



The Government Standard

One Vision: A New North Glasgow - a great place to live, learn, work, visit and invest.

ISSUE 44



The Bob Allan Conference Centre has been created within Saracen House in tribute to the man who led the transfer of Glasgow's council housing stock.

ng homes decided to honour Bob as he was the inspiration behind Europe's largest housing transfer in 2002, which saw 80,000 Glasgow City Council homes transferred to the not-for-profit Glasgow Housing Association (GHA).

Tenants, residents and the city itself have been reaping great benefits ever since through locally controlled housing associations such as ng homes.

Bob Allan, who died nine years ago, was passionate in his support for people to have not only a decent home and a decent job but to be able to fulfil their aspirations in life.

ng homes is one of the best examples of how housing associations have benefitted from stock transfer and is now a leading provider of quality homes in the north of Glasgow. It has previously been involved in marking Bob's contribution to the regeneration of Glasgow through a lifelong learning project and a family fun day.

With the naming of the conference centre there is now a permanent memorial to Bob's legacy and fittingly in Possilpark where his wife Chrissie worked in social work services for many years.

The Lord Provost of Glasgow, Councillor Sadie Docherty, Bob's wife Chrissie and Teresa McNally, a

former chair of the Scottish Federation of Housing Associations unveiled a plaque and artwork located just outside the conference rooms.

The Lord Provost said: "Bob's commitment to people and their housing needs is legendary and it's a fitting tribute that is being recognised for his lifelong passion: to enable people to fulfil their ambitions.

"He understood basic necessities like a decent house, an education and an appreciation of the value of lifelong learning, as well as a decent job, as being fundamental."

ng homes staff and board members were joined at the ceremony by Bob's children and grandchildren as well as many former colleagues now working in a wide variety of housing organisations around Glasgow and beyond.

Teresa McNally was the leader of Clackmannan Council where Bob was Chief Executive before taking up the transfer challenge early in the new millennium. She told how Bob led the fight to save Clackmannan from being axed as part of local government reform in the 90s.

She said: "Bob was sound and creative. His strategic vision served us well. Under his stewardship the foundations were laid for the improvements to the County's infrastructure including the creation of a Smart Village and convincing the powers that be to re-open the Alloa railway line.

He also put forward the business case for a new road crossing over the Forth to be built west of Kincardine and so much more.

"He created a culture that gave staff, often for the first time, the confidence to value their thoughts and ideas. He gave them opportunities to think out of the box and encouraged people at all levels to develop their skills. Bob excelled as a mentor."

Robert Tamburrini, Chief Executive of ng homes, said: "You cannot underestimate the importance of that first building brick, the successful ballot, in the regeneration of not only housing but communities.

"Bob's vision was for more than just bricks and mortar. The transfer of housing from council ownership to housing associations freed up millions of pounds for long term investment in quality homes. The work created and sustained many new jobs and other initiatives were developed – for example, within our own organisation, ng2 was created and has provided many employment opportunities."

Bob's wife Chrissie and their family, pictured above, are delighted with the recognition. She said: "It is just great that Bob's hard work has been recognised in this way and for me it is just lovely for it to be located in an area where I worked for so long."

The Dynamite Dancers, top picture above, pupils from Saracen Primary School, gave a vibrant demonstration of their skills and a schools art project was unveiled as part of the celebrations.



Buoyed Up Page 4



African Challenge Scotland Pages 8 & 9



Family Fun Days Pages 10 & 11

Comments, Compliments & Complaints

ng homes recognise that from time to time some things can go wrong and our aim is to rectify matters and improve our service.

Our Complaints Handling Procedure was developed by the Scottish Public Services Ombudsman in partnership with the housing sector.

A copy of a guide to our complaints procedure is available at our offices or you can phone us and ask us to send you one out.

MAKING A COMPLAINT

If you would like to make a complaint you can do so in the following ways:

Email: Complaints@nghomes.net

Telephone: 0141 560 6000

Online: www.nghomes.net

Post/Visit:

Ned Donaldson House, 50 Reidhouse Street, Springburn, Glasgow, G21 4LS

Saracen House, 139 Saracen Street, Possilpark, Glasgow, G22 5AZ

HOW ARE WE DOING?

From April 2015 to June 2015, ng homes resolved 44 complaints, 29 of these were at Stage 1 (frontline) and 15 were at Stage 2 (serious/complex or unresolved at Stage 1).

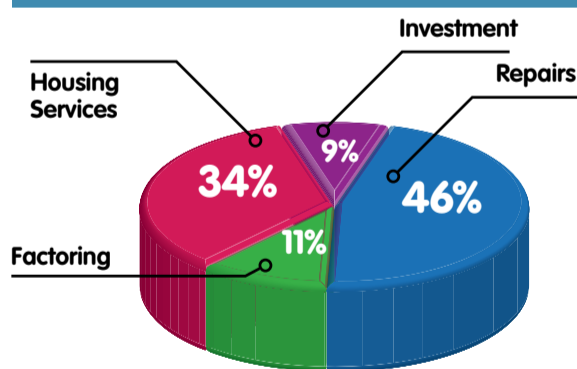
Our Management Board receives information about complaints performance and monitors the actions that ng homes is taking to improve our policies and services to tenants, factored owners and other customers in response to complaints received.

COMPLIMENTS

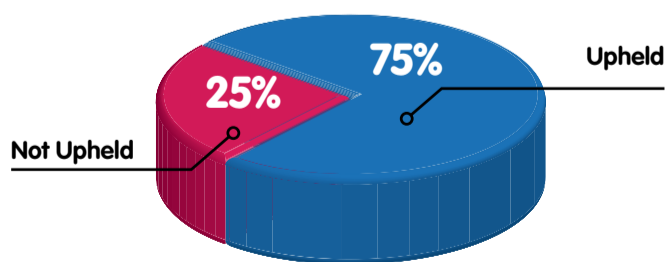
During the 3 month period we received many compliments including: "Grateful for your help and understanding" – Tenant, Possilpark. "Thanks for a speedy and efficient repair." – Tenant, Springburn.

Complaints Performance APRIL 2015 TO JUNE 2015

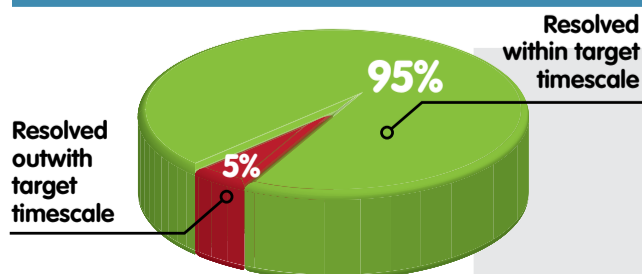
Service Area...



Complaints Upheld...



Performance v Target Timescales...



Red Road Demolition

The countdown to the demolition of the last six Red Road multi-storey flats is drawing near and housing officers are working hard to make sure tenants are kept in the loop.

Around 1,000 homes will be evacuated for what will be one of Scotland's biggest demolition projects and a huge exclusion zone will be created.

Glasgow Housing Association (GHA) own the flats and have hired a local community centre and will provide refreshments and entertainment for people going there.

As an alternative, day trips are being offered and people who want to organise their own 'away day' will be given reasonable expenses if genuinely out of pocket.

The blowdown will be carried out by Safedem, the company used for the demolition of the other Red Road multis.

The flats have dominated Glasgow's skyline since they were built in the late 1960s. Although initially very popular with 4,700 tenants finding a new standard of housing there, the tower blocks had a number of problems and latterly were used to house students, the YMCA, refugees and asylum seekers.

A plan to demolish some of them as part of the opening ceremony for last year's Commonwealth Games was quickly abandoned after a public outcry although health and safety concerns were given as the reason.

Each of the 1,000 households impacted by the demolition will be contacted directly by housing officers and offered a range of options.

David Fletcher, director of regeneration for GHA, said: "We are well under way with this now and the response from the community has been great. We would like to say a huge thank you to everyone for their understanding and co-operation."

He said the scale and nature of the demolition made it "exceptional" and is why the exclusion zone is so large.

The evacuation of properties will start about 8am and residents will not be able to return to their homes until around 3pm, provided there are no unforeseen delays.

Mr Fletcher said: "We'll be putting on local facilities in a community centre with catering and entertainment and offering alternatives such as a day trip.

"For people who would rather make their own arrangements, we will offer them reasonable expenses of up to £100 per household where they find they are genuinely out of pocket on the day.

"We hope this will give people more choices, helping us evacuate the area so that we can carry out this complex demolition of six blocks safely."

Maryhill and Springburn MSP Patricia Ferguson is a former Red Road resident.

She supports the single demolition saying: "I think having them come down separately would have caused much more disruption and would have been no good for anyone. So it's good they can all come down in one go."

Tracey Sinclair, Community Liaison Manager for Safedem, said: "Anyone living or working within the exclusion zone must be temporarily moved out for a few hours for health and safety reasons. This affects a significant number of tenants of ng homes.

"If your house is in this exclusion zone, the Community Liaison Team at Safedem will have already tried to make contact with you to put arrangements in place for the day. If you have not already made contact with Safedem, please contact me on 0141 558 3433."

Sudoku easy

Our readers are having lots of fun with our brain teasing sudoku games. The game is played on a nine by nine grid that is sub-divided into 3x3 grids. Some of the squares already have some numbers. The idea is to fill all the squares with numbers 1 to 9 so that each number only appears once in each column and each row and also in each of the sub-divisions.

			9		1			
3			1		2			
			4			6	7	
	7	5						
	6		2	9		8	1	
5	9							
2								
	8							
1	6	3	5				2	

medium

		6		3	5			
	7	8						9
					2			7
4						6		
			5	8			1	
1	8			6			2	
			6					
5	4			7				
							5	2

Alive & Kicking's 27th Birthday



A celebration of all that is good about the people of Red Road marked the 27th birthday of the Alive & Kicking Project.

Established in 1988 by community activists and supported by local government, the project provides a place for elderly and disabled people from the greater Springburn area to go and take part in a host of activities or even to just have lunch and make friends.

The future home of the centre has become a much talked about issue given that the Red Road Flats that surround it will be demolished in the near future. That was the incentive to hold a 27th birthday event as it may well be the last in their current location.

The event was not short of dignitaries with The Lord Provost of Glasgow Sadie Docherty in

attendance along with fellow City Councillors Allan Stewart and Gerry Leonard. The Scottish Parliament was represented by MSP's Paul Martin and Patricia Ferguson who raised a motion in parliament to recognise the centre's 27th year. Also attending were former MPs for the area Willie Bain and Lord Martin of Springburn, a long-time supporter of the project.

Lord Provost Sadie Docherty said: "I used to work in the North of the city and I am delighted to be a part of the celebrations here today at Alive & Kicking. If there's anything I can do to support the project I will do it."

MSP for Maryhill and Springburn Patricia Ferguson, who used to live in the Red Road flats said: "Congratulations to everyone at Alive & Kicking on its 27th anniversary. It was a wonderful celebration and

as always the members of Alive & Kicking dressed to impress and entertained us all. I look forward to the 28th anniversary."

Lord Martin of Springburn said: "It's been an honour and a privilege to be associated with Alive & Kicking since it was formed 27 years ago and I wish them every success in the future. In fact having just celebrated my 70th birthday I am now eligible to join the project!"

The centre is open Monday-Friday from 9am to 9:30pm. Members enjoy 4 holidays per year to Blackpool and the continent.

As well as daily lunches the centre also provides meals on wheels to those less able along with social, recreational and cultural activities. Other vital services include bereavement counselling.



Joseph Amouzou was delighted when he landed a Commonwealth Apprentice position with ng homes.

A former pupil at Bellahouston Academy's Glasgow School of Sport, he struggled to find work for almost a year.

Born in Togo, Joseph moved to Glasgow aged four and is fluent in English and French and is Scotland's under-20s triple jump event champion.

But while colleagues with the same qualifications got interviews for jobs, Joseph didn't and he felt this was because of his cultural background and name.

Joseph's story goes nationwide

His story has been featured on television and in newspaper and on the Scottish Parliament website as part of an equal opportunities probe - Removing Barriers: race, ethnicity and employment inquiry.

Telling the story in a case study featured on the site, Joseph says: "My sports career really came about by chance. My mum took me to a Glasgow Sports Hall event where I was spotted by a talent scout, and that led to Glasgow School of Sport. My proudest moment has to be competing in Trinidad and coming top in my age group for Scotland.

"I don't feel like I encountered any barriers during my school years. There were lots of people at Bellahouston Academy from a range of different ethnic backgrounds and I never felt we were treated differently.

"The problems started when I left school. I was at college, but getting a job was definitely my goal. A white, Scottish friend and I would go out together looking for work. We would hand in our CVs but even though we had the same qualifications, he got the calls. I thought putting my picture on my CV would show I'm smart and presentable. But then I started to wonder if having my picture - and name - on my CV

made the difference.

"My mum suggested getting in touch with African Challenge Scotland and it made a huge, positive difference. They helped improve my IT and communication skills. For the first time I was able to meet people from African countries and learn more about African cultures. African Challenge Scotland told me about the Commonwealth Apprenticeship Programme and encouraged me to apply. It was very competitive, but they supported me all the way. There were only six places. I was thrilled to be chosen.

"I love my apprenticeship with ng homes. It's a paid role for two years, and every day is different. I'm always busy and always learning: everything from communications to housing to construction. They're all subjects you never have the chance to learn at school. I'm helping the community and helping people help themselves. It's really satisfying work."

Margaret McCulloch MSP, Convener of the Equal Opportunities Committee said: "We want to hear about what measures are being taken - and what still needs to happen - to create a level playing field."

Report it to the Council

ENVIRONMENTAL ISSUES 0300 343 7027

Litter, dog fouling, graffiti, fly posting, illegal dumping

ROADS & LIGHTING FAULTS

0800 373635 or 0141 276 7000

Roads, pavements, street lighting, traffic signals pedestrian crossings, road drains and gullies, road signs, road markings, manhole covers

OTHER USEFUL NUMBERS:

Glasgow City Council
Housing Benefit **0141 287 5050**

Glasgow City Council
Assisted Garden Maintenance **0141 287 5064**

Abandoned Vehicles **0141 276 0859**

Bulk Refuse **0141 287 9700**

Water mains leakage or bursts **0845 600 8855**

Police **101 or 999**

Crimestoppers **0800 555 111**

Community Safety Glasgow CCTV Cameras
0141 287 9999

Nation Grid Gas Emergencies (Formerly Transco Gas)
0800 111 999

CCTV **287 9999**

Antisocial Behaviour Helpline (24 hour) **0800 0273901**

Noise Team **287 6688**

(operates from 17.00-03.30 7 days a week)

NORTH GLASGOW PRIMARY SCHOOL PUPILS BUOYED UP

More than 100 Primary 6 pupils from three Glasgow primary schools in Milton and Possilpark - Chirnside, Saracen and St Monica's - have received special awards from the Lord Provost of Glasgow, Sadie Docherty, at Glasgow City Chambers.

The presentation was the climax of a unique programme called Buoyed Up, organised by Sir Thomas Lipton charitable foundation. Lipton, who was born in the Gorbals, started a chain of grocery shops and became one of Scotland's first global entrepreneurs selling his own branded tea. He was also renowned for his perseverance and

sportsmanship in five unsuccessful challenges to win sailing's premier trophy, the America's Cup, before his death in 1931. He was granted the Freedom of the City of Glasgow in 1923.

As part of the Buoyed Up programme, pupils researched the life of Sir Thomas, learning about sailing, the America's Cup, and what it means to be an entrepreneur.

Pupils also experienced the 'World Of Work' when Chief Executive of V Ships, Matt Dunlop, his senior team and City of Glasgow College staff, lecturers and cadets delivered interactive workshops on maritime life and many different career paths in the shipping industry.

Buoyed Up pupils took part in question and answer sessions too with inspiring speakers. This year's 'Skippers', River City's Gary Lamont, sail design entrepreneur Sabrina Malpede and former St Mirren player and manager, Tony Fitzpatrick, all shared their time and life experience with the pupils.

Former Jamaican Olympic track athlete, Anthony Davis, said of his Buoyed Up encounter: "I was particularly impressed by the level of attentiveness of the class and by the

kind of questions the pupils asked. It was a pleasure speaking to them about Jamaica and my own personal experience."

In partnership with the Clyde Cruising Club and the Castle Semple Centre at Lochwinnoch, all of the Buoyed Up P6s learned about the skills and thrills of sailing over 5 days. By the end of the week, beginners had become RYA Level 1 sailors, confident about sailing as a team with other classmates and independently in their own dinghy.

Trustees of the Thomas Lipton Foundation include double Olympic gold-medal-winning Scottish yachtswoman, Shirley Robertson, OBE, who said: "Through Buoyed Up we hope to raise the aspirations of a new generation."

Robert Docherty of ng homes, one of the organisations who supported Buoyed Up, said: "Buoyed up is a fantastic opportunity for young people - I'm sure they will

have benefitted from their sailing experience and we also hope the inspirational talks from Anthony Davis former Jamaican Olympic Sprinter and former footballer and manager Tony Fitzpatrick had an impact on the young people also."



NORTH NEWS MARKS THE PASSING OF TWO STALWARTS



Ellen Hurcombe

The communities of North of Glasgow lost one of its unsung heroes in July with the passing of Ellen Hurcombe.

She was a former City Councillor and an important member of the North Glasgow community, member of ng homes Management Board and the Chairperson of our Regeneration Sub-Committee.

Ellen worked voluntarily for a whole host of community organisations and projects including Possil Stress Centre, St Roch's, Glasgow Cultural Enterprises Trading Limited, Community Safety Glasgow, Possil Renewal Ltd, Glasgow North Regeneration Agency Limited, Royston Stress Centre, Glasgow International Jazz Festival Limited, Glasgow Housing Association and Possil Leisure Renewal Limited...to name just a few!

John Fury, chair of ng homes, said: "With her friend Sadie Gordon she voluntarily pioneered and ran Breakfast Clubs for children in the

Possilpark area long before the City Council or anyone else even thought of it. In her role as Councillor she would often support local groups and attend various community events.

"She fulfilled the roles of Community Health Worker, Glasgow City Councillor and Health Information Officer. Not to mention mum, gran, sister and friend.

"It's a mark of the respect and affection that Ellen was held in that her funeral service, in a packed St Teresa's Church, was attended by the Lord Provost of Glasgow, The Council Leader and Members of the Scottish Parliament.

"Ellen was a person of great humanity and humility whose death is a tremendous loss and she will be sadly missed by all who knew her.

"I attended her funeral and I know that I speak for all within ng homes and beyond in saying that we were greatly saddened by her passing."



Mary Fishwick

The smiling face of Mary Fishwick featured often in the pages of North News over the years.

A resident of the Gourlay Street Sheltered Housing complex for over 30 years, Mary was a big supporter of the Older Peoples' Welfare Group and was pivotal in arranging many activities for her fellow residents.

Chris Quail, Sheltered Housing Support Officer at Gourlay Street, said: "Mary was involved in organising bus runs, dances and fish supper nights at the complex. She was a very helpful person particularly with other tenants and always willing to offer advice and assistance.

"She came into contact with a large number of people from a wide range of organisations and all of them have happy memories and stories of Mary.

"To many other tenants, she brought a calming influence within the complex and she was a great neighbour. We have lost a tenant but more importantly we have lost a friend and our sincere condolences go to her family."

HAPPY LIVING THE HIGH LIFE

Often when we hear about multi-storey flats in Glasgow it's a story about them being demolished or being a blot on the landscape. That's certainly not the case with the multi-storey properties that are managed by ng homes.

We are responsible for 14 multi-storeys in the area and four of those blocks are located at the highest point in the city at Balgrayhill overlooking Springburn Park. With two 26-storey blocks containing 200 flats and two 25-storey blocks containing 192 flats almost 400 families live in the striking tower blocks which were officially opened by the late Prime Minister Harold Wilson in 1968.

In 2011 the ownership of the multi-storeys transferred to ng homes and since then we have invested £3million in the buildings.

That investment has seen the blocks transformed with the foyers, which were exposed to the elements for over 40 years, now enclosed creating community spaces where residents can meet. The entrance areas have been upgraded as have the landings.

Each flat has also benefitted from both external and internal wall insulation and work is also underway to renew the lifts.

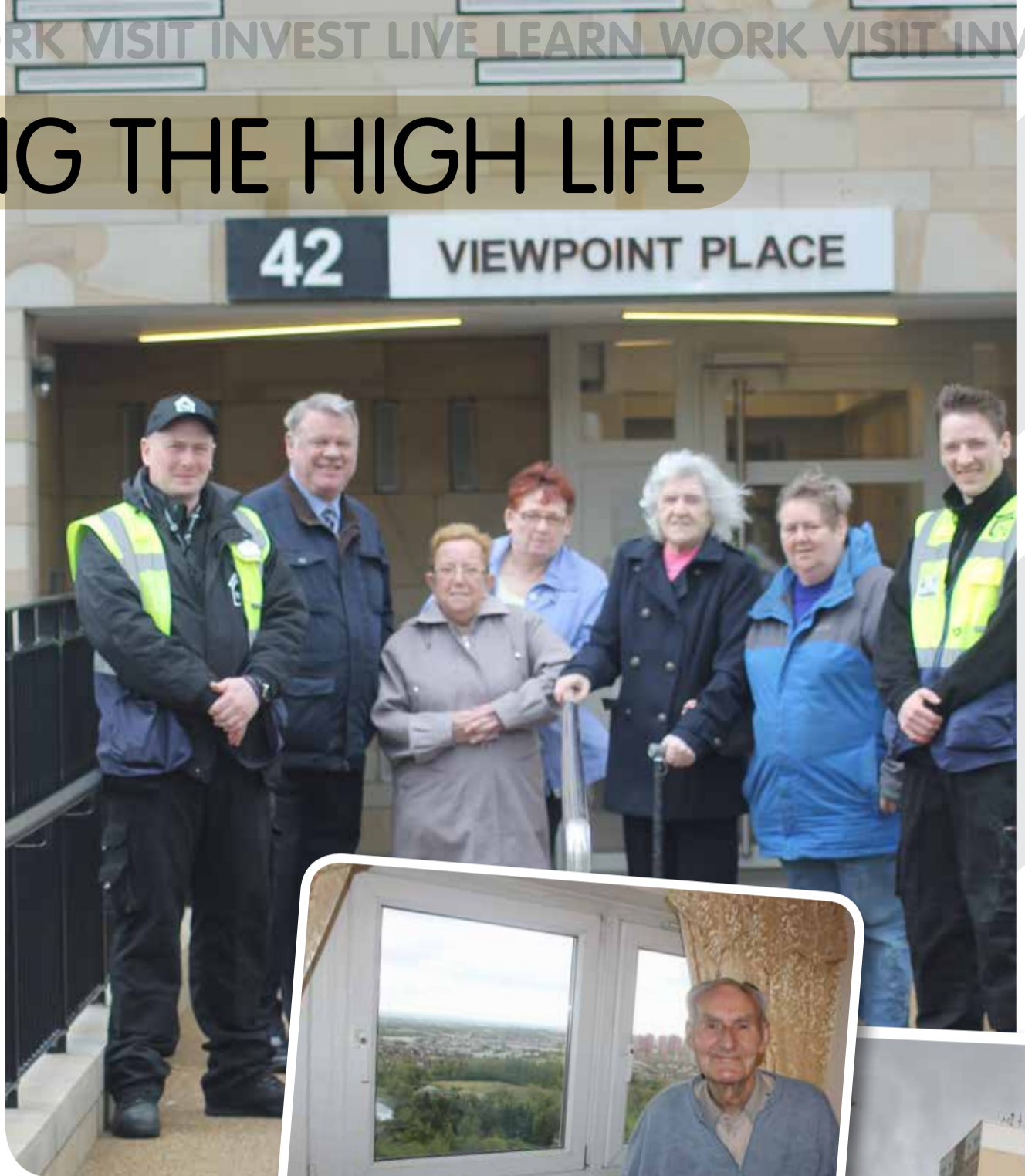
Each flat has a controlled door-entry system and there is also a drying area on each floor and chutes for household waste with Fridays designated as recycling days.

Alec Chambers has lived in the flats at Balgrayhill since 1989 and reckons there's no better place to live. He said: "Its quiet up here which is great. I'm on the very top in my block and the views are fantastic."

Alec also praised the ng homes concierge service saying: "Whenever I have needed them they have been very good."

Neighbours Pat Forsyth and Eleanor Baggley live at 42 Viewpoint Place and they have seen many changes to the buildings over the years. Eleanor was one of the first tenants who moved into the flats with her family when they were built in 1967. She said: "We moved from a tenement with an outside loo so these flats were luxury – a house with a bath was just amazing to us back then. We have had new kitchens, new bathrooms, electrical rewiring and new windows all as a result of the transfer to ng homes. We are in the process of getting new lifts so that will be another major improvement. I absolutely love my flat and I think these blocks in Balgrayhill are the best out of all the multi-storeys in the city."

Pat said: "I've lived here for about 30 years and it's a great place to live. For me, one of the best things about living in the flats is the bus stop is right



on your doorstep so you can go anywhere. The views are magnificent too, we can see as far as the Erskine Bridge and the Campsie Hills. We also feel safe living here with the concierge just a phone call away."

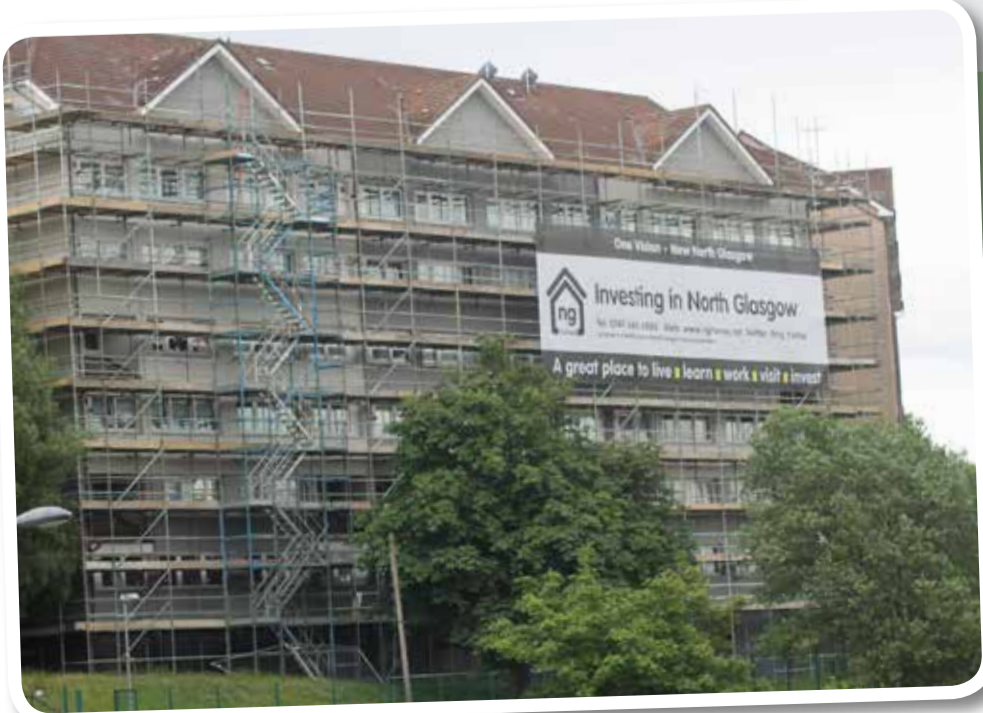
A 24Hr concierge service is provided to over 1,100 customers who live in ng homes' multi-storey and deck access properties. The main aim of the service is to make sure everyone feels safe and secure in their homes and are happy living in the North Glasgow community.

The service operates 24/7 from a newly expanded and refurbished control room equipped with the latest technology in the heart of the multi-storey area at Lenzie Place. This is where highly trained staff operate state of the art CCTV cameras and other technology.

ng homes Chairperson John Fury (pictured above with ng homes Concierge staff and tenants) lives in a multi-storey property in the Carron

estate and he said: "We are committed to the multi-storey properties in North Glasgow. With our ongoing investment programme in technology to improve our services to tenants, residents and anyone who uses our multi-storey flats we continue to make them a great place to live."

If you would like more information on living in the multi-storey flats at Balgrayhill please contact Housing Operations at ng homes on **0141 560 6000** or e-mail info@nghomes.net



LENZIE TERRACE IMPROVEMENTS

Major external work has been carried out at Lenzie Terrace with roofing repairs, replacement gutters and exterior painting.

As can be seen in the picture, the entire street had to have scaffolding erected before the work started and the outside of the building was power washed before the painting began.

With other improvements to the planters and metal gates, bin store gates and brick copes, over £188k has been invested in the area.

Summer camp fun

For the third year running ng homes organised a summer activity programme for over 70 local children at Keppoch Campus over a period of five weeks during the school holidays.

With the support of Young Peoples Futures, Active Schools, Partick Thistle FC and ng homes community regeneration projects, children took part in a wide range of activities such as football, dance, sports, art and community clean ups.

Their parents were quick to offer their views on the activity programme saying:

"This year's camp has been excellent. My daughter has taken part in many activities she would otherwise not have been able to do. Kayaking, skateboarding and lots more. Many thanks. Keep up the great work."

Likewise, the children had lots to say including "I liked the rollerskating and making new friends" and "we enjoyed the dancing and artwork – it was great."

ng Sports Legacy Co-ordinator, Greg Cann, heavily supported the programme and was a big hit with the children.

On the final day of the programme the children celebrated with a party and received certificates from ng homes Chairperson, John Fury.

He also presented a number of volunteers and Youth Leaders with awards for helping out over the five week programme.

He said: "It's great that we were able to run this event for a third year supported by our partners and Keppoch Campus. I was delighted to share in the fun of the summer camp and meet all the children. They thoroughly deserve their certificates."

Regeneration Manager for ng homes Margaret Layden said: "We would like to thank all of those who helped out over the five weeks, our staff and volunteers and staff from other organisations and to Keppoch Campus for being such great hosts."



Sheltered Tenants in Scientific Experiment

Tenants in ng homes sheltered housing complexes have been taking part in an experiment which will form part of a forthcoming BBC Horizon documentary entitled: **The Truth about Video Games.**

The experiment involved tenants over 60 who used computers and played games to test their cognitive skills and then played them again to see if they had improved. The results of the test will all be revealed when the documentary is likely to be broadcast on the BBC in September.

Character Matters

Pupils from four local schools have taken part in a project to find out more about what character actually is and the part it plays in our lives.

Courses were delivered at John Paul Academy, Springburn Academy, All Saints Academy and St. Rochs Academy as part of the "Changing Lives" programme.

They were run by CharacterMatters, a small Glasgow based organisation created to help people of all ages find out more about what character actually is, what it does, and the vital part it plays throughout all of our lives from cradle to grave.

Their philosophy is that our character can be understood as the underlying values that shape our behaviour at home, at school, at work and at leisure.

CharacterMatters helps groups and individuals to get a firm grasp of the type of character strengths they have, and then goes on to coach them in how to get more out of their lives.

Barry Docherty, CEO of CharacterMatters said: "We were excited when asked to participate on a Changing Lives programme in John Paul Academy, Springburn Academy, All Saints Academy and St Rochs Academy.

"The welcome we received from both staff and pupils was heart-warming and enabled us to



make good progress.

"We hope the outputs will be put to continuous use. This is a choice that each participant is invited to make for themselves. We hope they make the right choice. It was fun, so many thanks to ng homes and all others who made this possible."

Robert Docherty, Football Development Partnership Manager at ng2, said: "The CharacterMatters sessions proved to be a huge success and supported the young people to explore their qualities and strengths. Barry's approach and delivery is excellent. I'm confident the young people took many things from the session that will support their long term development going forward.

"We would also like to thank Glasgow City Council Area Partnerships for their support in this very worthwhile project."



Home adaptations make things easier

We want to help our tenants to live as safely and independently in their homes for as long as possible. One of the ways of doing this is to carry out adaptations to help if their health or mobility needs have changed since they first moved in.

Occupational Therapists (OT) from Social Work carry out assessments where tenants feel they need adaptations such as grab rails, ramps or level access showers. Once ng homes receives a report from the OT it is then assessed and the work is instructed.

All adaptations are inspected by our technical officers when they're finished to ensure the quality of work is of the highest standard.

One of the latest tenants to benefit from adaptations

to her home is Sandra Guascone. Sandra has spinal arthritis which affects her mobility.

To help Sandra ng homes has adapted her bathroom and it is now a fully functioning wet room which gives her easy access to wash and bathe

without the need to struggle in and out of her bath/shower.

Sandra, who has lived in Balornock for over 30 years said: I am absolutely delighted with the work carried out by ng homes on my bathroom. This will make a huge difference to me and make life a bit easier each day."

Terri McChesney, Sandra's Housing Officer said: "We want our tenants to be able to live in their homes independently for as long as possible and by working with Social Work and adapting them to suit their changing needs we can do that "

If your needs have changed through ill health and you wish to add minor adaptations to your home you will need to speak with your Occupational Therapist who will then complete an assessment and request for any minor adaptations to be carried out.

For more information please contact your Housing Officer.

Oriental Gym Exercise

A new gym exercise is being delivered every Wednesday at the Possilpoint Community Centre.

Oriental Gym Exercise is an alternative way to work out but ultimately achieves the same end result of building good health.

It does not require intense exercise but instead emphasises the way to have strength in blood vessels and the nerve system in order to keep blood flowing normally and smoothly in the body.

A good example is 'Taichi Chuan' which is a very popular morning exercise among Chinese people.

However, the complicated steps of Taichi Chuan and long hours of practice discourage beginners and they find it difficult to maintain the exercise consistently.

Oriental Gym Exercise is very popular in Hong Kong. It particularly fits mainly for the elderly but appeals to younger people too.

Sessions take place at the Possilpoint Community Centre on Wednesdays between 9am and 10.30am and classes are led by someone well skilled in the exercise and no equipment is required.

Michael Kam, ng homes Cultural Officer (Chinese Community), says: "We can show people how to practice oriental gym exercises that support health and well-being."

Past experience has shown the exercise is good for those who suffer chronic disease such as high blood pressure and diabetes. Some improvements can be seen after a short period of time but like all fitness regular and repeated practice pays dividends.

Classes are open to all and if you are interested please contact a member of the Regeneration Team.



CLEANING UP

Local MSP Patricia Ferguson was among the team of volunteers who helped to clear litter during and after Possil Gala Day.

The initiative was part of Keep Scotland Beautiful and volunteers were issued with bags, picking up devices, gloves and matching yellow plastic protection with the slogan 'I'm Supporting Clean Up Scotland'.

Youngsters were also recently out at Keppoch Campus in another litter pick-up organised in conjunction with the long running campaign, Clean Glasgow.

The initiative started early in the new millennium and the aim has a simple goal – to make Glasgow and every neighbourhood within it a cleaner, safer place.

Over the years the campaign has tried to build working partnerships with every community so everyone has a shared responsibility for our environment whether at home, school, work or play.

Around 37,000 volunteers have given up 73,000 hours taking part in 2,000 community and school clean-ups to help make their community a cleaner, safer, better place.

The message from both clean-ups is clear – if you have litter then find a bin or take it home and put it in your household bin. By working together we can make a difference and make our streets, gardens and communities cleaner places.

Anti-litter campaigns will be an ongoing feature in our communities.



A week of events to celebrate African culture with the people of North Glasgow has been deemed a great success by those who attended.

The all-inclusive week of events kicked off with an education debate at ng homes' Saracen House with guest speakers: John Mason MSP, member of the Scottish Parliament's Equal Opportunities Committee, Lawyer Vanessa Fletcher and Sharma Samir from Glasgow City Council's Education Services and Chaired by George Tah Meh. After the speakers Africans living in Glasgow had the chance to voice their concerns about the education of their children to the knowledgeable panel.

John Mason MSP said: "It was very encouraging to see the African community coming together and engaging with politicians and others in this way."

Mother of three, Paulette Sobze, said: "It was a very interesting session. I was pleased to receive answers to my questions regarding the education system in Scotland. It was a good event and I would like to congratulate African Challenge Scotland for organising this."



AFRICAN CHALLENGE



Bob Doris, MSP for Glasgow and Deputy Convenor of the Scottish Parliament's Health and Sport Committee, played his part in supporting African Challenge Scotland.

He brought a team of MPs and Councillors to Springburn to play in a friendly football match against veteran African footballers at Petershill Park.

A football and handball tournament was one of the final events of the week-long activities.

The eventual victors of the football event was Team Somalia who defeated a team from Fire Scotland in the final.

Bob's team of politicians achieved a 2-2 draw in a friendly against the veteran African side, a game played in good spirits throughout.

Bob was joined on the day by MPs Stuart McDonald and Gavin Newlands and Councillors Graeme Hendry and Franny Scally.

Bob said: "I was delighted to be asked to provide a team for a good natured friendly football game.

"It was just a bit of fun but it also provided an excellent opportunity to bring communities together.

"I was also pleased in particular to be able to



show some of my new MP colleagues from outwith Glasgow some of the excellent inter-community work that is taking place in the north of the city.

"I know both African Challenge Scotland and local housing provider ng homes have been working closely over the last few months on various community initiatives and their efforts are making a

real difference.

"I commend African Challenge Scotland and their funding partners for supporting a week-long programme of activities. It was wonderful to see so many local families supporting the event and having a great time. I have no doubt the event will go from strength to strength."

The following day a Heritage Workshop took place which showcased the best of African culture with food classes, dress displays, hairstyle workshops as well as a whole host of information about community groups, agencies, services and opportunities available in the area.

Springburn Sports Centre was the scene for the children's sports fun day with African and Scottish children having fun and taking part in football, handball, table tennis, wrestling, gymnastics and lots more.

The week long programme culminated in a Sports and Cultural day at Petershill Park with football and handball competitions, live music and a whole host of advice from business start-up to nutritional information with the ng homes' smoothie bike proving ever popular with those attending. There was also a gala football match where MSPs/MPs faced a veteran African side. The winners of this year's men's football tournament were the Somali Community and United Glasgow FC won the women's event. The handball tournament was won by African Challenge Scotland's Youth girls team.

The events were supported by BIG Lottery

Funding, ng homes, ng2, Bemis and Year of Food and Drink Scotland 2015, Glasgow City Building, TSB, RNIB, CRER, Fire Scotland, Police Scotland, Waverley Care, Terrence Higgins Trust, Wheatley Group, Glasgow Life, Scottish Handball Association, Atelier Ten, Clancy Consulting, DRM Consulting Engineers, Murray Russell Architects, Arka Design Studio, Glasgow Council on Alcohol, Community Info Sources, Radiant and Brighter, Andescot, North Glasgow Integration Network, Ewing Somerville Partnership Ltd and Black Diamond Design.

Father of three Lambert Iku, said: "The event was able to bring Africans in Scotland together and also bring awareness of the opportunities we have here in Scotland. It was filled with happy moments."

Dionne Paul said: "I enjoyed the sport activities on the day with other Ethnic Minorities youths."

Micheal Matovu, said: "It was great to see people from different parts of Africa coming together to learn but also integrate in the community."

Regeneration Manager for ng homes Margaret

Layden said: "It has been really impressive to see such a diverse programme put together by African Challenge Scotland for the week long activities. We look forward to working in partnership with them to bring further opportunities to our customers."

Linda Hunter, GHA/Wheatley Group, said: "This vibrant and enjoyable event was a great opportunity to engage with our customers."

Ronier Deumeni, Founder African Challenge Scotland said: "The Empowerment of the Black and Ethnic Minorities week 2015 in Glasgow was the second edition for African Challenge Scotland annual event. African Challenge Scotland seek to be in an appropriate position to equitably respond to both the direct needs of our diverse communities but also to work in conjunction with key service providers with whom we are best placed to inform an approach relevant to our communities and in line with the Public Sector Equality Duties."

Anyone wishing to find out more about the work of African Challenge Scotland should contact:
E-mail: africanchallengescotland@yahoo.co.uk
Web: www.africanchallengescotland.co.uk

SCOTLAND WEEK

"It was great to see people from different parts of Africa coming together to learn but also integrate in the community..."





Springburn Park Festival Day Fun

Springburn Park was the setting for a Festival Day out for all the family with almost 2,000 people attending and taking part in all the activities on offer.

There was much to see and do on the day from handling wild owls, bungee jumping, face painting, arts and crafts, smoothie bike, carnival games and inflatables. There was also a whole host of stalls, providing information about community groups and others offering goods creating a market style atmosphere. The day also featured local talent who performed on the main stage. The event ran from 12-4pm and the weather held up for most of the Sunday afternoon event.

ng homes, one of a number of supporters of the Festival delivered free sports activities and provided information about the housing association and offered people the chance of making their own smoothie on the smoothie bike.

ng homes Board member, Richard Porter was excited to be part of the festival and said: "It was a great day. Events like this and the gala day in Possilpark are brilliant examples of the community spirit that makes North Glasgow a great place to live."



Balgrayhill Improvements

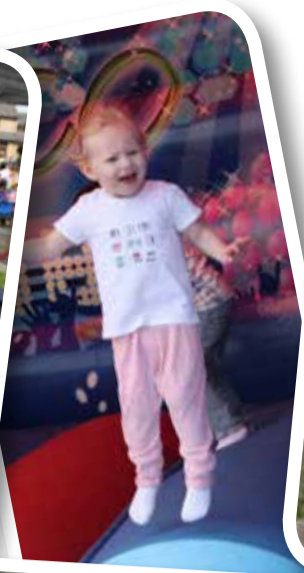
Major improvement works have started at the Balgrayhill multi-storey flats.

The bulldozer has moved in and demolished the old car parks. The basement of the car parks were closed in 1987 for safety reasons and changes were promised as part of the most recent stock transfer.

The new car parks will all be on one level and apart from being more practical they should be more visually pleasing.

Other changes are planned for the basement areas of the flats as can be seen on the mocked up picture created by our architects.

The new improvements will be featured in a future edition of North News once all the work has been completed.



Possil Gala Day

Here are just some of the many fun pictures captured at the Possil Gala held early in August. As usual, it was a great day for all the family with thrill rides, challenges, stalls, displays and lots more and another great success for the team from Young Peoples Futures and their many supporters, including ng homes.



My Internship at ng homes, by Robert Docherty

I recently completed a three-month internship with ng homes as part of my Housing Studies postgraduate diploma programme at the University of Stirling. The internship is the final part of my diploma programme and is designed in order to give me first-hand insight and experience of all aspects of housing operations at the organisation. I started my internship at the end of May and have been involved in various departments within the organisation to provide me with an overview of daily tasks undertaken by staff at the housing association.

My induction at the organisation began by meeting staff, having a walk round the office, learning about health and safety procedures and familiarising myself with the organisation's policies. I then began shadowing housing officers on some of their daily tasks such as interviewing tenants, sign-ups, arrears management and housing options. These were enjoyable experiences as I was gaining an insight into the role carried out by housing officers, meeting tenants and understanding some of their issues and getting to know the different areas of North Glasgow. This initial settling in period also involved participating in training sessions and attending staff and tenant meetings. The training sessions involved arrears control process and void management, both of which helped me to understand the policies and procedures involved in these processes.

The bi-monthly area committee meeting for Springburn/Balornock was another really useful experience for me as the meeting provided a breakdown of all housing issues and measured performance at the organisation. The meeting was attended by various members of staff and tenants where there was scope for tenants to contribute to the meeting with any queries or questions. The meeting gave me practical experience of the organisation's tenant participation policy as well

as the opportunity to learn about past or upcoming projects being undertaken by the organisation such as the car park upgrading and other facility improvements across the different areas managed by the association.

My first few weeks at the organisation allowed me to gain knowledge of the work that is done by ng homes in relation to areas which some people might not necessarily associate directly with housing services. The work carried out by ng2 is extremely wide ranging and plays an important part in maintaining and improving the local environment which ultimately has a positive impact on the daily lives of tenants and residents. Other community work such as breakfast clubs and cooking classes demonstrate the innovative ways that the housing association is engaging with tenants beyond simple run of the mill housing services. The Chinese New Year celebrations earlier this year in Possilpark at the Saracen House building are a further example of what proved to be an enormous success in using innovative and alternative ways of engaging positively with tenants.

As my time at the organisation went on I continued to shadow housing officers in their daily tasks and began working on two reports which form part of my university programme. The reports are based on my personal experiences and are reflective of my time working here at ng homes and a policy report relating to tenant participation. Shadowing housing officers and meeting tenants face to face has been invaluable in helping me to understand a wide range of issues as well as different policies and procedures. I have also had the opportunity to visit Hawthorn Sheltered Housing complex and the ng call centre where I was able to have a look at the work that goes on in these areas of housing services. These experiences have



given me real insight into the work that is done by ng homes beyond the simple 'bricks and mortar' of providing homes for tenants in the North Glasgow area. Having become familiar with the area I took on responsibility for identifying potential nominations for the annual garden competition and this is another example of engaging positively with tenants.

I have continued to shadow housing officers on housing options interviews, arrears visits, sign-ups and estate management visits as the weeks have progressed as well as learning new tasks. In addition to this I have begun writing two reports based on my time at ng homes. These are the final pieces of work I have to submit in order to complete the internship programme. At the time of writing I was approaching the final two weeks of my placement and learning about investment, repairs and factoring services here at the organisation. This has broadened my experiences further as I gain more understanding of projects, what projects are on site, how the repairs process operates and shadowing maintenance officers in their work. These final few weeks working alongside investment, factoring and repairs staff means that I have had experience in all departments at the housing association. Ultimately this is the main purpose behind the internship programme that I get a broad overview of all housing operations which has proved to be an interesting and enjoyable experience. I would like to thank staff at ng homes for all of their kind help and advice over these last three months and for facilitating my internship here. I would also like to thank tenants who had no objection to me job shadowing during interviews and visits.

MEET YOUR HOUSING OPERATIONS TEAM

As we reported in the last issue, the way your Housing Service is managed has changed in terms of your Housing Officers and where you can visit them.

There have been some staff changes and so we are running the page again with the updated information.

If you live in Balornock, Springburn or the multi-storey flat areas your Housing Officers are based at Ned Donaldson House in Springburn.

If you live in Possilpark or Parkhouse your Housing Officers are based at Saracen House in Possilpark. Your Housing Operations staff are split into three dedicated teams covering Springburn & Balornock, Possilpark & Parkhouse, and the Multi-Storey Flats.

Each area based team consists of a Neighbourhood Manager, Senior Housing Officer and Housing Officers. The teams also have Housing Assistants and Maintenance Assistants. Remember, you can contact your Housing Officer using any of the methods on the back page of North News.



Possilpark & Parkhouse



Paul Johnson
Neighbourhood Manager



Greg Richardson
Senior Housing Officer



Gordon McFarlane
Housing Officer
Allander St (134)
Ardoch Street
Balgair Gardens, Balgair Place
Balgair Street
Balglass Gardens, Balglass Street
Baltimore Road (47-59)
Bardowie Street
Panmure Street
Saracen Street (185-277)
Stromend Street
Sunnylaw Place



Liz McMillan
Housing Officer
Allander Street (67-101)
Barloch Street (2-18)
Rednock Street
Carbeth Street
Killearn Street
Hamiltonhill Crescent
Hamiltonhill Road
Saracen Street(98-110)
Stonyhurst Street (67-231 Odd Numbers)



Lesley McConnochie
Housing Officer
Ashfield Street (143-173 Odd Ns)
Baltimore Road (8-72 & 139-221)
Baltimore Square
Broadholm Street (24-152)
Claddens Quadrant, Claddens Street
Crowhill Street (5-93)
Glenhead Crescent
Glenhead Street (6-44)
Knapdale Street (105)
Liddesdale Road (144)
Bracken Street
Coltmuir Street, Gadloch Street
Haywood Street, Lamb Street



Lynn Bennett
Housing Officer
Ashfield Street (102-178 Even Numbers)
Broadholm Street (162-326)
Buckley Street
Chestnut Street
Cypress Street
Kippen Street
Spruce Street
Crowhill Street (104-233)
Glenhead Street (54-160)
Hawthorn Quadrant (8-20)
Hawthorn Street (313-483)
Walnut Crescent
Walnut Place, Walnut Road



Danielle McErlane
Housing Officer
Barloch Street (139-162)
Closeburn Street
Denmark Street
Hawthorn Street (4-40)
Hawthorn Sheltered Complex
Mansion Street



Amanda Milne
Housing Officer
Allander Street(107-119)
Baltimore Road (77-83)
Barloch Street (29-53)
Bilsland Drive
Hayston Crescent
Hayston Street
Mireton Street
Redmoss Street
Saracen Street (138-156 & 172-294)
Stonyhurst Street (106-116)

Springburn & Balornock



Irene Dalrymple
Neighbourhood Manager



Jeanette Glen
Senior Housing Officer



Bola Akintoye
Housing Officer
Balgraybank Street
Boghead Road
Cardarrach Street
Cockmuir Street
Broomfield Rd (256-356 & 426-488)
Eastburn Road
Craigebay Street
Gartferry Street
Hillhouse Street
Lumloch Street
Drumbottie Road
Langrig Road
Wallacewell Crescent (2-60)
Wallacewell Place (5-9)
Wallacewell Road (91-144)



Terri McChesney
Housing Officer
Avonspark Gardens
Avonspark Place
Avonspark Street
Dykemuir Place
Dykemuir Street
Red Road



Chris Farren
Housing Officer
Auchentoshan Terrace
Auchinloch Street
Broomfield Crescent
Broomfield Drive
Broomfield Road (721-745)
Laverockhall Street
Midton Street
Petershill Road (77-163)
Springburn Road



Andrea Campbell & Laura Sharkey
Housing Officers
Barmulloch Road
Burnbrae Street
Oatfield Street
Petershill Road (459-463)
Young Terrace



Pamela Hutchison
Housing Officer
Angus Street, Atlas Road
Bagnell Street
Balgrayhill Road (104-138)
Broomfield Place
Broomfield Road (2-60)
Carleston Street
Cowlairs Road
Crichton Street
Gourlay Street
Hillkirk Street, Hillkirk Place
Kemp Street, Morrin Path
Springburn Way
Valleyfield Street
Vulcan Street



Gail Hamilton
Housing Officer
Campsie Street
Downs Street
Mansel Street
St Monance Street
Syriam Gardens
Syriam Place
Syriam Street

Multi-Storeys



Janice Ellison
Neighbourhood Manager



Geri Anderson
Senior Housing Officer



Sharon Brooks & Catherine Mather
Housing Officers
Croftbank Street (15)
Edgefauld Road (250)
Edgefauld Road (177-311 & 371 & 405)
Broomknowes Road (9-101)



Yvonne Kinnear
Housing Officer
Blackthorn Street
Carron Crescent, Carron Place
Elmvale Street
Fernbank Street (150-186)
Hawthorn Street (538-700)
Horne Street
Memel Street



Danielle Quinn
Housing Officer
Carbisdale Street
Carron Street
Eccles Street
Fernbank Street (195 & 200)
Springburn Road (771-783)



Anne Sheeran
Housing Officer
Balgrayhill Road (178 & 198)
Balgrayhill Road (151-163)



Karen Kelly
Housing Officer
Lenzie Terrace (1-217)
Viewpoint Place (42)



Alison McLean
Housing Officer
Galloway Street (37-107)
Springburn Road (1292-1330)
Stobhill Road
Viewpoint Gate
Viewpoint Place (22)
Viewpoint Road

Handyperson Service Continues to Help

The Handyperson Service continues to be of great service to elderly and disabled tenants and residents across North Glasgow and its latest fan is Mrs Quinn of Morrin Path, Springburn.

Mrs Quinn had several jobs for our skilled handyperson to carry out including hanging pictures and clocks and one job she was really delighted with was the installation of a fireplace which she had brought with her from her previous address.

She said: "I didn't want to throw it out so I was delighted when Andy was able to fit it for me. The service is great, no mess, no fuss and all my little jobs were completed within an hour."

The Handyperson service is free but customers will have to pay for and provide their own materials and fittings/fixtures although the handyperson will carry tools and small items such as screws and nails to assist.

Each appointment lasts 1 hour (this



doesn't mean just one job e.g. in 1 hour a curtain pole can be put up, a light bulb replaced and a cupboard door hinge adjusted).

If a request qualifies for the Handyperson service a morning or afternoon appointment will be booked. If a request doesn't qualify for the Handyperson service, and where appropriate, it will be logged as a repair.

Elderly and disabled customers of ng homes can order a job by calling **0141 560 6000** or **0141 336 1300** and choosing option 1 for the Repairs Team.

The past few months have been a busy time for the Community Football Partnerships. We have delivered many football related projects to children, young people and adults and have also delivered many other physical activity programmes.

Here is an update on some of the things we have been involved in recently:

SUMMER PROGRAMME

The summer holiday programme proved to be a big hit, with over 300 youngsters taking part in football, dance and multi-sports activities at venues such as Springburn Academy, Ashgill Recreation Centre and the Peugeot Ashfield Stadium. These programmes were supported by Glasgow North Active Schools, Partick Thistle Community Trust and Utd Sports.

DEVELOPMENT LEAGUE

The Sunday Development League at Glasgow Club Petershill has been going from strength to strength with now over 100 youngsters playing in Soccer Sevens games. The emphasis is always on developing the players' technique in a relaxed, fun and positive environment.

The Development League is funded by the Big Lottery and supported by the Scottish Youth Football Association.

MINI KICKERS

There has recently been a pilot Mini Kickers football programme based in Milton Community Nursery School supported by Glasgow Active Schools and the Scottish FA. The programme introduces younger children to fun games and movement and co-ordination activities. On average, over sixty pre-school children participated during the four-week pilot.

Mini Kickers has been a huge success and the intention now is to consolidate and introduce the programme throughout the north of Glasgow.

WALKING FOOTBALL

A four-week programme of Walking Football for adults and senior citizens was provided at the Inner Circle Men's Group in Possilpark. The activity was well received and was supported by ng homes Link Up Officer Gillian Halliday.

Walking Football is designed to help keep adults and senior citizens active in an informal environment. On average ten men participated



each week. Currently, consideration is being given into having a regular programme and also introducing Walking Football into other areas within North Glasgow.

PROMOTING EQUALITY AND DIVERSITY

ng homes has received further funding from the Scottish Government to continue the successful educational and activity programme that promotes Equality and Diversity in North Glasgow. The programme has a particular focus on positively changing attitudes and behaviours in schools and communities around sectarianism.

ng homes partners include; Glasgow City Council Education Services, Celtic and Rangers Learning Centres, Partick Thistle Football Club, the Scottish FA, the Scottish Youth FA, Sense over Sectarianism, Nil by Mouth and Xchange Scotland and many others.

John Fury, ng homes Chairperson, said: "Our

Football Development Partnership Manager Robert Docherty and all at ng homes were delighted to receive additional funding from the Scottish Government. It will enable us to consolidate and expand our programme of activities and workshops and introduce new creative ways to engage our target audiences."

FUTURE ACTIVITIES

The Community Football Partnership programmes kick off again in the autumn and will include; anti-sectarian workshops targeting schools, local clubs and community groups involving football, dance and drama. In addition there will be school curricular-based programmes, afterschool clubs, football festivals and small-sided leagues, club development, Walking Football, a dance programme and Minikickers, as well as a variety of physical activity programme.

UNDER SCRUTINY BY TENANT GROUP

A Tenants Scrutiny Panel has been established in the ng homes area to make sure we deliver the best possible services and to highlight areas where improvements could be made.

Similar panels have been established in other areas and are made up of tenants whose aim is to have greater transparency in how Housing Associations operate and to help put tenants at the heart of the organisation.

The panel looks in detail at the housing services that ng homes deliver to all tenants and they give an independent view of how they perform and how its processes work. This group remains distinct from existing Focus Groups.

Assistant Director of Housing Operations Lynne Cooper said: "The members highlight what we as a housing association are doing well and also what we need to improve on. The Panel meet regularly and so far they have been focussing on Central Springburn in terms of estate management but all

areas of North Glasgow will benefit from their work."

Working in partnership with the Tenant Participation Advisory Service (TPAS) (Scotland) the Panel point out what's good and what could be improved upon in North Glasgow.

Colin Cassie, from TPAS (Scotland) has been working with the panel. He said: "At last year's tenants' conference we talked about opportunities for tenants to work with ng homes to scrutinise and assess services. The estate walkabout was the first step in doing that. It will lead to the setting of new service standards that tenants can be involved in measuring. But importantly, it focusses on issues that tenants have told us matter most to them."

Vice-Chairperson of ng homes Bill Rossine, a local tenant, is a member of the Panel. Bill said: "Those on the panel have a genuine interest in assisting ng homes to improve its services to customers and it's a great opportunity to have your say on the services that we provide."

To be an effective member of the panel tenants should have the ability to work independently and as part of a team. Members should be able to understand and analyse reports and information, have good verbal, written and IT skills, be able to express views clearly in meetings and be objective and able to challenge constructively whilst respecting others views. Members of the panel will receive appropriate training.

Springburn resident Cathy Paxton said: "In return for your commitment you get the chance to learn new skills and to be part of shaping the future of services provided by ng homes."

For more information on ng homes and its services: call **0141 560 6000** or email **info@nghomes.net**

TPAS (Scotland) is the national tenant and landlord participation advisory service for Scotland. More information can be found on the TPAS Website **www.tpascotland.org.uk**



Scotcash wins Giordano Dell'Amore Microfinance Good Practices Europe Award 2015

Scotcash has been announced as the winner of the Giordano Dell'Amore Microfinance Good Practices Europe Award 2015.

Designed to recognise institutions that are committed to fostering financial inclusion and access to the mainstream financial sector for disadvantaged people, the award was presented at the 12th European Microfinance Network (EMN) in Dublin on the 18th June 2015.

The 7th edition of the competition included submissions from ten European countries operating in the microfinance and financial inclusion sector. Noted as being an example of best practice, Scotcash was honoured not only for its partnership with financial institutions whose aim is reaching people who have limited access to mainstream financial services, but as a model for replication across Europe. "We congratulate Scotcash for being selected as winner and achieving success in financial inclusion across many disadvantaged communities" said Maria Cristina Negro, Giordano Dell'Amore Foundation

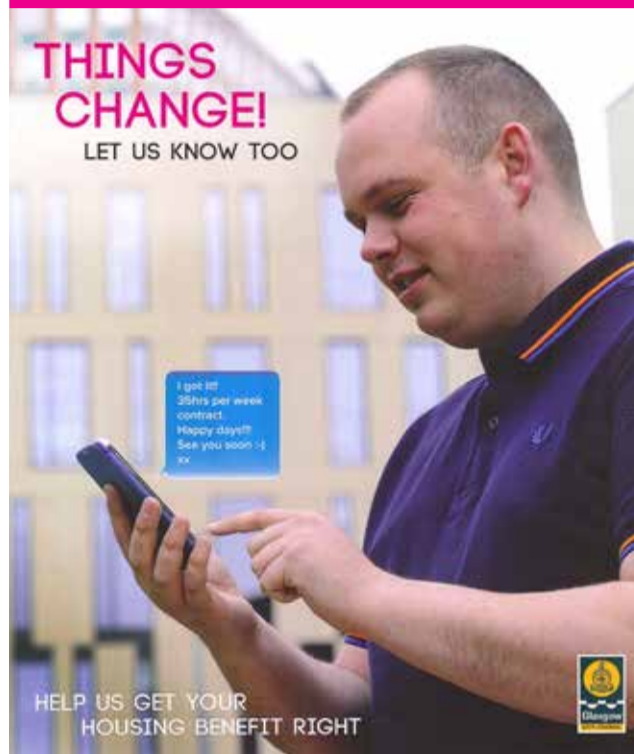


Secretary General. In addition, the Foundation donated 50,000 euro to Scotcash to be reinvested in the organisation.

Accepting the Award, Sharon MacPherson, CEO of Scotcash said "to be among such great company and win this prestigious award is a huge honour. For me it validates the hard work and tireless efforts of our staff to achieve outstanding results. We will continue to be passionate about helping our customers get the products and services they need in an ethical and approachable way".

Scotcash is a Glasgow based microfinance institution that provides access to affordable finance and associated financial products and services to those unable to access mainstream financial services. Contact email: Linzi.wilson@scotcash.glasgow.gov.uk

WHEN THINGS CHANGE – LET GLASGOW CITY COUNCIL KNOW...



Glasgow City Council Housing Benefit Team have recently launched a new service called the Right Benefit Programme to make sure you are getting the benefits that you are entitled to.

To help Housing Benefit work out your entitlement they need you to provide them with details of any changes to your circumstances. This can be:

- If you or your partner:
 - stop or start getting State Benefits
 - start work or change jobs
 - have an increase or decrease in wages
 - have savings or investments where the value goes up or down
 - go into hospital
- If:-
 - any of your children leave school
 - you change address
 - the number of people living with you changes, for example:
 - you have a child
 - other people come to live with you
 - you foster a child or children
 - other people leave your house.

You should report any changes as soon as possible to minimise any overpayment that a delay could result in. Any increase you may be entitled to will also be put in place sooner.

Letting Housing Benefit know about a change is straight forward. You can call your local office on 0141 287 5050 or fill in an online contact us form at www.glasgow.gov.uk/tellus or you can download it and return it by post. If you would rather go in person to see them you can drop into your local centres Monday to Friday 9am-4:30pm and you don't need to make an appointment.

If you would like to discuss the effect any potential changes may have on your Housing Benefit before they happen money advice staff at either of ng homes' offices can help with this. Appointments can be booked over the phone or in the office.

Did you know... you can now apply for a loan by telephone



At Scotcash we are always looking at ways to make our services more accessible for our customers. Recently we launched our new telephone application service which allows you to complete a loan application by phone on a day and time that suits you.

Applications can be taken between 2-8pm weekdays and 10-3pm on Saturdays. To apply simply call our office on **0141 276 0525** and select **Option 2**. Please see our comparison rates below:

£500 over 52 weeks	Scotcash	Provident
Loan	£500.00	£500.00
Admin Fee	£30.00	-
Weekly Repayment	£12.85	£17.50
Number of Repayments	52	52
Total amount Repayable	£697.71	£910
APR	**108.2% APR	*272% APR
Total saving	£212.29	

* Loan featured on www.providentpersonalcredit.com at April 2015.
 ** Rates may vary (All loans subject to status, terms and conditions apply).

121.5% Scotcash Representative APR
 For further details contact our main office:
55 High Street, Glasgow, G1 1LX or email info@scotcash.glasgow.gov.uk



Thriving Places initiative

Community Connector, Alistair Mitchell, has now started in post, tasked with driving forward the Thriving Places initiative in Ruchill/Possilpark.

Thriving Places is a new project that aims to support the building of vibrant, connected communities, and to help residents identify, plan and action the changes that they would like to see in their neighbourhoods. These changes could be anything from redesigning parks or buildings to setting up craft groups or clean-ups.

The first item on the agenda for the Community Connector has been to support the consultation of Possilpark residents on the redevelopment of the Millennium Space and Bandstand. This area has been identified by residents as in need of a revamp, and a questionnaire is live to gather these views – www.surveymonkey.com/r/MillenniumSpaceBandstand

SPIRIT OF RUCHILL/POSSILPARK
Working closely with Thriving Places in Ruchill/Possilpark, is the Spirit of Ruchill/Possilpark funding programme which provides grants for community-led initiatives which aim to make a difference to the lives of people living in the area.

Two grants are available – 1. Sparks – which provides individuals and groups of at least 3 people with £250-£500 to get an idea off the ground. 2. On your marks – providing constituted community groups with £250-£2000 to start/support a community initiative. For more information please see <http://tinyurl.com/SpiritRP>

Conversation events are planned in the near future, alongside focused neighbourhood work within the two communities, which hopes to build interest in the changes happening in Ruchill/Possilpark. Residents are welcome to contact Alistair Mitchell (Thriving Places) or Kim Soliman (Spirit of Ruchill/Possilpark) to share their passions, concerns and ideas over a tea or coffee – amitchell@nghomes.net, 07771881281, kim@foundationscotland.org.uk, 0141 341 4968



Jade's Brush with Success at ng2

The first female painter has started work at ng2 and she's really enjoying her new job with the social enterprise company.

Having previously worked for and served her apprenticeship with a painting contractor for 4 years Jade Crichton got in touch with her local Jobs and Business Glasgow (JBG) centre and they made her aware of a vacancy at ng2.

The 20-year-old City and Guilds qualified painter from the east end of Glasgow jumped at the chance and applied for the post. Jade was successful and started work with ng2 in July this year.

She said: "I am really enjoying the work I have been doing so far and I am getting on well with all my new colleagues."

ng2's Painting Supervisor Robert Readie said: "Jade has come in and she's doing a great job, we are delighted with her work and we would encourage more women to apply for a job with ng2."

Jade's work so far has mainly involved painting the entrances and closes of flats.

Jade is pictured right with John McGhee ng2 Contracts Estimator/ Supervisor.



Commonwealth Apprentices

Four apprentices employed by ng homes through Glasgow's Commonwealth Employment Initiative have successfully completed their CIH Level II training and have been presented with their certificates.

They are Iona Wilson, Tiegan Shearer, Joseph Amouzou and Juliette Duff.

The young trainees have now started working on their SVQ qualifications.

Juliette was interviewed as part of the Bob Allan Conference Centre launch and told guests about her experience working on media, governance and human resources including assisting with recruitment and staff training.

She hopes to ultimately find a job in Human Resources.

Juliette said: "I have also had training in minute taking, presentation skills, networking, website development and health and safety.

"I have also spent time covering reception which has given me experience in dealing with our tenants first hand."

The trainees also worked on and delivered the Mary Barbour Project, part of which involved the delivery of a presentation to housing professionals, the Lord Provost and the Leader of Glasgow City Council in the City Chambers banqueting hall.

The trainees also took part in the SFHA's 2015 Apprentice Challenge at Dunblane Hydro. It was designed to equip the young people with new skills and knowledge that they can transfer to their working environment.

It also provided the trainees with the opportunity to share their skills and talents and network with other apprentices and housing professionals from across Scotland. Iona Wilson's team won the challenge and were each awarded a £50 iTunes voucher. It is the second year that an apprentice from ng homes has won the award.

Sudoku Answers (From Page 2)

easy

6	7	2	8	9	3	4	1	5
3	4	5	6	1	7	2	9	8
9	8	1	4	5	2	3	6	7
8	1	7	5	3	4	6	2	9
4	3	6	7	2	9	5	8	1
5	2	9	1	6	8	7	3	4
2	5	3	9	7	1	8	4	6
7	9	8	2	4	6	1	5	3
1	6	4	3	8	5	9	7	2

medium

9	1	6	7	3	5	2	4	8
2	7	8	4	1	6	5	3	9
3	4	5	8	9	2	1	6	7
4	5	9	2	7	1	6	8	3
6	2	3	5	8	9	7	1	4
1	8	7	3	6	4	9	2	5
8	9	2	6	5	3	4	7	1
5	3	4	1	2	7	8	9	6
7	6	1	9	4	8	3	5	2

The ng sports legacy programme delivers sport and physical activity throughout the North Glasgow community, offering free activities for a wide range of ages and abilities.

Sometimes people are unable to participate due to lack of suitable clothing or equipment, this is especially true with some new projects.

In order to help alleviate this problem, we are asking for help from the local community...do YOU have any old kit/activity footwear (trainers or boots) that you no longer use? Have you/your family grown out of any item of training kit that you still have lying around the house?

If so, ng sports legacy can help – simply bag up your unwanted kit and drop an email to mycommunity@nghomes.net or call **0141 560 6000** to arrange a drop off/collection, and your contribution will go towards helping a member of the local community take part in an activity...simple!

Not only do you get the satisfaction of helping someone, you also get to clear your cupboards! Everyone is a winner! And what better time to do this, than right NOW!



Got any unwanted sports kit?



"More month than money?"



Confidential chats about your income and spending

Places available now!

1,2,3,4,5, or 6 sessions, near you, free, informal and voluntary

People in Glasgow, supporting people in Glasgow

Informed choices, better plans

Epic 360 will be delivering Glasgow Big Partnership for Welfare to help people throughout Glasgow improve their financial skills. The Big Lottery £1million funding comes at a time when many people are under increasing financial pressures as a result of welfare reform and the recent introduction of Universal Credit in Glasgow on 8th July 2015.

Lead partner ng homes will manage the three years Glasgow Big Partnership for Welfare – Epic 360 which will benefit Glasgow residents who are experiencing financial exclusion and difficulties.

Delivered in partnership with Greater Easterhouse Money Advice Project (GEMAP) and other housing associations the project aims to reach over 3,000 people throughout the city.

Our recent taster and information sessions attended by approximately 300 colleagues and staff from partner organisations was delivered to give

awareness of the new service.

Epic 360 has 6 financial capability officers throughout the city, who will meet people in local venues between 9am-5pm Monday to Friday. Conversations will take place around managing your money, planning ahead, making choices and getting support. Information about opening a bank account, budgeting, borrowing & savings, welfare reform & universal credit, income & spending, debt & wellbeing are some of the topics we will talk about. We will help people to create their own personal financial plan and improve financial skills and knowledge.

You can self refer at www.epic360.co.uk or ask for any other organisation you might be dealing with to make the referral on your behalf. Our services are free, confidential and person centred. If you would like to talk to us in confidence, please contact Niall or Susan on **0141 630 4324/4325**.



MALAWI STUDENTS GRADUATE

Scholarship winners Grace Sukasuka and Sabron Kalyolyo have graduated from Glasgow Caledonian University's (GCU) School of Engineering and Built Environment.

Grace Sukasuka has graduated with an MSc Quantity Surveying with distinction and Sabron an MSc International Project Management.

The Malawian students joined GCU last year supported on a unique scholarship scheme between the University and ng homes, as previously reported in North News.

The University and ng homes signed a unique five-year agreement with the High Commissioner of Malawi to support the scholarships.

It was the first time a university and a UK housing association had teamed up to offer support to Malawian students, who were selected from employees of the

Malawi Government and Malawi Polytechnic, a constituent college of the University of Malawi.

Grace said: "I have enjoyed everything about my time at GCU and I believe I gathered a great deal of knowledge and developed some vital skills.

"These skills will prove to be useful when I return to Malawi, where there is a huge skills gap, and I will be able to bring them to my workplace Malawi Polytechnic.

"I would like to thank GCU and ng homes for the scholarship opportunity."

Dr Malawi Ngwira, Lecturer in the School of Engineering and Built Environment, said: "We were delighted to welcome Sabron and Grace to the University and I am incredibly impressed with what they've achieved. These outstanding students can now take back what they have learned at GCU to Malawi and help to build its future."

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