with experiences in the criminal justice system

2pm – 3pm: Crochet and crafts with Anna! This week: polymer clay ornaments

3pm – 5pm: Cooking Class, led by Satya from Glasgow Community Food Network!

5:30pm: Dinner Served! Today's menu: Fajitas! (vegetarian option available)

Tuesday:

1pm – 3pm: Dental Health Support drop-in clinic for advice, guidance and support making and attending dental appointments

1pm – 4pm: Art Therapy group session with Nicola

2pm – 4pm: Menopause Conversation Cafe, hosted by Allison

4pm – 6pm: Gemap drop-in clinic for emergency financial support, debt and income advice and guidance

5:30pm: Dinner Served! Today's menu: lasagne (vegetarian option available)

Wednesday:

1pm – 3pm: College class with Anna!

2pm – 3pm: Govan Law drop-in legal and advocacy clinic

2pm – 4pm: Wellness wednesday! Enjoy gel manicures, facemasks and more while watching a light-hearted afternoon film

5:30pm: Dinner Served! Today's menu: chicken curry (vegetarian option available)

Thursday:

1:30pm – 3:30pm: Women's Mental Health and Wellbeing group, hosted by Simon Community Clinical and Assistant Psychologists

2pm – 4pm: Advice Direct drop-in advocacy clinic for women applying for or receiving Adult Disability Payment

2:30pm – 4:30pm: Visit to Gallery of Modern Art for a screen-printing workshop led by artist Ciara Phillips. Lunch and refreshments provided. Taxis leaving from the Connect Hub at 2pm.

5:30pm: Dinner Served! Today's menu: creamy leek tagliatelle, served with garlic bread and salad

Friday:

1pm – 4pm: Safe Harbour Grief Support Group

1pm – 5pm: Dedicated support time for individual support

4pm: Dinner Served! Today's menu: fish and chips! (vegetarian option available)





"We support each other here"

"very helpful and kind staff"

"Big ups to the staff for all they do and creating such a bright welcoming space!"

"In this space you're not alone with what you're going through"

"Trust is a big word for the Connect Hub"

"Staff are very supportive and encouraging in listening to your problems and find ways to solve them or reducing your stress or depression and wellbeing."

What the Connect Hub means for women we support

"My family are far away from Glasgow but it feels as though these women are my family"

"You forget that it's a service, we feel so comfortable here"

"If it wasn't for this place, I wouldn't be here"

"The connect hub is a safe place for women who champion one another"

"The meal at night is a beautiful thing, it feels very grounding to come to together and share a meal"

"It's not tokenistic"

"The staff genuinely care"

"The power of having strong women around you and they want to see you do well"

"I've never felt so safe in a place"



We asked women “what has been your favourite memory at the Connect Hub from the last year?”

“Making friends”

“The Art Exhibit at the GOMA”

“Going for ice cream on Glasgow Green in the April sunshine!”

“Attending college and imagining new futures by being aided with new skills and knowledge”

“Wellbeing group with Georgina and Sarah, GOMA, Christmas, Birthday”

“Christmas! All the gals around the table – that time of year can really feel like doom and gloom being on your own but it was so nice to be together”

“Women on wheels around queens park with Maeve”

“Celebrating Easter! Being given Easter Eggs by the team”

What's Next?

We have now welcomed our wonderful new Soft Edges team, who are beginning the much needed work of outreach support to the women who rarely access help, women on the fringes who services have traditionally struggled to reach.



Soft Edges

A new outreach service for women

A major addition to the Connect Hub is the development of this new and innovative outreach service designed by women for women.

The Soft Edges Team will support women who experience intersectional challenges related to mental health, homelessness, substance use, gender based violence, physical health needs and barriers accessing appropriate support due to experiences of discrimination, exclusion and shame. This model has ambition to mirror the outcomes of Hard Edges (2024) and the recommendations of a service delivery model that centres on 5 important areas including stickability, normality, flexibility, relational, longevity.

The model will combine housing, health and community based support - championing women throughout and providing tailored support, delivered through a relational and trauma informed lens.

Co production is crucial to the development of Soft Edges with a Reference Group consisting of women who have experience of homelessness, multiple disadvantages, and are passionate about helping others, meeting weekly to guide and shape the service.

An operational group drawing on frontline insight from partners is also being established and will play a key role in identifying areas of good practice for women and also areas where barriers, harm and/or exclusion could be addressed.

Lets do this for women!

Annie Brown
Service Lead Soft Edges / Connect Hub



Funding

The Connect Hub is funded through donations and grants and costs approximately £250,000 per year to run. £1,000 per day. We have recently moved to opening 5-days per week and would like to secure funding to open 7-days in the future.

What your donation could help us provide:

£40

essential clothing pack for one woman (leggings, t-shirt, jumper, socks, bra & underwear)

£80

tenancy starter pack for one woman

£100

supplies for 10 emergency food parcels

£250

essential toiletry pack for 25 women

£500

25 community dinners (across five weeks, with an average of 12 women for dinner each evening)

If you would like to find out more about how you can donate, support, volunteer and partner with the Connect Hub please contact **Marie** at:
marie.mcshane@simonscotland.org or call 07988 707 741

Or visit www.simonscotland.org

Thank you!

We would like to extend a massive thank you to everyone who has made and continues to make the Connect Hub possible.

We would like to thank the Connect Hub Development Board for their time, expertise and efforts in providing opportunities for growth and in securing additional funding opportunities.

We would like to thank our Connect Hub volunteers, who spend their time with us and with the women we support. Our volunteers are integral to creating the safe and welcoming environment of the Connect Hub.

We would like to thank our key funders including the Glasgow Communities Fund, the Indigo Trust, Allia and Dallas McMillan, without whom we would not be able to deliver the impact that we have.

We would also like to thank the Scottish Government for their support and encouragement.

Finally, we would like to thank the women we support for trusting us, for letting us learn alongside them and for shaping the Connect Hub into the space it is. We would like to thank you for teaching us, challenging us, and reminding us why our work matters.