



GLASGOW'S
GOLDEN GENERATION

ANNUAL REVIEW

2021

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GLASGOW'S
GOLDEN GENERATION

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Welcome to the 73rd Annual Review for Glasgow's Golden Generation (GGG).

Firstly, I would like to introduce myself as the new Chairman of Glasgow's Golden Generation. As a Trustee and Board Director prior to 2020, I have always been aware of the history of this fantastic charity and its excellent work. I spent most of my working life in the Scotch Whisky Industry, retiring in 2019, only to be enticed back to work on a new adventure as a consultant in the renewable fuels sector. I was very happy and proud to have been nominated by my fellow Trustees for the role of Chairman and to subsequently be voted in by members at last year's AGM.

For those reading that are new to the work of GGG, the charity continues to provide vital support and services to thousands of older adults throughout Glasgow. GGG was set up after World War II, initially as GOPWA (Glasgow Old Peoples Welfare Association) to combat isolation and loneliness within the older population. The name of our charity may have changed but the core support, values and ethos are very much the same today. GGG has 3 day care centres, weekly clubs, welfare services, and an increasing range of befriending services.



Sustainability of key services and providing an excellent quality of service is crucial for the charity. This, along with future development, is paramount towards the growth and improvement strategies that GGG wish to achieve. I have been delighted to see recent innovations like a new Careline Service, which was implemented for older people to communicate with a friendly GGG voice and help with many life queries and challenges.

In addition, there has been an evolution of our digital service including the introduction of GGG's own app, training, and education to use devices, as well as supply and distribution of tablet computer devices. Other developments lie ahead, and we will look forward to showing our members and supporters further change and improvements in the future.

During the financial year of 2020/21, GGG faced a huge challenge to mitigate the impact of COVID-19 and ensure that vital support was in place for our service users. I am very pleased to report that this was achieved by our remarkable team who worked tirelessly, and often 'front line' to ensure the needs of our service users were met. This involved a transformation of normal services, including emergency food deliveries on a mass scale and thousands of befriending calls which were often the only contact service users had with the outside world during the pandemic. The team should be congratulated on maintaining a remote service to our associated clubs, and lastly, by ensuring that our benefits advice service could still run generating over £1 Million for older people all over Glasgow.

Like every other charity, GGG entered the past financial year with ominous trepidation to ensure funding goals could be met. GGG already knew that we would have to manage budgets with reduced statutory income, and during this pandemic, it was appreciated that centre closures would mean no attendance fees. The pandemic would also mean restricted opportunity to generate income within our community, and from our events portfolio. However, despite these challenges, I am delighted to report that income rose significantly and GGG did find a way to fully finance all of our services. I would like to pass on my congratulations to the wonderful fundraising effort from the income team here at GGG, as well as passing on my most sincere thanks to all our donors, sponsors and grant making bodies for their generous contributions.



In this year like no other we have experienced before, it is only right that I highlight the contribution and leadership of Richard Donald and Fiona Walker. We are indebted to them for their innovations in how we reach out to our service users; in the way they looked after our staff and the wonders they have worked addressing the challenges and obstacles that the pandemic has thrown into their path. On behalf of us all – thank you.

I would also like to express my sincere thanks to my predecessor and our former Chairman, Michael Riddell, for all of his past contributions and governance of GGG. Michael's drive and determination to invigorate and place us on firm ground means that I take over the tenure in a far better place than he did. I am therefore delighted that he has agreed to continue as a Trustee.

This year also saw another of our long-standing trustees and board member stand down. I would like to thank John Park for his guidance, which has been influential, and for his tireless service to GGG. I would also like to thank all the dedicated GGG staff, many volunteers, and Board of Trustees at Glasgow's Golden Generation. Everyone associated with GGG must be commended on their hard work and huge success during this year.

Every year GGG will meet challenges, and we will continue to serve our community of Glasgow to the highest levels to ensure the service needs of thousands of older adults are met. With your continued support we can sustain this excellent level of service, perhaps even going much further with new development strategies to meet both your aspirations and our goals. We very much look forward to seeing you all again soon, to warmly welcome you back to a 'new normal' GGG service and one that you can continue to be associated with and proud of.



Alastair Campbell

Chairman of the Board
Glasgow's Golden Generation

March 2020 saw the beginning of the COVID-19 crisis and this remains a huge concern for the charity as it has a continued impact on the wellbeing of all older adults. Since March, GGG have sadly witnessed the harsh reality of this pandemic towards the older generation of our city. Sadly, I can confirm we have witnessed extreme cases of loneliness, isolation, fear, uncertainty, even starvation and of course the sad passing of many within our community. As I reflect, I pass my most sincere condolences to the families of those lost during this difficult time.

The wellbeing of our service users is always central to our work. GGG adapted services swiftly during the pandemic; day care centres transformed into emergency delivery centres with over 20,000 food deliveries being made by staff, volunteers and corporate supporters who joined the ranks to assist.

Befriending service visits were replaced with telephone calls with over 30,000 calls made throughout the year. A digital befriending service was developed for those with internet access and thousands of weekly GGG newsletters were circulated. This initiative led to the creation of the GGG app and eventual distribution of hundreds of tablet computers. The app includes online games, puzzles, music, video shows and video demonstrations and so much more. Beyond this, was connectivity and an education for an older audience in using e-technology and the ability to have virtual contact with family and friends.

GGG's associated Clubs have over 700 members who were unable to meet due to restrictions. GGG was successful in rolling out a regular communications programme to keep all members updated, and to identify how the service delivery might be best targeted for those individuals in need.

GGG's welfare and benefits service was still able to operate albeit on a remote basis. £1 Million was generated in unclaimed benefits that older adults in Glasgow did not know how to access. The service has grown to include a Careline Service; this is a helpline for any general queries that an older person might need assistance with.

To deliver these services, like any year, the challenge was to raise the required funds. GGG implemented and delivered a successful fundraising strategy, and I am pleased to report that GGG achieved excellent income levels during the year despite reduced local government funding and no attendance fees at our day care centres. As a second positive, expenditure was reduced for the year largely because of frugal spending measures being implemented, as well as staff cost savings.

A strong fundraising performance was only possible thanks to our many committed donors and sponsors. A massive thanks goes out to all our major funders who helped support us, they included: Glasgow City Council, Scottish Government, NHS Greater Glasgow and Clyde, Impact Funding Partners, SCVO, GCVS, The Robertson Trust, Life Changes Trust, The National Lottery Fund, The Bank of Scotland Foundation, Celtic FC Foundation, Christina Mary Hendrie Trust, and Clothworkers Foundation. I would like to extend special thanks to our generous community supporters, corporate donors and smaller trusts who went the extra mile to help during such a hard year.

Moving forward into 2021, GGG believe that no older adults should feel lonely or isolated as they grow older. We are here to help and will be here every step of the way to support any older person in Glasgow that feels they could benefit from our range of services.

I would like to express a huge thanks to our wonderful team of staff and volunteers at GGG, many of whom worked in the front line and ensured that our services would not be derailed during this pandemic. I also thank our voluntary Board of Trustees for their support and guidance throughout the year.

We look forward to the forthcoming year with great positivity, and to warmly welcoming back our full range of services for older adults. At GGG, we will continue to maintain our high standards of service and strive to keep improving and developing for the future benefit of those older adults that rely on our crucial work.



Chief Executive Officer,
Glasgow's Golden Generation



ABOUT US



Glasgow's Golden Generation is Glasgow's leading charity for older adults and was established in 1948 as the Glasgow Old People's Welfare Committee.

Back then, it was recognised that there was a need to tackle loneliness which impacted the lives of many older adults. Over 70 years later, this remains central to the charity's work.

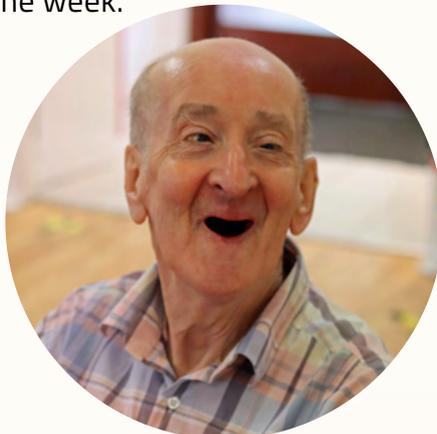
In 2017, the charity changed its name to Glasgow's Golden Generation to celebrate 70 years of serving older adults in Glasgow.

Much has changed over the years, but the support that the charity is offering to older adults is better than ever.

OUR SERVICES

Our charity aims to improve the quality of life of older adults in Glasgow through a variety of support services focusing on reducing loneliness and social isolation through activities during the week.

Ranging from our **3 Day Care Centres** providing transport to and back from home with social activities and a nutritious meal throughout the day.



GGG also provides a **Befriending Service** where staff and volunteers visit older adults in their homes, aiming to keep their clients more active and involved in their communities. This can also take place by video call thanks to new funding.

GGG offers **Welfare and Benefits Advice Service**; the skilled team of Welfare Officers can guide older adults through the complicated benefits system and help them apply for a range of benefits and entitlements.

This team also operate a **Careline Service** where they answer any queries older adults may have about a range of subjects including TV licences, bus passes, local services and much more.

Over 700 members of **Associate Clubs** are supported throughout Glasgow, providing a chance for older adults to meet up regularly with peers.



SUPPORT US

The charity is only able to continue its work in the communities of Glasgow thanks to the generosity of its supporters.

There are many different ways of supporting Glasgow's Golden Generation. You can make a one-off or regular donation, ask your workplace to sponsor GGG, take part in one of our fundraising events throughout the year or leave us a gift in your will.



The charity also runs 2 charity shops in Glasgow's West End and Southside which support the charity's work throughout Glasgow.

Covid-19 had a major impact on GGG's finances as the world navigated a year like no other.

The closure of the centres, traditional face to face services and fundraising events significantly reduced our planned income and we had to work extremely hard to replace this income in different and innovative ways. However, the charity were really grateful as numerous new supporters stepped forwards and allowed GGG to provide our adapted services and support older adults in many ways.

At year end, there was a surplus of £46,141 which has helped the charity as GGG have begun to navigate the difficulties of 21/22 during the ongoing pandemic.

Income

(consolidated figures)

£1,027,626

£490,518

Statutory Income

£319,386

Grants

£177,230

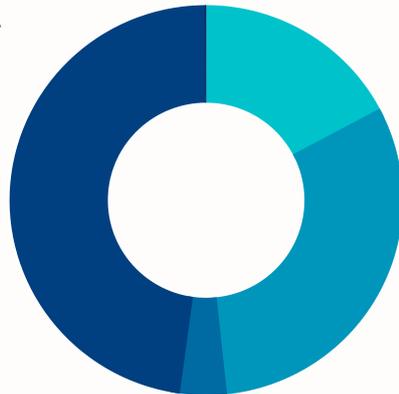
Donations

£39,492

Other trading activities

£1,000

Legacies



Expenditure

(consolidated figures)

£981,485

£841,048

Direct costs

£64,899

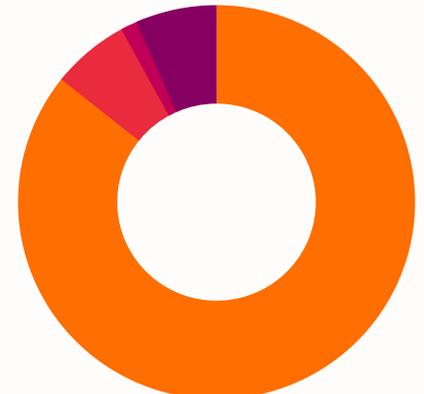
Support costs

£62,198

Raising funds

£13,340

Governance costs



BETTY'S STORY



GLASGOW'S
GOLDEN GENERATION



Betty was first introduced to Glasgow's Golden Generation after her husband passed away and she found herself turning to the internet in search of activities and companionship for older adults. Betty couldn't be happier that she got in touch.

As for the care packages, she says:

"I couldn't believe it when the team started to bring packages round with all the essentials. It's been a lifeline for me and I'm not sure how I would've coped without them."

It's not just Betty who's benefited from the services GGG provide. Her sons live in Fife and Essex, so they worry about her going long periods without company.

"For them, knowing that I'm getting support and having company to look forward to is such a relief. They visit as often as they can but especially during lockdown, it's been very difficult."

Betty's positive outlook is inspirational after what has been such a tough year. When asked about how she stays so upbeat, her response is:

"I think you have to be; it helps to focus on the positives. I have so much support and appreciate all the things the charity has done for me. The volunteers are so kind and hardworking, and I'm grateful for the friendships they've provided me. I'm very fortunate."

Betty has now returned to the Fred Paton Day Centre and has caught up with the friends she has made over the years.



For more information on GGG's day centres visit our website at www.glasgowgg.org.uk

"I really was quite lonely when my husband died and wanted some company so that I wasn't just sitting in the house all day."

Since then, Betty has attended the Fred Paton Day Centre every Monday and Friday. She has loved having the opportunity to make new friends.

"Even though I live quite close by, I do struggle with mobility, so the fact that the bus picks me up and drops me off right outside my house is fantastic. I probably wouldn't be able to go otherwise."

Unfortunately, due to coronavirus, the day centre had to close, and Betty found herself without her weekly trips to look forward to. As she was shielding and unable to leave the house, GGG's volunteers dropped off care packages every week, including bread, milk and tinned food. She has also received a phone call from the team every Monday, which she says she very much looks forward to.

"I love having someone to chat to, especially when the centre has been closed for so long."

PARCEL DELIVERIES & DAY CENTRES



20,000
deliveries of essential items



30,000
telephone befriending and welfare advice calls made

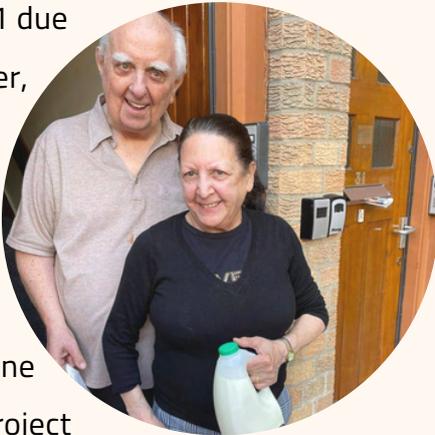


24,000
miles covered in Glasgow



12
months of support from GGG

GGG's day centres remained closed for the entirety of financial year 2020/2021 due to the pandemic. However, the staff team remained busy over this time with a variety of services including emergency parcel deliveries, telephone befriending, the digital project and much more.



At the beginning of the pandemic, GGG asked older adults what they were most worried about. Beyond themselves, family and friends becoming ill with Covid, the biggest concern was around access to food. In order to ensure older adults had the essentials they needed, GGG started their parcel deliveries.



Thank you for the weekly food parcel and newsletter. This really makes my week.

The food parcel deliveries have been a life saver to me.

The day centres reopened in August 2021 with limited numbers. To book a place for you or someone you know please call your nearest day centre below:

David Cargill Centre

0141 632 7391

Fred Paton Centre

0141 353 0720

Mattie Carwood Centre

0141 766 0000



Initially this was expected to last for only a few weeks, but thanks to kind funders including the Celtic FC Foundation, Scottish Power Energy Networks, John Lewis and Partners, the City Charitable Trust and many more, GGG was able to continue for the full duration of both lockdowns.



FUNDRAISING



GLASGOW'S
GOLDEN GENERATION

2020/2021 has been a year like no other. With many people struggling on reduce incomes and businesses unable to operate, GGG's fundraising was inevitably going to be impacted. Fundraising events planned for 2020 were unable to go ahead and postponed until 2021 and then again to 2022. Despite all of that the charity has been overwhelmed with the support received during the pandemic at a time when its services have never been more needed.

COVID-19 APPEAL

Over £9,000 was raised from the emergency Covid-19 Appeal which enabled GGG to support people at home. Everyone at GGG is extremely grateful to everyone who stepped up so quickly and helped make this happen. This was followed by £20k raised through the Annual Appeal in October.

EVENTS

The 2020 Ladies Afternoon Tea, having been moved twice, took place on the 5th September 2021. The Kiltwalk was transformed into a virtual event in 2020 and 2021, and the full event took place in September. During a small window where restrictions were eased, Mattie Carwood Centre Manager Natalie Stewart took to the skies and jumped from a plane 10,000ft above the beautiful Perthshire countryside to raise funds for GGG. Natalie absolutely loved it and would recommend it to anyone who is tempted but unsure!



CORPORATE SUPPORT

Although times have been tough for many businesses, a number of them were able to donate products to GGG instead which has helped greatly with goods for the essentials bags as well as cleaning products and sanitizer to keep everyone safe. Thanks to Kinrara Hand Sanitizer from FES, HandBac Scotland, Orb Group, McVities, Gardiners of Scotland, Warburtons, Hamberley Care Homes and CSM Facilities.

Thank you to Yorkshire Building Society for their donation to the Digital Project helping GGG connect people socially and keep them mentally and physically active through the new App.

The supermarkets have given both financial support and donations of products and the charity is extremely grateful to them for their continued support. Thank you to ASDA, Tesco, Co-op, Waitrose and Scotmid.

Local band Admiral Fallow donated a percentage of their sales of their digital EP 'Rarities III'.

Lesley the charity's Fundraising Manager welcomed Sarah from the band to the centre to show her what their support helped GGG to achieve.



FUNDRAISING



SCHOOLS

2020 has been a tough time for school pupils with a lot of time spent at home. Everyone at GGG really appreciated the support received throughout the year. Thank you to Pirrie Park Primary for their end of term collection, Mount Florida Primary for donating food for the essentials bags, Notre Dame Primary for helping the team pack bags including their hand made Christmas cards and Pollokshields Primary for their beautiful Easter pictures. Other children across the city and wider area also wrote letters and created lovely cards which were included in the bags early in the pandemic.



CHRISTMAS

Christmas time was so busy and thanks to the generosity of many supporters everyone at GGG felt like they were Santa's helpers. SP Energy donated winter kit bags, Camelot Lottery winners donated Christmas puddings with personalised cards, North East Glasgow Health Improvement Team donated shopping vouchers. The Pyramid also included some of local residents in their food distribution which saw them receive a pre-prepared meal from The Two Fat Ladies at the Buttery. Celtic FC Foundation funded 100 food and essentials hampers and the charity was a recipient of hampers from the Glasgow's Basket Brigade. All of these were distributed across Greater Glasgow brightening up Christmas for hundreds of older adults.



PARTNERSHIPS

Our partnership with the Glasgow Provincial Lodge began in 2020 and got off to a great start. In 2020, Glasgow University Charity Fashion Show chose GGG to be the recipient of the proceeds of the Fashion Show. Unfortunately the Fashion Show was unable to go ahead because of the restrictions but the students have amazed everyone with their creativity, enthusiasm and passion which has seen them raise over £27,000 which is an incredible achievement with everything they have gone through. Now the partnership has ended, GGG hopes to keep in touch with the students who really got behind the charity over the last year.



GUCFS



UPCOMING EVENTS

**ZIPLINE ACROSS
THE CLYDE**



BUNGEE JUMP



CHARITY SKYDIVE



**GLITZ & GOLD
AFTERNOON TEA**

**IF YOU'RE INTERESTED IN ANY OF THESE EVENTS
PLEASE E-MAIL [FUNDRAISING@GLASGOWGG.ORG.UK](mailto:fundraising@glasgowgg.org.uk)
CALL 0141 221 9924 OR VISIT**

WWW.GLASGOWGG.ORG.UK

BEFRIENDING

This has been an unprecedented year with so many challenges. The GGG Befriending Service has been a crucial part of operations this year, reaching so many lonely and isolated older adults.

In March 2020, all face to face services had to close and a telephone befriending service was launched. Where service users are affected by hearing loss, text befriending has also been offered. This has gone from strength to strength over the past year thanks to the volunteer befriending teams' instinctive compassion for older adults.

Communication has been central to the team over the past year and it is hoped that a blended service will be possible in the near future. As restrictions ease face to face befriending will be reintroduced with telephone continuing to be available for those who prefer it.

GGG has had a range of support networks available over the last year, with telephone befriending being the most popular. Covid has meant older adults are now better connected to the internet and many befrienders now use video calls to keep in touch.



A new addition for 2020/21 has been the Weekly Blether; led by the befriending team via the GGG App. This has been the highlight of the week with many familiar faces regularly joining the call from all over Glasgow and beyond. Many of these older adults hadn't used the internet in a pre-Covid world, so it has been a steep learning curve and a challenge which they have relished.

CLUBS

Sadly, all GGG's clubs have remained closed over the past year due to the Covid-19 pandemic but the charity has continued to provide help and support to the conveners who run the clubs. These volunteers have been pillars of their communities, making sure their club members received a call regularly.

Conveners have been kept up to date with all the news from GGG via a quarterly newsletter and a socially distanced district meeting took place during a short break in restrictions.

GGG carried out a survey with the Conveners and members to ensure the right support was in place during the Covid-19 crisis.

This exercise identified those in need of further support including access to tablet computers, essential parcels and other GGG services.



WELFARE AND CARELINE SERVICE



It has been a challenging year for the Benefits Advice and Welfare team with all applications being completed over the phone or online on behalf of clients. Home visits were suspended in March 2020 with a view to recommencing them when lockdown lifted. It is hoped that by the end of 2021 the team will be able to hold face to face appointments again as this aspect of the service makes it unique in Glasgow.



Because of the Covid-19 pandemic, fewer clients have been seen than usual, however the team made a strong impact and maximised older adults' income by a collective £1 million.

It has been a hard year for many clients, but the team have helped encourage the older adults they work with and have been impressed with the resilience they've seen.



CARELINE

Over the past few years requests for help with issues beyond benefits were increasing. As a result the Careline Service project was launched to formalise this support service. This means older adults have someone to call for help no matter the issue. Many questions such as on TV licenses, bus passes and driving licenses can be answered by the team. However, due to the team's expansive experience, they are also able to signpost to another service who will be able to assist.

Professional approach,
clear and
straightforward

Very informative,
I didn't know about
any of these benefits

The money is life-
changing for me
during these times

I can heat my home
without worry or
concern of the cost



1,200
older adults
assisted



1 million
secured in
benefits
for older adults

During the pandemic Glasgow's Golden Generation asked service users what help they needed. Other than access to food and basics, the older adults the charity spoke to were missing being able to keep in touch with family and friends. As a result, GGG launched a Digital Service which saw over 200 tablet computers and iPads delivered to older adults. As many service users hadn't used the internet before, the charity designed a bespoke app which was pre-installed on all devices to introduce them to the internet and technology. Weekly catch-up Zoom calls were scheduled to give service users a social event to look forward to regularly and hundreds of videos were created and uploaded to the app.

Pictured below is Wanda Richter, one of the older adults who received a tablet computer from the charity during the pandemic.



The tablet and the App have really helped me get through these past few weeks.

I look forward to the weekly catch up on a Friday morning. It always lifts my spirits.



GGG APP

The app developed by GGG is dementia friendly and acts as a portal and easy way of accessing content such as bingo, games, arts and crafts, armchair exercises, relaxation, music, recipes and much more.

The App has been made available to anyone who would like to use it and is FREE to download from the Google Play Store and Apple App Store.

The App features activities such as:

- Armchair exercises
- Bingo
- Comedy
- Cooking demonstrations
- Flower arranging
- Memory games
- Music
- Recipes
- Relaxation

Stay connected with Glasgow's Golden Generation!

VOLUNTEERING

Over the course of the year, GGG has had a great team of volunteers both old and new who assisted with all services from essential parcel deliveries to befriending and working in the charity shops.

Scottish Power Energy Networks apprentices (below) were seconded to the GGG day centres

and helped distribute food parcels to older people who needed them in the city. A huge thank you to your team from all at GGG for all your hard work.



The Glasgow University Charity Fashion Show students threw themselves into volunteering with many becoming volunteer befrienders, bingo callers and more!

Looking forward, more volunteers are now being recruited at the charity recovers from the effects of lockdown and the pandemic.

Staff at GGG would like to thank everyone who has been involved in volunteering over the past year.

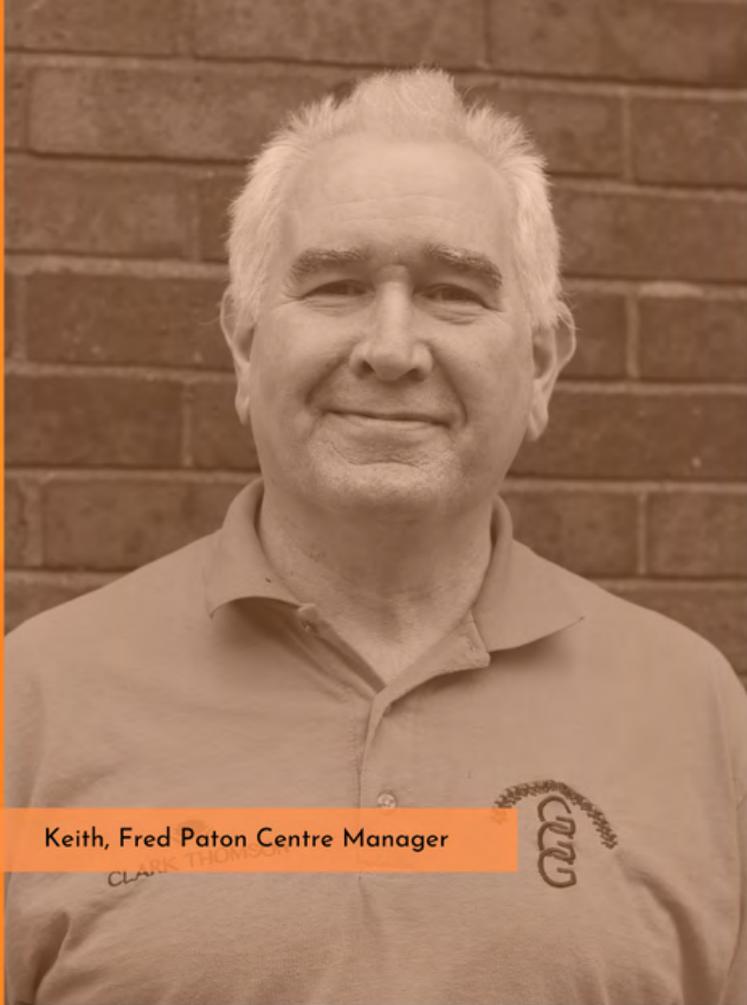


CHARITY SHOPS



It has been a challenging year for the charity shops with both unable to open for the majority of 2020/21 as a result of Covid-19 restrictions. Closing in mid-March 2020, the shops didn't reopen until the end of August 2020.

They then unfortunately closed again at the end of December when restrictions increased and were unable to open for the rest of the financial year.



Keith, Fred Paton Centre Manager

I've made my Will, have you?

"I've written my Will so that if anything happens to me, my family don't need to worry about my wishes because I've written them down."

Writing or updating your Will is one of the most important decisions you can make to protect you and your loved ones.

Glasgow's Golden Generation has partnered with a select group of Solicitors who will make a donation to GGG from any fee you pay for their Will writing service.

If you'd like more information on the Solicitors we work with they are detailed on the new Glasgow's Golden Generation website at www.glasgowgg.org.uk/makemywill.

You can also call on 0141 221 9924 or e-mail Lesley Giudici our Fundraising Manager at fundraising@glasgowgg.org.uk to find one near you.



THANK YOU



GLASGOW'S
GOLDEN GENERATION

THE WORK OF GLASGOW'S GOLDEN GENERATION IN THE COMMUNITY
WOULDN'T BE POSSIBLE WITHOUT YOUR SUPPORT.

WITHIN THE YEAR 2020/21, GGG WOULD LIKE TO SINCERELY THANK ALL

TRUSTS AND FOUNDATIONS

CORPORATE SUPPORTERS

PARTNERS

DONORS

SPONSORS

LEGACY AND WILL DONORS

GIFT IN KIND DONORS

VOLUNTEERS



GGG'S NEW LOGO

You might have noticed GGG's modern new logo which was launched at the beginning of the year. Thank you to The Rocket Group who donated their time both to design the logo and put together a campaign for the charity. The logo builds on the original GGG logo with the tree representing the Glasgow coat of arms and the city GGG works in. The branches represent the people that the charity support and the GGG team.



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GLASGOW'S GOLDEN GENERATION

WWW.GLASGOWGG.ORG.UK



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