











Annual Report

Year 2024/2025

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Dear Friends, Supporters, and Community Members,



With profound gratitude and enthusiasm, I present the Annual Report for Crookston Community Group as we embark upon an exciting new chapter in our organisation's journey. This past year has marked a period of exceptional transformation, strategic expansion, and deepened community engagement as we position ourselves for the next decade of impactful service.

The landscape of our operations has expanded dramatically with the acquisition of two significant new premises - the historic Alhambra House situated on Waterloo Street in Glasgow City Centre and our pioneering Edinburgh location. Each facility encompasses 3,500 square feet of purpose-designed space dedicated to comprehensive training programmes and innovative project development, reinforcing our foundational commitment to poverty alleviation through education, skills development, and community empowerment.

We have reimagined our service delivery model through the innovative Family Hubs concept, which has fundamentally transformed how we engage with our diverse communities. These welcoming, integrated spaces provide holistic support tailored to the unique circumstances of individuals and families, serving as vibrant centres where connection flourishes, learning is celebrated, and personal growth is nurtured - environments where every person feels genuinely valued and comprehensively supported.

Embracing the technological revolution, we've launched our Digital Inclusion Project in partnership with the Virgin Fund, installing technology stations across our hubs to help residents, volunteers, staff, and trustees build digital literacy and explore the potential of AI in the charity sector.

Our environmental work has grown through initiatives like the Community Bike Library, encouraging carbon footprint reduction and healthier lifestyles. At the same time, our partnership with the Flat Foundation has expanded cookery programmes, offering vital culinary skills and integration support to refugee communities.

These achievements reflect the dedication of our trustees, staff, volunteers, and partners. This year we welcomed a new board member and plan to recruit three more in the next 12–24 months to strengthen governance and strategy.

Guided by the Adapt and Thrive directive, we've emerged from recent challenges as a more resilient and responsive organisation. We were honoured to be recognised as a Community Champion in the Holy Rood Edinburgh Parliament — a testament to the impact of our work and partnerships.

Looking ahead, we remain committed to building a compassionate, inclusive, and connected community through our family-focused approach and transformative projects.

Thank you for your unwavering support and shared belief in our mission.

With heartfelt appreciation,

Nasreen Ali

Chairperson

Crookston Community Group

About us:

1. Introduction

Crookston Community Group (CCG) stands as a vibrant, grassroots charity dedicated to confronting and addressing the fundamental causes of poverty, social inequality, and isolation throughout Greater Pollok, Govan, and neighbouring communities across Glasgow. Since our establishment in 2012, we have worked collaboratively with local residents to deliver a comprehensive range of essential services—spanning emergency food provision, welfare advocacy, educational opportunities, and holistic wellbeing programmes.

The cornerstone of our philosophy rests in recognizing the inherent power of people and place. We are passionately committed to empowering individuals and strengthening communities from within. Through our compassionate, person-centred methodology, we provide support that enables people to cultivate resilience, reclaim dignity, and progress toward a more secure and optimistic future.

We persistently strive to create welcoming, inclusive environments where every individual feels genuinely acknowledged, comprehensively supported, attentively heard, and deeply valued—regardless of their background or circumstances.

Vision

We envision a flourishing, inclusive community where no individual confronts poverty, hunger, or isolation without support. Our aspiration is for a future where all people—irrespective of background, financial situation, or life experience—have equitable access to the support systems and opportunities necessary to live with dignity, purpose, and fulfilment.

Mission

Our mission is to cultivate a connected and compassionate community anchored in principles of fairness, empowerment, and mutual respect. We collaborate strategically with local organisations, dedicated volunteers, and community residents to deliver meaningful support, champion inclusion, and generate lasting positive change—ensuring that every individual has the opportunity to participate meaningfully, contribute valuably, and thrive completely.

Key Aim

We aim to diminish poverty, inequality, and social isolation by implementing inclusive, community-led services that empower individuals, nurture resilience, and strengthen local connections—guaranteeing that everyone has the opportunity to live with dignity, purpose, and a profound sense of belonging within their community.

Key Activities:

1. Emergency Food Support:

Comprehensive operation of foodbanks, community pantries, and Fare-Share lunch clubs designed to combat hunger and address food insecurity at its roots.

2. Welfare Rights and Advice Services:

Delivering expert guidance on benefits, housing solutions, and financial hardship support for individuals experiencing crisis or life transitions.

3. Wellbeing and Mental Health Support:

Facilitating accessible drop-in sessions, peer support networks, and structured activities that promote emotional resilience and enhance mental wellbeing.

4. Community Learning and Skills Development:

Offering diverse training opportunities, interactive workshops, and meaningful volunteering placements to build confidence, enhance employability prospects, and support personal development.

5. Youth and Family Support:

Creating engaging programmes for families and young people through targeted initiatives including lunch clubs, creative play sessions, and youth-focused activities.

6. Social Enterprise Initiatives:

Managing sustainable income-generating projects like Bella-Rose Hall and community charity shops that simultaneously provide valuable employment and skills training opportunities.

7. Cultural and Social Inclusion Events:

Organizing vibrant multicultural gatherings, welcoming coffee mornings, and community celebrations that foster meaningful connections, combat isolation, and celebrate cultural diversity.

8. Volunteer Engagement and Capacity Building:

Providing comprehensive support and specialized training for volunteers—many bringing valuable lived experience—empowering them to lead and shape services within their own communities.

9. Community Advocacy and Empowerment:

Facilitating grassroots advocacy initiatives that ensure community voices directly influence service design and local policy development.

10. Safe and Inclusive Spaces:

Developing and maintaining welcoming, fully accessible community venues where individuals from all backgrounds experience genuine value and comprehensive support.

Geographical Area



Report of the Trustees for the Year Ending 31 May 2025

The Trustees of Crookston Community Group (CCG) are delighted to present the comprehensive annual report for the year ending 31 May 2025. This detailed document outlines the charity's key operational achievements, governance practices, financial performance, and most significantly, the substantial progress made in delivering essential services to the diverse communities of Greater Pollok, Govan, and surrounding areas throughout Greater Glasgow, Scotland.

Throughout the past year, CCG has achieved remarkable progress in strengthening the long-term sustainability of our organisation while significantly expanding both the scope and impact of our community services. From enhancing staff capabilities and developing our food support networks to broadening community outreach initiatives, improving mental wellbeing services, and enhancing volunteer development programmes, we have responded with agility and compassion to the evolving and complex needs of those we serve.

Guided consistently by our core values of inclusion, dignity, and empowerment, we have successfully expanded strategic partnerships, significantly enhanced our volunteer networks, and pioneered innovative income-generating initiatives designed to support our long-term organizational viability. Despite persistent challenges related to economic hardship,

escalating living costs, and increasing social isolation, our dedicated work continues to create meaningful, positive differences in the lives of countless local individuals and families.

The Trustees maintain an unwavering commitment to robust, transparent governance and the responsible stewardship of all resources entrusted to our care. We remain resolutely focused on ensuring that every organizational decision aligns perfectly with our foundational vision and mission: to create and sustain an inclusive, resilient community where no individual faces poverty, hunger, or isolation without comprehensive support.

Aims and Objectives

At Crookston Community Group (CCG), our fundamental aim centers on supporting individuals and families to overcome social and economic disadvantages through holistic, integrated support systems that address both immediate needs and long-term aspirations for community development and individual empowerment.

Our specific objectives are to:

a) **Alleviate Poverty**
Deliver consistent food support through our foodbank, community pantry, and emergency parcels, while also addressing fuel poverty and material hardship through practical assistance and advocacy.

b) **Reduce Social Isolation**
Provide welcoming spaces and programmes—such as Young Age Pensioners (YAP) coffee mornings, peer-led groups, and community cultural gatherings—that build connection and reduce loneliness.

c) **Enhance Well-being and Mental Health**
Offer holistic, wraparound services including volunteer opportunities, group activities, and drop-in support sessions that promote emotional resilience, routine, and self-esteem.

d) **Restore Dignity and Build Confidence**
Empower people through skills training, meaningful volunteering, and structured opportunities—such as Community Payback Order placements—that support personal growth and reintegration.

e) **Improve Access to Essential Services**
Connect residents with vital supports such as welfare advice, housing support, and health services through partnerships with statutory bodies and third-sector organisations.

f) **Promote Positive Community Engagement**
Organise inclusive events and multicultural initiatives that foster mutual understanding, celebrate diversity, and reduce stigma and anti-social behaviour.

Governance and Oversight

Crookston Community Group (CCG) is governed by a dedicated and diverse Board of Trustees who bring a wealth of expertise in areas such as community development, public health, finance, education, and social care. This breadth of knowledge ensures that the charity remains strategically focused, accountable, and responsive to the complex needs of the communities we serve.

The Trustees meet regularly as well exchange daily through the social media to review organisational progress, monitor compliance with legal and regulatory obligations, and guide the strategic direction of CCG. Their oversight ensures robust governance, ethical practice, and sound financial stewardship at every level of our work.

CCG is also supported by a core team of committed staff and volunteers who are the backbone of our service delivery. Many bring lived experience of migration, poverty, or social isolation, allowing them to connect authentically with our service users. Their passion, cultural understanding, and tireless efforts enable us to provide person-centred, respectful, and high-impact support across all programmes.

Together, our governance structure and frontline team form a strong, compassionate foundation that allows CCG to grow sustainably while remaining grounded in the realities and voices of our community.

Financial Summary

Funding and Financial Sustainability

Crookston Community Group (CCG) continues to navigate a challenging financial environment, shaped by the ongoing cost-of-living crisis and increasing demand for essential services. Despite these pressures, we remain committed to delivering high-quality, community-led support through a resilient and diversified funding approach.

To meet the growing needs of our communities, CCG relies on a mix of charitable grants, individual donations, social enterprise income, and grassroots fundraising. This year, we secured vital funding from key supporters, including Glasgow City Council (Community Service), ICF, Islamic Relief UK, The Robertson Trust, STV Appeal, The National Lottery Community Fund, and income from Bella-Rose Hall functions and catering. This support has been critical in sustaining and expanding services such as our foodbank, pantry, FareShare lunch clubs, welfare rights advice, and our work with unpaid workers.

We've also continued building long-term financial resilience through our social enterprises. The Tiffin Fresh Food Café and Bella-Rose Hall not only generate income but also provide local employment, training, and a sense of community connection. Meanwhile, our charity shops in Beltrees and Ladymuir Crescent contribute to operational income and offer low-cost goods and volunteering opportunities.

Looking ahead, CCG will focus on diversifying its funding base by expanding community fundraising, applying for long-term projects, developing new partnerships, and innovating

within our social enterprise model. These steps will be crucial in ensuring our continued ability to serve and uplift the communities of Greater Pollok, Govan, and beyond.

Key Achievements in 2025

a). Expansion of Food Services

This year saw a significant expansion in CCG's food distribution efforts in response to rising hardship caused by the ongoing cost-of-living crisis. Our foodbank and community pantry provided vital support to a growing number of local residents. Strong partnerships—with ICF, Islamic Relief UK, Fare-Share, and local supermarkets—played a pivotal role in meeting this increased demand and ensuring food security for vulnerable households.

b). Volunteer Engagement and Development

Our structured volunteer programme continues to thrive, engaging over 70 volunteers in a range of daily operations. Notably, many of our volunteers are former service users, unpaid workers, and the migrant help, reflecting the positive, transformative impact of our work. Through meaningful roles, training, and support, CCG fosters personal growth, confidence, and a sense of ownership among volunteers.

c). Strengthening Social Enterprises

This year, we made significant strides in enhancing our social enterprise initiatives, including orders for **Tiffin Fresh Food Café** and functions in the **Bella-Rose Hall**. These ventures not only generated income to support our services but also offered valuable employment and skills development opportunities for local residents. These enterprises contribute directly to our long-term goal of financial independence and community resilience.

d). Expansion of Facilities at the Pollok (Ladymuir Crescent)

The acquisition of additional units at Ladymuir Crescent marked a major milestone. These new spaces are being utilised for a range of activities, including community-led programmes, charity shop, enterprise development, and incubation spaces for local entrepreneurs. This expansion provides a strong foundation for future growth and community engagement.

Future Directions

a). Strengthening Financial Sustainability

The trustees are focused on diversifying CCG's income streams to ensure long-term stability. This includes scaling up our social enterprises, increasing community-led fundraising efforts, and fostering strategic partnerships with both public and private funders.

b). Expanding Support Services

Plans are underway to expand our welfare rights advice and advocacy services, alongside digital inclusion programmes. These additions will help address the complex challenges faced by our community, particularly in accessing services and navigating systems.

c). Launching a Community Advocacy Project

CCG is preparing to launch a new community-led advocacy initiative aimed at training local residents to become peer advocates. These advocates will support others in accessing services, understanding their rights, and building confidence—ultimately strengthening local leadership and social justice.

d). Environmental Sustainability Initiatives

Environmental responsibility will be a growing focus. We aim to reduce food waste through more efficient redistribution practices and introduce green initiatives, such as community gardening and sustainability education, to promote environmental awareness and stewardship across all generations.

Risk Management

The trustees of Crookston Community Group (CCG) are committed to maintaining strong oversight of risk across all areas of the charity's operations. Regular reviews and risk assessments are conducted to identify and address potential challenges—particularly in financial sustainability, service delivery, governance, and compliance with regulatory obligations.

Key risks include fluctuations in funding, rising operational costs, and increasing demand for our services due to the cost-of-living crisis. To mitigate these, CCG employs robust financial planning, diversifies funding sources, and closely monitors service usage trends to respond effectively to evolving community needs.

Safeguards such as clear internal controls, staff training, and transparent reporting mechanisms are in place to reduce the likelihood of fraud, error, or service disruption. Trustees remain proactive in adjusting risk management strategies to ensure the charity's lng-term resilience and the continued delivery of high-quality, community-led support.

Recruitment and Appointment of Trustees

Trustees of Crookston Community Group (CCG) are appointed or reappointed at the Annual General Meeting (AGM), held each November. The selection process prioritises individuals whose skills, experience, and values align with CCG's mission, ensuring strong governance and effective strategic oversight.

In 2024, CCG prioritised enhancing the diversity and expertise of the board by appointing new trustees with backgrounds in community development, financial management, and legal affairs. Trustees play a vital role in guiding the charity's direction, contributing to decisions on financial planning, service innovation, and community engagement, while upholding our commitment to transparency and accountability.

Reserves Policy

CCG maintains a reserves policy to ensure financial stability and continuity of services during unforeseen challenges. As of 31 May 2024, the charity holds approximately £43,000 in reserves—equivalent to three months of core operating costs. This policy is reviewed annually by the trustees to reflect the organisation's evolving financial needs and risk profile. Efforts will continue in the year ahead to strengthen reserves as part of our long-term sustainability strategy.

Independent Examiner's Report

The financial statements for the year ending 31 May 2024 were independently examined by DA Accountants. The examination confirmed that proper records were maintained and the accounts present a true and fair view of CCG's financial position. The trustees thank DA Accountants for their professional support and oversight.

Acknowledgements

The Trustees extend their heartfelt thanks to our funders, staff, volunteers, partners, and the community. Your commitment, support, and belief in our vision make this work possible. Together, we continue to ensure that no one in our community faces hardship alone—and that everyone has the opportunity to participate, contribute, and thrive.

Nasreen Ali

Chairperson on behalf of Trustees
Chair, Crookston Community Group

Date: xxx

Current Projects:

a. **Foodbank:**



At Crookston Community Group (CCG), our **Foodbank** programme provides vital support to individuals and families—including older people and those with disabilities—who are experiencing hardship. We distribute food parcels through referrals from trusted partners such as community services, Islamic Relief UK, Turning Point Scotland, housing associations, MPs, councillors, the NHS, and social workers, as well as through self-referrals from individuals who come directly to our office for help.

Through our **"Foodbank on Wheels"** initiative, we also deliver food parcels to people who are unable to attend in person, such as elderly residents and those with mobility challenges. On average, our foodbank supports around **150–180 beneficiaries every week**.

Our service is inclusive, respectful, and community-led, with a strong commitment to tackling food insecurity while preserving the dignity of everyone we serve.

b. **Food Pantry:**



Our Community Pantry has continued to play a vital role in supporting local people throughout 2024–2025. Open Monday to Friday, the pantry provides low-cost groceries to individuals and families, helping to ease the pressure of the ongoing cost-of-living crisis.

For just £2.50, customers can choose 10 items, with additional items available for 25p each. Weekly deliveries from FareShare and support from funders ensure we can offer a good mix of fresh fruit, vegetables, protein, and dry goods. Sustained grant funding also allows us to purchase bulk essentials like rice, pasta, and tinned meals to keep up with demand.

Unlike traditional food banks or restricted membership models, our pantry operates with no fees or usage limits—preserving dignity, accessibility, and choice for all. On average, the pantry supports **over 200 beneficiaries each week**.

Our volunteers remain at the heart of the pantry's success, gaining practical experience in retail operations, customer service, stock control, and health and safety—providing a valuable pathway into employment or further training.

c. Fare-Share:



Our Fare-Share Programme continues to play a vital role in supporting local people throughout 2024–2025. Running every Wednesday, this initiative provides low-cost groceries to individuals and families, helping to ease the pressure of the ongoing cost-of-living crisis.

For just £2.50, participants can select 10 items, with additional items available for 25p each. Weekly deliveries from Fare-Share and ongoing support from funders ensure we can offer a good mix of fresh fruit, vegetables, protein, a

nd dry goods. Sustained grant funding also allows us to purchase bulk essentials such as rice, pasta, and tinned meals to meet demand.

Unlike traditional food banks or restricted membership models, our Fare-Share session operates with no fees or usage limits—ensuring dignity, accessibility, and choice for all who attend. On average, the Fare-Share programme supports **around 120 beneficiaries each week**.

Our dedicated volunteers are at the heart of the programme's success, gaining valuable experience in stock management, customer service, and health and safety—providing a practical pathway into further training or employment.

d. Lunch Club for Children:

CCG runs the Lunch Munch Club, providing **nutritious meals to 170 children** across three hubs during the Spring, Summer, and Autumn school breaks. Each day, children enjoy freshly cooked meals, fruit, juice, and ice lollies, along with engaging activities such as drawing and arts and crafts.



Every child also receives a breakfast bag to take home. Months of planning ensure that children from diverse backgrounds and with varying dietary needs are well catered for. The club also offers a welcoming space for children to make new friends from different areas, helping to build social connections and confidence.

In partnership with organisations like Cash4Kids, CCG organises special outings, including cinema trips and group parties—recognising that these experiences are often out of reach for families under financial pressure.

e. Food Drive

Over the past year, our Food Drive initiative has played a vital role in ensuring that no one in our community goes hungry. Through the generosity of funders and partner organisations, we have purchased and distributed over 1000 food parcels of essential food items to individuals and families facing hardship.



These donations have strengthened our foodbank, pantry, and meal programmes, allowing us to respond quickly to rising demand and unexpected emergencies. The Food Drive has also helped raise awareness about food poverty and inspired people of all ages to get involved — whether by donating, volunteering, or spreading the word.

We are proud that this community-led effort has not only provided vital nutrition but also strengthened bonds of solidarity and compassion in our neighbourhoods. We extend our heartfelt thanks to everyone who contributed, and we look forward to growing this support even further in the year ahead.

f. Unpaid work or Community Service:



CCG plays a vital role in supporting individuals on Community Payback Orders (CPOs) by offering meaningful opportunities for rehabilitation, skill development, and positive community engagement. Through this programme, participant

s contribute to a range of CCG initiatives, including the maintenance of community spaces and the daily operations of our foodbank, while gaining practical experience and a renewed sense of purpose.

On average, **12–15 individuals take part each day, six days a week**, making a valuable contribution to both our organisation and the wider community. We are proud to help participants build new skills, improve their confidence, and enhance their future employment prospects, while also helping to reduce the risk of reoffending.

Since 2021, CCG's commitment to the UPW scheme has demonstrated the positive impact of community-based support and second chances in creating safer, stronger communities.

g. Volunteers Integration Programme:



Through our close partnership with the Migrant Help, we run **Volu nteer Integration Programme**, which aim to welcome and support many New Scots and asylum seekers who are referred to us. This programme provides participants with meaningful opportunities to integrate into the community while gaining valuable skills and experience.

Volunteers contribute by helping prepare emergency food parcels, assisting with collections, and carrying out essential warehouse tasks such as sorting and moving stock. Many also play an active role in setting up and preparing our new premises, which will expand training and development opportunities for disadvantaged individuals in the future.

Currently, **over 10 participants** take part in this programme each week, working in different shifts. To ensure they are supported, each participant receives a monthly bus pass, lunch

during their shifts, a support letter for future opportunities, and access to additional services and facilities offered by the charity.

This initiative not only strengthens our services but also fosters community connection, skill-building, and a sense of belonging for those who need it most.

h. Archard Project:



Through *The Orchard Project*, CCG ha s transformed unused space and the black planters in our premise TIFFIN in Paisley Rd West, Glasgow into a thriving community orchard. The space now produces fresh fruit to support our foodbank and pantry while promoting sustainability and community wellbeing.

Over the year, more than **50 local residents**, including around **20 children**, have helped plant, maintain, and harvest the orchard. Families and volunteers learn gardening skills, enjoy nature, and take part in seasonal activities such as planting days and harvesting events.

The Orchard Project brings people together, encourages healthy eating, and turns green space into a shared community resource for everyone to benefit from.

i. Expansion of Social Enterprises



CCG has continued to make strong progress in growing its social enterprise activities, with a particular focus on the **Tiffin Fresh Food Café** and **Bella-Rose Hall**. These ventures not only generate vital income to support our charitable work but also create training and employment opportunities for local residents, helping to build skills and boost confidence.

Our trustees have played a crucial role in shaping the strategic direction of these enterprises to ensure they meet community needs and align with CCG's mission to foster empowerment through sustainable, community-led solutions.

As part of this strategy, we are also relaunching the **Tartan Project**, which celebrates local heritage through textile production. This project will provide community members with practical skills in design, production, and small-scale entrepreneurship. Trustees have been instrumental in securing initial funding and wider support for this initiative, which is expected to deliver both social and economic benefits for the local area.

Looking ahead, further development and renovation of our new community hubs will create even more space to grow these social enterprises—opening up additional training, volunteering, and employment opportunities for those who need them most.

j. Documentation Development



At CCG, we recognise that clear, consistent, and accessible documentation is essential for delivering high-quality services and maintaining strong governance. Over the past year, we have invested time and effort in developing and improving our internal policies, procedures, staff job contract, job description, staff IDs and operational manuals to ensure they meet best practice standards and regulatory requirements.

This work supports our staff, volunteers, and trustees by providing clear guidance on roles, responsibilities, and processes—helping us deliver services safely, efficiently, and transparently. Improved documentation also strengthens our ability to demonstrate impact, meet funder requirements, and maintain compliance with charity regulations.

As we expand our programmes and develop new hubs, robust documentation will remain a key priority to ensure quality, consistency, and accountability across all areas of our work.

k. Staff Capacity Building

At CCG, we are committed to investing in our team to ensure we have the skills, knowledge, and resilience needed to deliver high-quality services and respond to the evolving needs of our community. Over the past year, we have prioritised staff capacity building through regular training, upskilling, and development opportunities.



This includes training in areas such as safeguarding, health and safety, project management, digital skills, and community engagement. By strengthening our team's capabilities, we are better equipped to run our expanding projects, adapt to challenges, and maintain the highest standards of service delivery.

As we grow and develop new hubs and services, supporting our staff to reach their full potential will remain central to our commitment to quality, sustainability, and positive community impact.

I. Tea & Coffee Mornings at the CCG Hub

Every week, our Tea & Coffee Mornings bring local residents together at the CCG Hub to enjoy a warm cup of tea or coffee, light refreshments, and friendly conversation. These informal gatherings offer a welcoming and inclusive space where people of all ages and backgrounds can connect, share stories, and build supportive relationships in a relaxed environment.





As part of this, we also host a dedicated Tea Morning for Muslim families, providing a culturally sensitive space where families can meet, enjoy tea and snacks, and share experiences. This weekly session helps reduce social isolation, strengthens community ties, and offers practical and emotional support to those who may be new to the area or facing challenges.

Together, our Tea & Coffee Mornings play a vital role in tackling loneliness, fostering friendships, and creating a sense of community and belonging for everyone who attends.

m. CCG Advisory Committee:

Our advisory committee, made up of community leaders, local representatives, and sector experts, continues to play a vital role in shaping CCG's strategic direction. Their insights help us strengthen our services, build new partnerships, and reach underrepresented groups more effectively.

n. MP and Councillor Engagement:

To strengthen local representation and community support, CCG plans to host regular MP and councillor surgeries at our Beltrees Road hub. These sessions will give local residents a welcoming space to meet their elected representatives, access advice on housing, benefits, and community services, and raise any issues in a supportive environment.



o. Call for Stakeholder Collaboration:

Looking ahead, CCG is committed to expanding collaboration with

stakeholders who share our vision of empowering communities through inclusive, community-led initiatives. In 2024–2025, we will build stronger links with local businesses, charities, and public-sector organisations to widen the reach and impact of our services.





We warmly invite potential partners who can offer resources, training, funding, or expertise to get in touch and help us make an even greater difference together. Our proven record of working with the Scottish Government, local authorities, businesses, and third-sector organisations shows what we can achieve when we work in partnership for our communities.

Our Impacts:

14,486

In the last 12 months, CCG has directly supported individuals through it is programme

9,268

Clients have been referred to receive food bank.

CONNECTED

Their needs addressed

EMPOWERED

Everyone had access equally

5,128

Service users (volunterable inc. Children) supported

95%

Of clients feel more confident to address their needs and pick what they needs

EQUIPPED

We are empowered to self-advocate

SAFE

We are free from voilence and disadvantage

100%

Of clients achieved the outcome they hoped for

80%

Services provided to people who attended on out community consultation

85%

Of clients felt better informed on their issues

44,460

Volunteer hours



90%

Of clients left our service with improved wellbeing and mental health

Case studies:

a. **Supporting a Refugee Family through Beltrees Hub**

"A woman recently visited our Beltrees hub after being referred by the *Cash for Kids* team. She is a refugee living in Pollok (G53) with her husband and two young children. Both parents are currently unemployed and rely on limited weekly benefits from the Home Office.

She shared her struggles with affording essentials, especially groceries from mainstream shops like Tesco, and how difficult it is to support her family on their current income. I took her through the pantry, explained our services, and helped her collect free items— including food from our M&S donations.

She was very grateful for the support and expressed relief knowing she could return anytime without fees or membership. Before leaving, I reassured her that Beltrees, as part of Crookston Community Group (CCG), is here to help families like hers through challenging times".

b. Parent feedback from Lunch Club Program:

"My children usually don't leave the house during school holidays, but they look forward to the lunch club. They've made new friends, enjoy games and daily activities like colouring and drawing, and it's been great for their mental health.

The variety of free, freshly cooked meals, fruits, and ice lollies is amazing. As a parent facing financial difficulties, this programme has been a huge support. The trip to Hot World Cuisine and bowling made my kids incredibly happy.

I truly hope the lunch club can run during the Christmas holidays too—it means so much to families like mine."

c. **From Struggles to Strength: A Volunteer's Journey**

"A local woman joined CCG as a Community Payback volunteer after leaving work due to mental health challenges and financial hardship. Despite having no prior experience, she quickly grew in confidence and stability through her role. Volunteering gave her purpose, reduced isolation, and sparked an interest in cooking and learning new skills.

Her story reflects how volunteering at CCG can transform lives—offering support, inclusion, and hope for a better future"

d. **A Lifeline for a Retired Couple**

“A retired couple in their late 60s began using CCG’s community pantry after struggling to afford fresh food on their limited pension. Each month, they had to choose between essentials and healthy meals.

At CCG, they found affordable groceries—just 25p per item—and a welcoming, supportive environment. Access to nutritious food and friendly social interaction helped ease their financial and emotional stress.

Their story is a reminder that the CCG pantry is more than just food—it’s a space of dignity, connection, and support for those in need”.

Key challenges:

#1

Funding Sustainability:

Ongoing need for secure, long-term funding to keep the **foodbank**, **pantry**, and **children's lunch club** running.

#2

Meeting Rising Demand:

We face ongoing pressure to respond to the complex and growing needs of families and individuals living in poverty, especially with the impact of the cost-of-living crisis.

#3

Supporting Diverse Needs:

We serve a diverse community, including people with language barriers, complex needs, and limited digital access — requiring tailored support, interpreters, and extra time and resources.

#4

Rising Food & Operational Costs:

Costs for food and other operational supplies keep rising. Bulk purchasing for our foodbank and pantry is more expensive than ever, which directly impacts how many families we can support each week.

#5

Volunteers Recruitment & Retention::

We rely on volunteers daily — recruiting and keeping enough people is an ongoing challenge.

#6

Renovating & Expanding Community Hubs:

We urgently need funding to **renovate our new hubs**, create more safe storage, and expand spaces to run all our programmes effectively for the community.

Future Plan / Commitment

1

We are committed to expanding our services to meet rising local needs by securing sustainable funding to keep our **foodbank**, **pantry**, and **Lunch Club** running all year round.

2

We plan to **renovate and develop our new hubs** to create more space for food storage, training, and community activities.

3

We aim to reach more families, children, and isolated individuals by strengthening our **Foodbank on Wheels**, outreach, and community partnerships.

4

We will continue to invest in volunteer training and create more opportunities for people to gain skills and move towards employment.

5

We are dedicated to tackling food poverty, reducing waste, and supporting local people with dignity, respect, and compassion — now and into the future.

Independent Examiner's Report

I report on the accounts for the year ended 31 May 2024. The charity's trustees are responsible for preparing the accounts. As the charity's income exceeded £250,000, an independent examination was required instead of an audit. I am qualified to carry out this examination as a member of ACCA.

My responsibility is to:

- Examine the accounts under Section 145 of the Charities Act 2011
- Follow the Charity Commission's General Directions
- Report any matters that come to my attention.

I have reviewed the charity's records and compared them with the accounts. My procedures do not constitute an audit, so I do not give an audit opinion.

In my examination, no matters have come to my attention that would cause me to believe that proper accounting records were not kept, or that the accounts do not comply with legal requirements.

Dinesh Hallan, FCCA

DA Accountants, Chartered Certified Accountants
Glasgow
18 September 2024

Financial Statement:

Accounting Policy

The financial statements have been prepared under the historical cost convention, in full accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Companies Act 2006, and the requirements of the Statement of Recommended Practice (SORP): Accounting and Reporting by Charities.

At Crookston Community Group (CCG), we recognise that transparent and accurate financial reporting is vital for ensuring accountability to our funders, partners, stakeholders, and the communities we serve. Our financial statements demonstrate how funds are managed responsibly, showing clear records of income, expenditure, and reserves.

We are committed to continuously improving our financial systems and controls to meet best practice standards. This includes strengthening internal processes, investing in staff training, and adopting appropriate technologies to ensure that all financial activities are clear, reliable, and aligned with our charitable objectives.

By prioritising good governance and accountability, CCG aims to maintain the trust and confidence of our supporters and to use every penny wisely for maximum community benefit.

Sources of Funding for CCG

CCG's funding comes from a variety of sources to support its community activities. These include grants awarded through successful funding proposals, donations from individuals and supporters, and income generated by our own initiatives such as the CCG charity shop, community pantry, and Arabic classes.

We also receive unrestricted income from social enterprises like Bella Rose Hall, catering services, and occasional small grants from specific funders.

All funds received are managed and spent according to CCG's strict policies and procedures to ensure transparency, accountability, and maximum benefit for our community.

The following chart clearly shows the amount of income received and how it has been spent across different activities and services.

Our Funders and Partners

We would like to express our sincere gratitude to all our funders, supporters, and partners whose generous contributions have enabled us to deliver vital services to local families and individuals throughout the year. Your support has helped us tackle food insecurity, run our community pantry and foodbank, deliver children's lunch clubs, and provide opportunities for learning, training, and volunteering.

Thanks to your trust and commitment, we have been able to reach thousands of people who would otherwise struggle to meet basic needs.

Looking ahead, we recognise that demand for our services continues to grow. We remain committed to working with existing funders and welcoming new supporters to ensure our programmes remain sustainable and can expand to meet the needs of our community.

Together, we can continue to make a real difference — building a stronger, healthier, and more resilient community for everyone.

Thanks for standing with us.

Closing Remarks:

As we reflect on the year 2024–2025, we are incredibly proud of what Crookston Community Group (CCG) has achieved with the dedication of our trustees, staff, volunteers, partners, and supporters. In the face of continued social and economic challenges, our community has remained strong, united, and committed to lifting each other up.

This year, we expanded our services, launched new initiatives, and strengthened our existing programmes—from food support and health & wellbeing activities to volunteering and employment opportunities. Each project was driven by the voices and needs of our local community, and every success has been a collective one.

None of this would have been possible without the generosity of our funders, the hard work of our dynamic and creative trustee member, staff and volunteers, and the trust placed in us by the individuals and families we serve. Your support inspires us to keep growing, adapting, and delivering with compassion and purpose.

As we look ahead, CCG remains committed to being a safe, inclusive, and empowering hub for all. Together, we will continue to build a more resilient, connected, and hopeful community.

Thank you for being part of this journey.

With gratitude,
Crookston Community Group







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