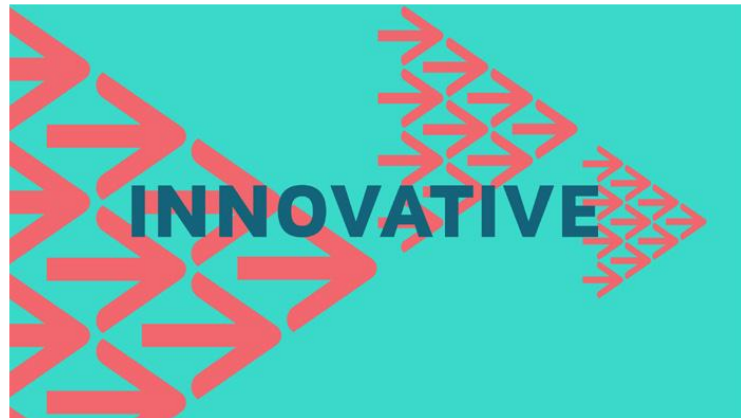




## Service Review January 2021

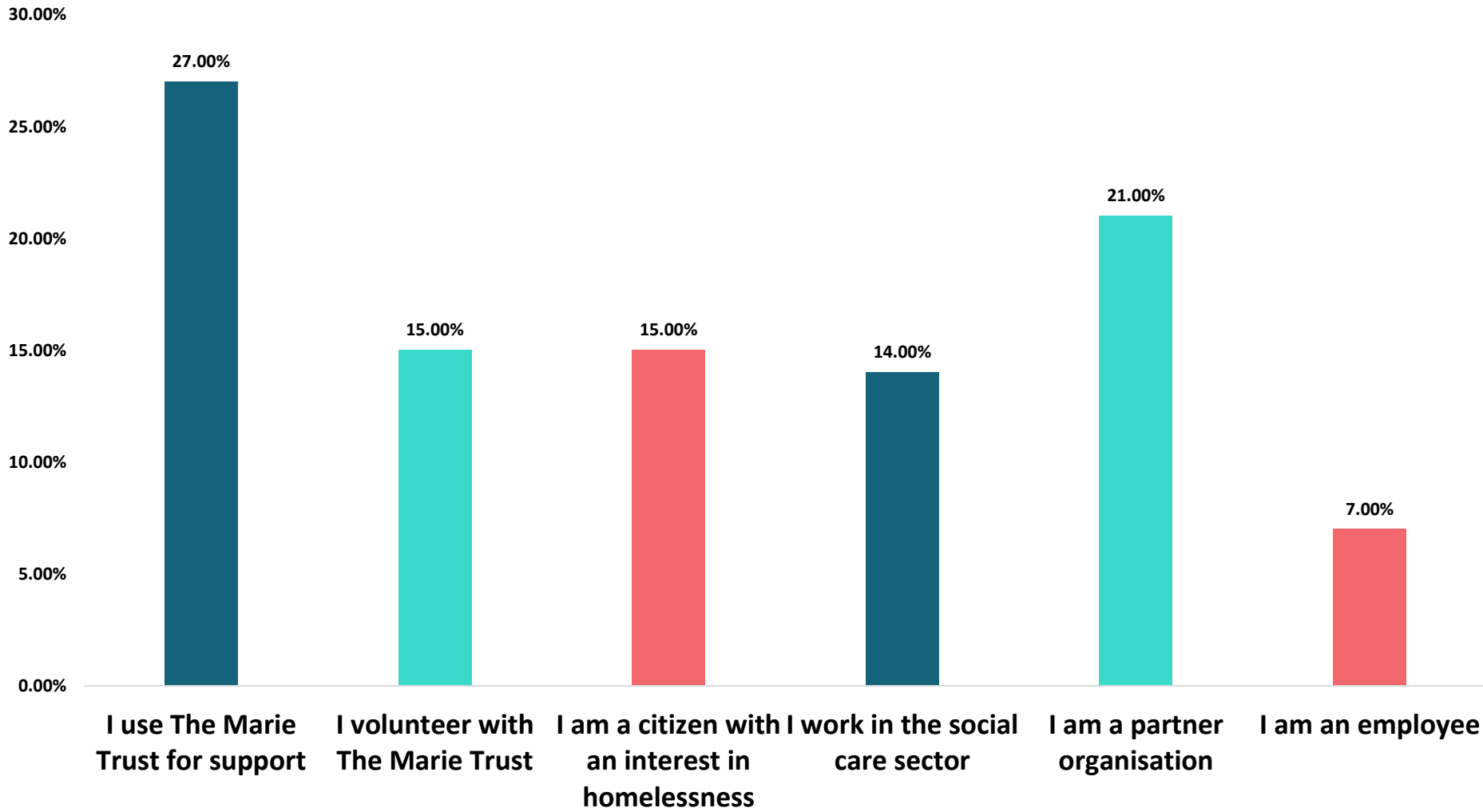
Based on 125 Responses



[https://themarietrust.surveyparrot.com/public/reports/survey/103235/w8\\_ka-gl](https://themarietrust.surveyparrot.com/public/reports/survey/103235/w8_ka-gl)

# Q1. What is your interest in the Marie Trust?

Question Type: Multiple Choice  
Answered: 123  
Skipped: 1

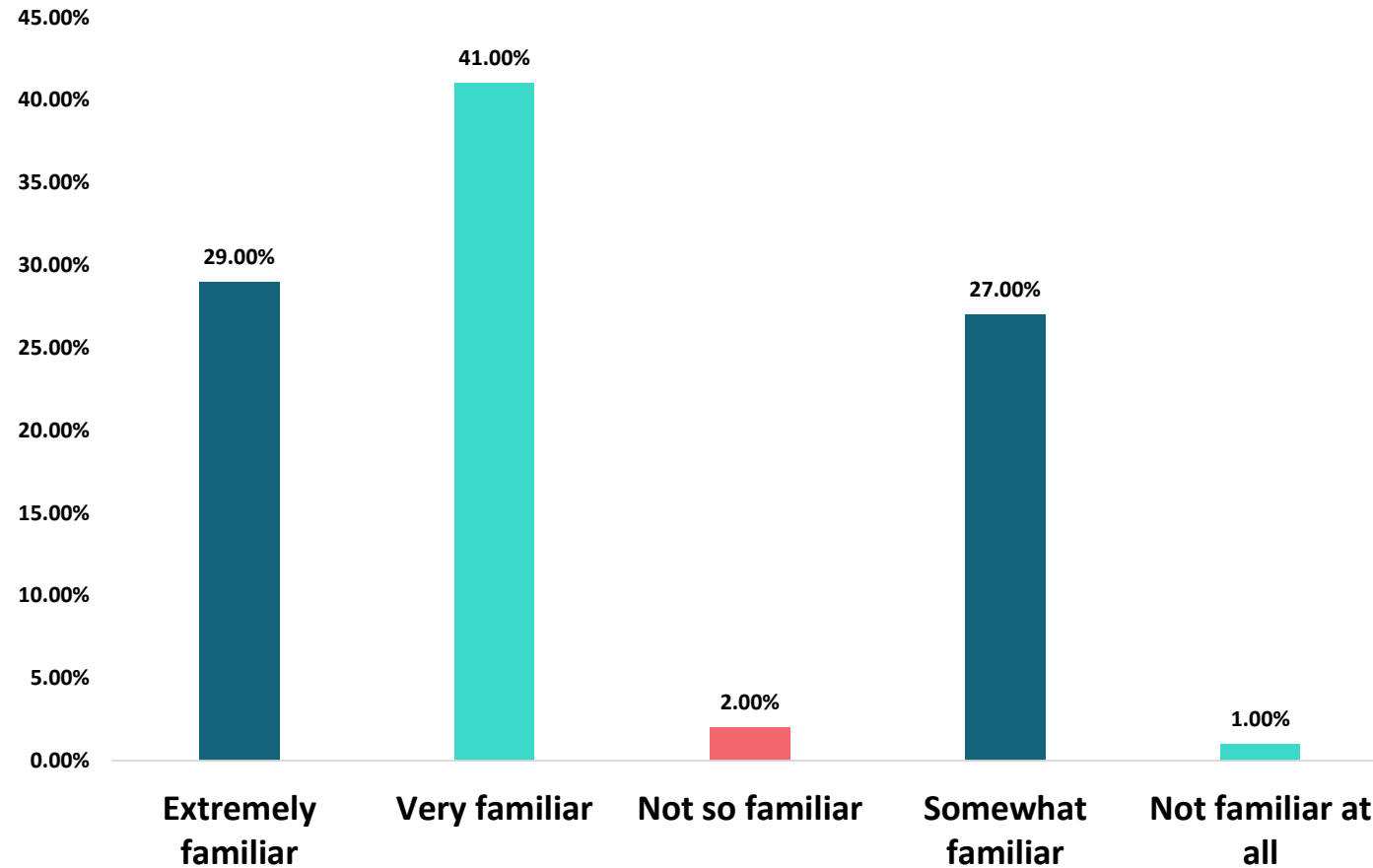


## Q2. How would you rate your knowledge of The Marie Trust services?

Question Type: Multiple Choice

Answered: 124

Skipped: 1



### Q3. How would you rate your knowledge of The Marie Trust services?

Question Type: Text Answered:123 Skipped: 2

Approachable	Professional	Trustworthy	Flexible	Persistent	Helpful
Glasgow City Centre	Caring	Concern	Dependable	Helpful	Innovative
Supportive	Hope	Brilliant	Interested Amazing!	Treatment	Guidance
Friendly	Advice	Compassionate	Engaging	Resilient	Forward-thinking
Passionate	Great People	Driven	Focused	Positive	Grassroots
Reliable	Front-line	Empowering	Invaluable	Inclusive	Understanding
Dedicated	Committed	Food	Organized	Action	Helping our Homeless
Non judgmental	Independent	Inspire	Ethical	Responsive	Education
Honest	Integrity	Informative	Dependable	Safe learning	Fabulous
Stable	People are very good!	Lowest Threshold	Selfless	Brave	Inspirational
Absolute Life Line	Amazing	Trust	Stretched	Training	Development
Efficient	Fantastic	Excellent	Important	Skill	Progressive
Knowledgeable	Great Leadership	Life Changing	Grassroots	Generosity	Aware
Kindness	Welcoming	Essential	Crisis Response	No-one is Marginalised	Education
Vital	Innovative	Great Service	Much Needed	Far-Reaching	Respectful
Empathetic	Socially	Committed	Determined	Human	One Stop Family
Heart of Homelessness in the City	Happiness	Relevant	Altruism	Employability	Community

A Place for Homeless and Vulnerable People to go with multiple support

## Q4. What could The Marie Trust do better to support homeless and vulnerable people?

Question Type: Multiple Choice Answered: 102 Skipped: 21

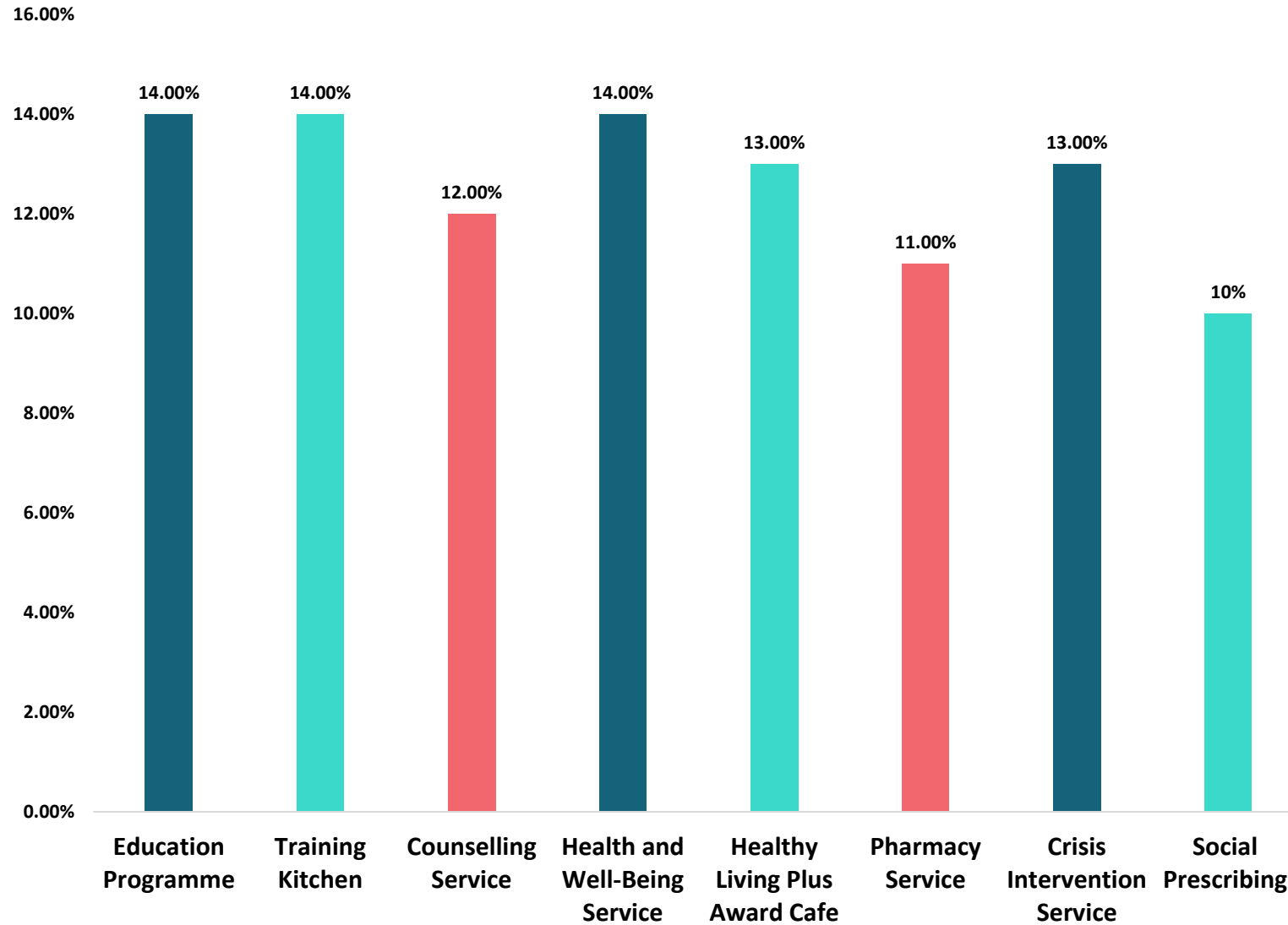
- I think they are doing an amazing job and could do more with more funding.
- Activities: bowling, walking. Social outing for some company.
- The Marie Trust have provided amazing support despite challenging times and many other services closing.
- More resources to accommodate demand.
- Specialist Art Therapy Services to help people access this. Normal routes through NHS referrals provide too many barriers to assessment and referral processes meaning people don't access these services.
- Stronger employability pathways for homeless people coming through the volunteering route.
- Furniture.
- Mental health support, link up directly with private landlords and a telephone only support service.
- Finding a suitable home that allows them to be in a better situation.
- They offer so much already, only thing I can think is perhaps having a role to those in custody who will be homeless on release. They could meet with them prior to their release to discuss the support they offer. Often those released are tentative about meeting new faces or attending new projects. However, if there was a familiar face then this may encourage them to attend.
- More CLD and focus on exiting homelessness.
- More money and more helping hands could help deliver your goals. Also make public more aware of your existence.
- Through working here I feel that the counselling members of staff could be utilised within the breakfast, lunch and dinner services to enable on the spot therapeutic responses and assistance in crisis situations. Also, I know this may not be possible but to be open the whole day to allow the individuals we support to remain within the service all day if they wanted, rather than it only being allocated times. Maybe set out board games, cards and dominoes so when people feel low they know they can come in and can forget their worries as well as receive support.

## What could The Marie Trust do better to support homeless and vulnerable people? Cont.

Question Type: Multiple Choice Answered: 102 Skipped: 21

- Greater publicity it's a valued service but do people really know everything you do. Good luck stories social media presence.
- Maybe be opened a bit longer.
- Better inter organisational working, accepting that not all needs can be met by one small organisation, continue doing what you do very well!
- Drop-in services throughout Glasgow /outer areas.
- I do not know if The Marie Trust is trying to reach those who cannot reach its services.
- Have dedicated premises for consultation and training purposes.
- The Marie Trust is going through a very busy time with building up new premises and still able to deliver the support and help to homeless and vulnerable people.
- I wonder about helping people to access dentist services?
- To be able to expand existing services.
- Take their education courses into the community and for more businesses to support small charity than big organisations that are well known and get Media attention and more money raised in grants to help support this charity and the service users.
- A further development in health education/promotion services.
- A national dedicated counselling help line specifically for those affected by homelessness. Which has a database of all free counselling services across Scotland similar to other national helplines. There appears to be nothing for generic counselling and nothing for those affected by moving from 'an unsettled way of living'. Internal homeless innovation programme with one homeless lead on the board of trustees. Look to link in and partner with organisations engaging with homeless to buy in specialised counselling service, focusing on what is unique about The Marie Trust and offer a support package to other services or develop The Marie Trust model and replicate in other cities.

## Q5. What do you think works well at The Marie Trust?



Question Type: Text

Answered: 124

Skipped: 1

## Q6. In response to your previous answer, why do you think this works well?

Question Type: Text Answered: 114 Skipped: 11

- I don't have the trust or confidence to do things myself.
- I have heard good positive feedback for other agencies and services users involved.
- Reaches people who otherwise fall through cracks.
- Team working and disciplined holistic practice, encouraging client's confidence and independence and have aspirations.
- A great team of hard working and dedicated staff and volunteers who provide services and training that is accessible and adapted to the needs of those affected by homelessness.
- Speaking to the people who access it - they refer to all aspects of this holistic service very positively and about the difference it has made for them. They trust the service so are more likely to engage in these services when they are all under one banner.
- Range of specialised services, quicker internal referral routes for people.
- The services are connected and work well together.
- The kitchen is a home from home.
- It helps people learn about work and education.
- Because both the staff and volunteers want to be there.
- It helps those in need and allows them to better themselves.
- These are services which are desperately in need for a demographic of people who are often forgotten about and ostracized from mainstream service provision.
- I have had feedback from clients regarding the success of these services.
- I think you help people to help themselves out of problems and turn their lives around, the services work very well because your people are all very understanding and empathise and take time to get to know you.
- The Marie Trust genuinely has the best interests at heart of the people they support. They don't make a big noise about it in the media, they just identify gaps and they get on with filling them. I have been supported by them as a homeless person and now work with them as a partner organisation. I would very much like to see them recognised for the amazing work they do. I was fed and nurtured by them when homeless and have been supported by them in the time since educationally. They are genuine in their support and understanding of the needs of the homeless and vulnerable in Glasgow.
- The Marie Trust has established trusting relationships and strong partnerships. Has developed a good reputation with all stakeholders adapting to change and what the needs are in the community. Has a finger on the pulse.



## Q6 Cont. In response to your previous answer, why do you think this works well?

Question Type: Text Answered: 114 Skipped: 11

- Because of the dedication by staff & volunteers.
- Very organised and look after their service users.
- It takes the fear away attending an appointment because people relate to dealing with everyone the same with no frills.
- Plenty of different subjects available when help is required.
- I was offered an art class in the office, and got a place to do college afterwards, which provided me an opportunity to learn art and discover my potential in this area, meanwhile provided me an opportunity to connect with others. In addition, the staff from the Marie Trust always help and support me whenever I needed, particularly during the period when I was homeless, and finally got the permanent flat. All this was good to my mental health and potentially opened a door for my future career and improved the quality of my life.
- Education creates motivation, training enhances recovery and counselling overcomes the barriers that impede lifestyle change.
- Vital services and always there when others are not - such as during COVID.
- Everything is inclusive not Exclusive . It usually a welcoming service especially in my time of need.
- These are the services I have used within the organisation. The education programme not only gives me a sense of purpose but also helps me interact with other people, something that I don't do without these opportunities.
- People who use the trust know that they will be treated as a person not a number.
- Getting people who don't.
- Because they link up services and make them readily available.
- A very knowledgeable management team with empathy as a core value.
- Use give your service users a chance that others wouldn't and make them feel like they matter.
- While I think we do very well we could always do more with more funding. Every part of the service could offer an enhanced service with greater flexibility. I am thinking of therapeutic options such as alternative therapies aimed at offering alternative sources of comfort and self care promotion; access to evening and weekend therapies; a range of psychological approaches to trauma; a joint mental health assessment clinic (brainstorming here).
- The cafe service is an absolute life link for clients to eat well and interact.
- The programmes give people the opportunity to change their lives and their future. The services are all responding and supporting people's basic needs of food and shelter but also getting to other areas like mental health and education.

## Q7. What does not work so well but could be improved upon?

Question Type: Text Answered: 92 Skipped: 32

- No, it's a tight ship.
- Training certificates for kitchen volunteers.
- More resources / space.
- Not having their place and finding somewhere will allow them to grow.
- Awareness of the services on offer.
- Probably could have offered more services during the pandemic via phone call or art class on zoom.
- I think The Marie Trust deserves and wider and better place.
- Could be more funded.
- More staff to deliver on benefits.
- Collaboration with other agencies.
- Fundraising.
- Wider advertising.
- It would be good to get information regarding what's happening more simply.
- More focus on exiting homelessness.
- I feel that the general public don't know of your existence and if more was known about your services perhaps you could receive more sponsorship.

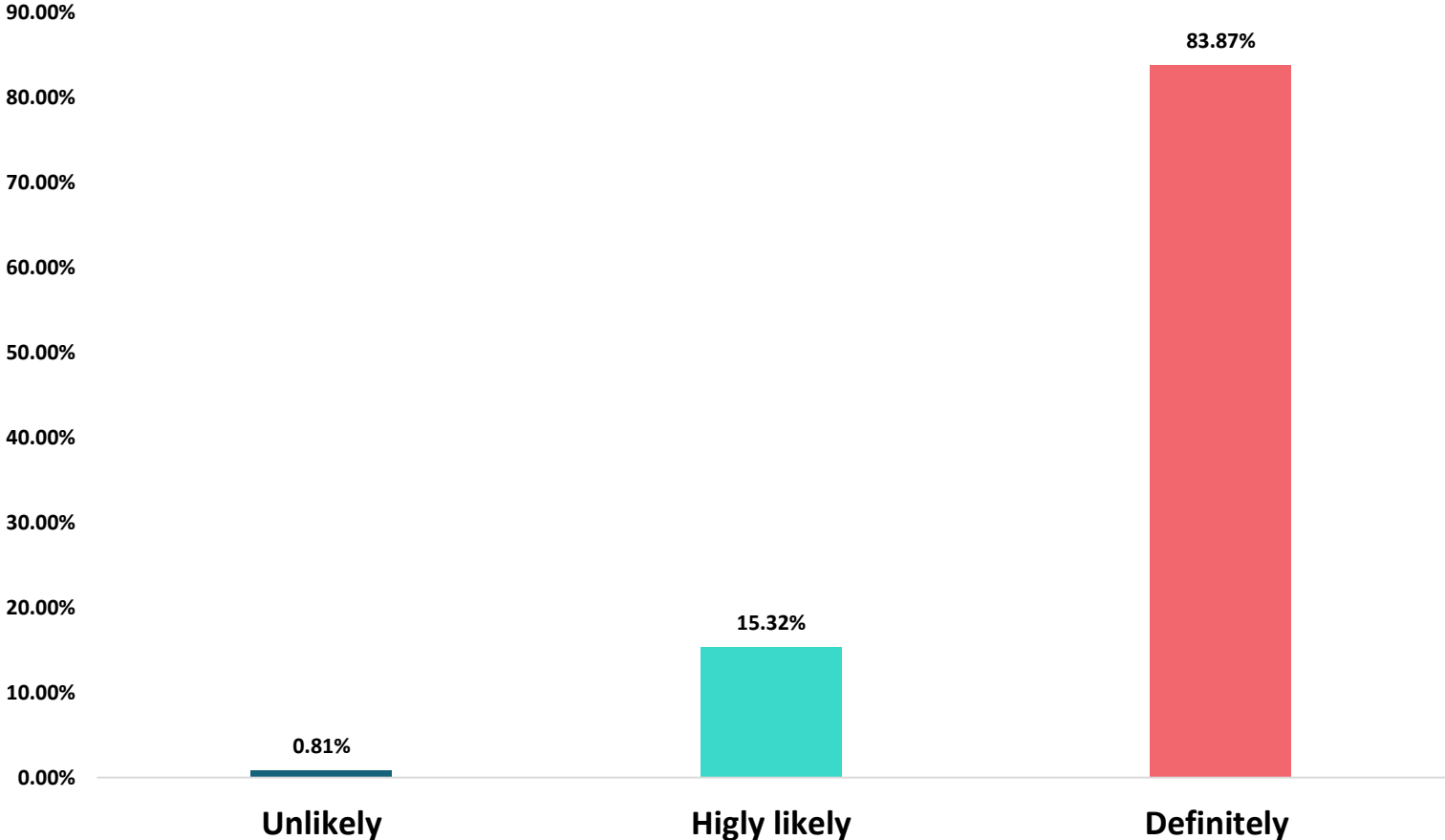
## Q7 Cont. What does not work so well but could be improved upon?

Question Type: Text Answered: 92 Skipped: 32

- Would have said to have their own premises as there was always constraints on which they could provide, sexual health, opening times, uses of common areas within centre, holistic therapies, storage , etc.
- The small staff team limits the opportunities for strategic planning and high level partnership working.
- Blowing own trumpet in competition for commissioning resource and public and service user recognition.
- Their learning and experience should be recognised by funding bodies.
- Letting other services know which services are running, this is difficult during a pandemic.
- Employment partnerships need further development and opportunities for homeless to volunteer more and see that journey mapped into employment.
- Multi agency working could be better re consistency from other agencies with GCC.
- Like most agencies working in isolation, we all as a third sector should be looking at better ways to work together.
- I don't think anything could be improved apart from better premises and an increase in funding.
- It's currently very challenging without having a base that people can come to for help or that we can meet someone in. When we have new premises, this will be rectified.
- We need a building and stable staffing to help us contain and bring things together. Perhaps enough hours that team meetings and reflective practice can develop, and we can develop trauma informed practice

# Q8. How likely are you to recommend the Marie Trust to a colleague or a friend?

Question Type: Text  
Answered: 124  
Skipped: 1



## Q9. Do you have any comments you would like to make?

Question Type: Text Answered: 70 Skipped: 3

Committed team doing an amazing job. Giving 100% and more to the people they support. The service should get more recognition for its work for its work within homelessness and criminal justice sectors.

The Marie Trust is an essential service for our section (Criminal Justice Social Work). It offers those with an offending background an opportunity to rehabilitate successfully back into the community through skills acquisition, confidence building and emotional support. I cannot praise the staff highly enough for their dedication in promoting positive outcomes for those who utilise the service.

An invaluable service to our homeless community.

Wonderful life changing charity making a hugely positive difference to the most vulnerable people in the city of Glasgow.

The Trust offers an essential service comparable to larger well-known charities.

Keep up the great work and progressive actions.

There is a need to develop a more diverse range of sustainable funding sources.

It's a very sincere and honest organisation with a dedicated team of staff. Who brings back one's faith in human nature.

As a practice educator the Marie Trust has been supportive of student social worker learning in the midst of the most difficult circumstances.

So impressed with the commitment of the volunteers and staff, how they help their partner agencies, not working in competition but with a joint vision and how they have supported people in need of help during the pandemic when other services stopped.

We love The Marie Trust. They're our first call when we have someone who needs support.

The Marie Trust have been very enthusiastic in working with us. They do amazing work and I cannot recommend them highly enough.

Wonderful life changing charity making a hugely positive difference to the most vulnerable people in the city of Glasgow.

Worked at The Marie trust for many years, staff provide a great person centred service, would say that the place was important and in great need to each service user within communities and rough sleepers, also have seen that the hard work recently through the covid crisis attending to homeless people's needs, and importantly through this year and years to come we are going to be faced with more individuals in need due to addiction, homelessness and mental health as job losses, evictions and mental health and family breakdowns are on the rise, which services will people need more then ever The Marie Trust.