

# Newsletter

January - September 2023



GLASGOW  
STREET  
AID

Welcome to our newsletter!

The newsletter will fill you in on everything that's been happening in the charity such as volunteer hours, total patients logs, and any special events that have taken place or are coming up. As we've been gone for a while, this edition will cover from January-September '23. Enjoy!



## Here's a message from our Head of Service, John:

Since January 2023, our journey together has been nothing short of remarkable. Our volunteers' unwavering dedication to Glasgow Street Aid's mission continues to have a profound impact on the lives of the patients and members of the public we support and, as the Head of Service here at GSA, I could not be more proud of every single volunteer.

The positive changes we've initiated in our community is an absolute testament to the work being done. To date we have attended **3819** incidents and our volunteers have totalled up over **4610.75** hours. I am genuinely astonished by the progress we've made. Coming into people's lives at their worst possible time with care and compassion, coupled with all of our collective medical knowledge and experience proves our commitment and passion to caring for the city of Glasgow

During July we had the largest roll out of crews to date plus a fully staffed building crew for the TRNSMT festival weekend - quite the feat - one of our busiest months to date!

Earlier in September we hosted Glasgow Doors Open Days Festival under the aptly named theme 'The Sensory City' - a perfect reflection of our work. Over 3 days, we welcomed over 100 visitors including 33 local school children, who spent a few hours with our team. This helped raise awareness of the charity to a wider audience and too assisted in our endeavours to raise money for our LEZ ambulance fund.

As we move forward, we'll continue to stand together to provide assistance to those who need it most. I'm certain we can achieve even greater heights in our mission to make Glasgow a better and healthier place for all.

I'd like to take this opportunity to express my heartfelt gratitude to our volunteers for the incredible work they do week in and week out - you are truly inspiring.

With my deepest appreciation and warm regards,

John Barclay  
Head of Service  
Glasgow Street Aid

# What we've been up to...



While the rest of the world was recovering after Christmas and New year, GSA hosted their Annual General Meeting (or AGM as we like to call it). This was an event where all of the volunteers, partners and sponsors are welcome to attend! This event is where we go over everything that took place the previous year and what's coming up! We also voted in this year's trustees! It was a wonderful evening getting to know everyone and having lots of yummy pizza! Huge thank you to The Leonardo Hotel who hosted the evening for us.



In April, we hit our 3000th log! A massive well done to all of our volunteers who work so hard every weekend to keep the streets of Glasgow safe! Roll on 4000!

We are also now at an incredible 59 volunteers! Who will be our 60th!?

In May, some of our volunteers took part in a Facebook Live event! This consisted of the volunteers giving the viewers a tour of the Glasgow Street Aid building and doing a Q&A session. This event was a huge success and we managed to recruit some new volunteers to the team!



# What else have we been up to...



Another year, another TRNSMT. This year's festival was as busy as ever as our volunteers took to the streets not just in the evenings, but also during the day. Our volunteers wracked up a staggering **636** volunteering hours throughout TRNSMT weekend alone. A huge thank you to everyone who volunteered over that weekend and to our Events Manager Aidan Young who planned and coordinated.

**Bring on TRNSMT '24!**



In August some of our volunteers attended the Bonnie Banks Football Festival which was hosted by Vale of Leven FC. We provided medical assistance to the children, parents and staff and our volunteers made a load of yummy cakes for our bake sale and raised £286.40! Thanks to everyone who attended the event and those who provided their baking (or shopping) skills!

In September, some of the team attended the Emergency Services Show in Birmingham. The ESS is a premier event that showcases top innovations in the emergency services sector and brings together 16000+ blue light professionals from a multitude of sectors. They had a fantastic day meeting charity supporters and making new connections! We're looking forward to next year's show!



# Doors Open Day 2023



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This year we had the privilege of taking part in our first ever Glasgow Doors Open Days Festival - and what a success it was! Over 100 visitors came to learn about the charity and our historic building - including 33 school children from the east end of the city.

This year's festival theme was 'The Sensory City' and our Special Projects team delivered a great programme! Visitors were treated to a short

introductory talk from one of our volunteer medics on both a 'Shift in the life of a street medic' and learned some facts about the charity whilst surrounded in our reception area by a visual feast of vintage anatomy models on loan from Glasgow University's Anatomy

Department and our articulated skeleton - affectionately nicknamed 'Simon' by our young visitors.

There was also a sneak preview of images taken by award winning documentary photographer Cameron Scott - an exhibition of work is planned for the end of the year. Visitors were then invited through the double doors of our Medical and Welfare centre and met some

of our dedicated street team volunteers including medics, student paramedics and nurses who not only gave a demonstration on a 'Patients Point Of View' - the types of observations and records we keep on each patient in our care, but also a demonstration on

Auscultation complete with our very own Glasgow Street Aid Lung Sounds listening station and had a bit of fun with the Torso Puzzle on loan from The Glasgow Science Centre. On Friday and Saturday, our Head of Service John Barclay was on hand to showcase our vital emergency ambulance and our Area Service Manager, Rebecca Blair took over on Sunday. Did I mention the chocolate?.. Visitors who popped along

were also treated to a few iconic Teacakes donated by Tunnocks! (the team may have had a couple too...) it really was a wonderful weekend! If you popped along - thank you very much for taking the time, it was a

pleasure to see you. Big plans are afoot for next year's festival - watch this space!



## ProCloud and Glasgow Street Aid A New Partnership

Pro-Cloud Ambulance is a highly adaptable paperless software platform that provides full visibility and control of your inventory across multiple locations and functions. Including store rooms and vehicles as it centralises all data and ensures every asset movement is tracked and traced without fail. This allows us, the charity, to ensure the safe and continuous monitoring of our vital equipment such as response bags, Phillips monitors and stretchers, along with other vital assets. Csa Europe has been extremely generous in donating this wonderful piece of software to the charity allowing us to ensure the finest patient care possible.

How will GSA use this :

We will use this fantastic system to catalogue and inventory the stock and items of kit that are multi use and single use allowing the administration team to purchase sufficient stock and keep our volunteers kitted and ready to respond to the issues that occur in the city centre of Glasgow. This also allows our ambulance to be kitted properly and account for items of kit that may occasionally be forgotten about at scenes such as kit bags.

Whilst at the Emergency Services Show, thanks to the Pro-Cloud team, our Assets Manager and our Head of Service managed to get an in depth view of the external working of procloud. This gave us a real insight into how this fantastic service can really help our charity to grow. We are really excited to have this system implemented and want to thank Pro-Cloud for giving us this opportunity.



## What's coming up...

We are currently in the process of planning our annual Christmas Fundraiser!

This will be taking place on Buchanan Street with an ambulance tour, tombola and, of course, plenty of Christmas music! We'll be there with our collection buckets so please spare us a few pennies!

More information will be given closer to the time, keep an eye on our social media for updates! The QR code can be found on the last page of the newsletter!

**Qintil:**

## **Learning Manager**



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Qintil is our comprehensive business solution, offering tools like Learning Manager for training, compliance and engaging learning experiences, Recruitment Manager for streamlined onboarding, and Staffing Manager for optimised shift management.

Onboarding Glasgow Street Aid onto the Qintil learning platform was a seamless process designed to enhance our business operations and volunteer training.

Two key ways in which Qintil's learning platform has supported Glasgow Street Aid are:

**Efficient Training:** The platform streamlines training processes, reducing administrative overhead and enabling Glasgow Street Aid to train our volunteers more efficiently. This has allowed us to focus more resources on our mission to help those in need.

**Improved Compliance:** Qintil's platform offers robust tracking and reporting tools, ensuring that Glasgow Street Aid can easily monitor compliance and certifications for our team. This has helped us maintain high standards of quality and safety in our operations, ultimately benefiting our beneficiaries.

The partnership with Qintil has empowered Glasgow Street Aid to enhance our training programs, ultimately supporting our mission to make a positive impact on our community.

First and foremost, Qintil has streamlined our compliance processes. Ensuring our team is up-to-date with the latest regulations and certifications is crucial in our line of work. With Qintil, tracking and managing compliance has become effortless. It's like having a dedicated compliance assistant at our fingertips!

Running a night-time support service in Glasgow's city centre comes with its unique challenges, but Qintil has made the journey much smoother. Managing compliance has become a breeze, thanks to its intuitive tools that help us stay on top of certifications and regulations effortlessly.



**Qintil**



# Our Statistics



Here at Glasgow Street Aid, we record all our data regarding the patients that we see, and break them down into subcategories:

**Medical** - the patient required medical attention.

**Welfare** - encompasses a variety of different circumstances from helping people find their way in the city centre, to more serious incidents such as helping victims of domestic violence and vulnerable people to a place of safety.

**Aggression** - incidents of abuse, violence, and aggression towards our volunteers.

As well as these categories, we also include the total amount of overdoses that our volunteers attended in which they were required to administer Naloxone.

We are also now including the total amount of patients we transferred to hospital using our GSA ambulance.

So, let's take a look at the stats!

January 2023	
Aggression To Our Volunteers	1
Medical Incidents	49
Welfare Incidents	35
Total Incidents Attended	85
Drug Overdoses	0
Transfers To Hospital	4
Volunteer Hours Worked	529.5

February 2023	
Aggression To Our Volunteers	2
Medical Incidents	89
Welfare Incidents	44
Total Incidents Attended	135
Drug Overdoses	1
Transfers To Hospital	8
Volunteer Hours Worked	376

March 2023	
Aggression To Our Volunteers	3
Medical Incidents	73
Welfare Incidents	31
Total Incidents Attended	107
Drug Overdoses	1
Transfers To Hospital	6
Volunteer Hours Worked	556.75

April 2023	
Aggression To Our Volunteers	4
Medical Incidents	89
Welfare Incidents	55
Total Incidents Attended	148
Drug Overdoses	3
Transfers To Hospital	4
Volunteer Hours Worked	538

May 2023	
Aggression To Our Volunteers	1
Medical Incidents	80
Welfare Incidents	35
Total Incidents Attended	116
Drug Overdoses	5
Transfers To Hospital	5
Volunteer Hours Worked	597

June 2023	
Aggression To Our Volunteers	1
Medical Incidents	66
Welfare Incidents	44
Total Incidents Attended	115
Drug Overdoses	4
Transfers To Hospital	0 - Due to LEZ rules
Volunteer Hours Worked	549.5

July 2023	
Aggression To Our Volunteers	4
Medical Incidents	96
Welfare Incidents	78
Total Incidents Attended	178
Drug Overdoses	4
Transfers To Hospital	4
Volunteer Hours Worked	1156.5

August 2023	
Aggression To Our Volunteers	2
Medical Incidents	72
Welfare Incidents	47
Total Incidents Attended	121
Drug Overdoses	4
Transfers To Hospital	2
Volunteer Hours Worked	639

September 2023	
Aggression To Our Volunteers	3
Medical Incidents	95
Welfare Incidents	71
Total Incidents Attended	169
Drug Overdoses	6
Transfers To Hospital	5
Volunteer Hours Worked	862

**Thank you to everyone for your hard work!**

# Meet the Volunteer



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## **Tell us a bit about yourself and what role do you have within Glasgow Street Aid?**

My name is Jen and I am a Student Paramedic and have been volunteering as part of the street team at GSA since April '23. I live in Ayr with a little sausage dog called Mollie.

## **How did you come across Glasgow Street Aid and what made you decide to join?**

One of my friends from uni told me about her volunteering at Street aid and said it would be great experience alongside uni.

## **What do you like about volunteering at Glasgow Street Aid?**

I've gained so much experience and learning whilst I've been here and everyone made me feel so welcome like a wee family.

## **What advice would you give to people who are interested in volunteering with Glasgow Street Aid?**

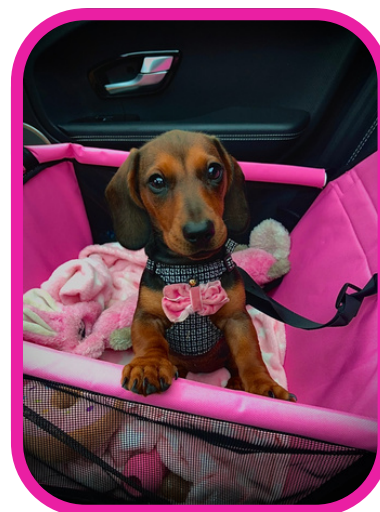
If you're looking for some experience for future careers or are interested in helping people then I'd definitely recommend joining as the experience you can gain at GSA is invaluable.

## **Where would you like to see yourself in 5 years time?**

Hopefully in 5 years time I will be a fully qualified Paramedic training to join the Search and rescue helicopter in prestwick as a winch paramedic. I also hope to still be a part of GSA.

Here at Glasgow Street Aid, we want you to get to know us. So, each newsletter you will get to 'meet' one of our volunteers and get to know a bit about them!

This edition's volunteer is...  
**JENNIFER!**



If you're a volunteer with Glasgow Street aid and would like to take part in a future 'Meet the Volunteer' please let us know!



Before you go, here's a list of all of our amazing partners, sponsors, donations and grants since January and all the different ways you can support us!



### Our Working Partners

Glasgow City Council  
Glasgow City Mission  
Glasgow Street Pastors  
ProCloud  
Sandyford  
The Marie Trust  
Network Rail  
Homeless Project Scotland  
Routes Out  
Rape Crisis Scotland  
Police Scotland  
British Transport Police  
Barnardo's

### Our Sponsors

H1 Healthcare  
Yotel Glasgow  
Prime Secure  
Qintil  
Private Company

We have a weekly lottery draw to help support our life saving work. You can win up to £1,000 each week from a prize fund of £1,600 and support our charity at the same time! You will also be entered into an annual prize draw for a chance to win a huge £10,000!

For £2 per week, you have a 1-in-30 chance of winning one of 30 prizes. The proceeds will allow GSA to recruit more volunteers, provide them with the kit they need, keep our ambulance fully stocked and ensures our radios and other recurring costs are covered.

Want to play? Head over to [www.glasgowstreetaid.org/gsa-charity-lottery](http://www.glasgowstreetaid.org/gsa-charity-lottery)

### Donations/Grants

Westbourne Medical Studios  
John Gilbert Architect  
Tweeds of Scotland, Glasgow Central Station  
Allied Vehicle Trust  
The Wood Foundation/School TP Project Spar  
W A Cargill Fund  
Trades House Commonwealth Fund

If you would like to make a donation, please head over to [www.glasgowstreetaid.org/donate](http://www.glasgowstreetaid.org/donate) where you can find multiple ways to donate.



Here's our QR code to our linktree where you can access all of our social media!

Register today to support Glasgow Street Aid!

easyfundraising You shop, brands donate

We have also registered with Easy Fundraising which is a platform that allows you to raise money whilst you shop for FREE!

<https://efraising.org/50Dm51dt6A>

**See you all next time!**