



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

ISSUE 43



Snowsport was just one of the sporting activities in ng homes Changing Lives programme involving Springburn Academy, John Paul Academy, All Saints' Secondary and St Roch's Secondary. Full story and more pictures on page 5.

£1million Big Lottery funding helps improve financial skills

The Big Lottery has come up with £1million to help people throughout Glasgow to get help and support to improve their financial skills.

The major investment comes at a time when many people are under increasing financial pressures as a result of welfare reform.

As lead partner ng homes will manage the three year Glasgow Big Partnership for Welfare Project which will benefit tenants who are experiencing financial exclusion and difficulties.

Ann Marie Devlin, Depute CEO of ng homes said: "This is great news for our customers. Over the past few years we have offered money advice in our offices and with the Big Partnership for Welfare Project we will be able to reach more families on low incomes and help them to improve their financial skills."

Chairperson of ng homes John Fury said: "We are always looking at ways to help our customers especially in these difficult economic times so we welcome the funding from the Big

Lottery, it will make a real difference to people's lives in the North of the city and beyond."

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.

Tony Quinn from GEMAP said: "We are delighted to be part of this innovative partnership with ng homes to tackle exclusion and poverty."

Those who take part in the project will agree a personal financial plan with an advisor which can include opening a bank account, savings planning or even a switch to more affordable energy.

Group workshops will also focus on topics such as welfare reform, budgeting and financial advice, banking and affordable loans. The project aims to increase access for people to key financial products including bank accounts, credit union accounts and affordable loans.

The project has been developed in consultation and involvement with Glasgow City Council. Bailie

Liz Cameron, Executive Member for Jobs and the Economy, said: "First of all, I am absolutely delighted that this application was successful. It means that as a City we are able to support our most vulnerable residents in relation to the devastating impacts

Glasgow and its residents."

Key stakeholders in the project also include GHA and the Glasgow and West of Scotland Forum of Housing Associations.

Big Lottery Fund Scotland Chair, Maureen McGinn, said: "I am delighted

"This is life changing money that will benefit those people and communities most in need"

of welfare reforms and increasing financial pressures.

"I am also delighted that this project will take a strategic city wide approach and will draw on the already well developed partnership approach to working in Glasgow. I also commend the role which staff in Development and Regeneration Services played in helping to develop and co-ordinate this application in partnership with ng homes, GEMAP and the wider RSL's in the city. Finally, I look forward to the project developing and delivering for

that ng homes is one of the latest groups to receive an award from our Investing in Communities fund. This is life changing money that will benefit those people and communities most in need. This grant will make a big difference where it is needed most and I wish ng homes every success as it goes on to develop and expand its project."

A Project Co-ordinator and Development Officer have now been appointed and further updates on progress will feature in future issues.



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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 October 2014 to March 2015, ng homes received 88 complaints. Of those, 67 were at Stage 1 (frontline) and 21 at Stage 2 (serious/complex or unresolved at Stage 1).

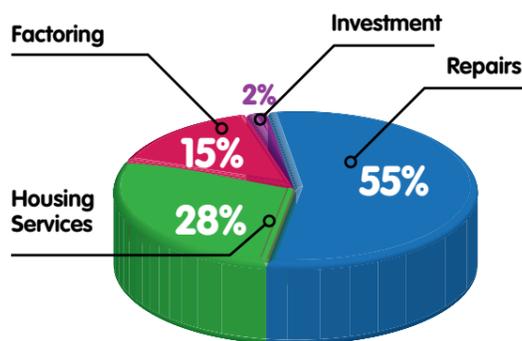
Our Management Board receives information about complaints performance and monitors the actions that ng homes is taking to improve our policies and services to tenants, factored owners and other customers in response to complaints received.

COMPLIMENTS

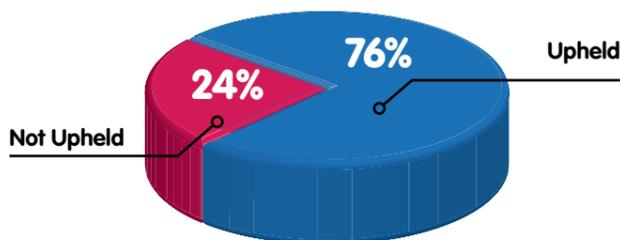
During the 6 month period we received many compliments including: "Thank you for listening and understanding" - Tenant, Balmore Square. "Thank you for all your help" - Tenant, Barmulloch Road.

Complaints performance OCTOBER 2014 TO MARCH 2015

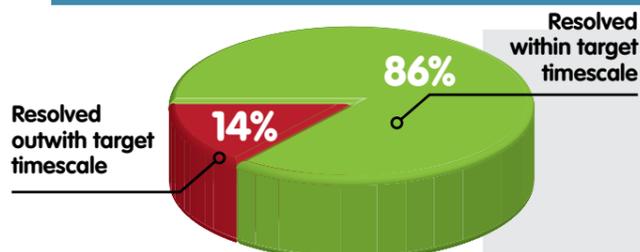
Service area...



Complaints Upheld...



Performance v Target Timescales...



tenants scrutinise housing services

A group of tenants are ensuring ng homes delivers the best possible services to its customers and also highlighting where improvements need to be made.

Tenants Scrutiny Panels 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 look 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) who has been working with the panel 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 is 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 and a member of the Panel 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

FOCUS ON YOUR AREA

Would you like to meet regularly with others in your area to discuss any issues affecting where you live?

If the answer is yes then we would like to hear from you.

Focus Groups are currently running in Springburn and Possilpark.

We would like to find out the issues that are most important to you and how we can help. For more information about the focus groups please contact your housing officer.

SPRINGBURN / BALORNOCK FOCUS GROUP meetings will be held at 11am in Ron Davey Enterprise Centre, 10 Vulcan Street, Springburn, Glasgow, G21 4BP on the following Wednesdays - 24th June 2015, 19th August, 14th October and 9th December.

POSSILPARK/PARKHOUSE will meet at 2pm in Saracen house on the following Thursdays - 21st May, 16th July, 17th September and 19th November.

MULTI STOREY FLATS AREA FOCUS GROUP will meet at 2pm in Ron Davey Enterprise Centre, 10 Vulcan Street, Springburn, Glasgow, G21 4BP on the following Thursdays - 18th June, 13th August, 8th October, 3rd December.

Lynne Cooper, Assistant Director of Housing Operations said: "So far tenants have raised a number of important issues which will be followed up by the Association. We've also had representatives from Police Scotland and Land and Environmental Services along to the focus groups so it's a good opportunity to hear from other service providers too."

ng homes is celebrating over ten years of Customer Service Excellence as a result of its latest review.

Following the recent Customer Service Excellence (CSE) review ng homes, the 7th largest housing association in Scotland, were advised that they continue to meet the CSE Standard.

In the report the CSE Assessor recognised the way in which ng homes works with partners to create sustainable communities for the benefit of the whole of North Glasgow as an exemplar of good practice.

The CSE Assessor also highlighted that the association engages in extensive support for the communities it serves and that the range of



TEN YEARS OF CUSTOMER SERVICE EXCELLENCE

activities ng homes provides working with partner organisations warrants compliance plus which goes beyond the requirements of the CSE Standard.

Tony Sweeney, Head of Organisational Development, said: "This is great news and recognises the excellent team work and commitment of our staff and shows that we really care about our customers."

The organisation was first assessed for the Standard in 2004 when it was known as Chartermark and it has been regularly measured against the Government's Customer Service

Excellence Standard ever since. This latest successful review sees ng homes achieve over 10 years of continuous improvement in relation to customer service excellence.

John Fury, ng homes Chairperson, congratulated the Association's staff on this achievement stating: "Our customers are central to all that we do and this ongoing recognition of our work in delivering excellent customer service demonstrates how much we and our partners care about making a

real difference to our tenants, residents and the community in general."

The Customer Service Excellence Standard is recognised across the UK and it lies at the heart of an overarching strategy to provide public services for all customers which are efficient, effective, excellent, equitable and empowering and it is totally aligned with the five key drivers of customer satisfaction; delivery, timeliness, information, professionalism and staff attitude.



ARCTIC CONVOY MEDAL FOR BILL

War veteran Bill Pickering lives in Abbeyfield House, Springburn, just across from the offices of ng homes.

During World War 2 he gave service in the Arctic Convoy missions transporting crucial supplies to Russia between 1941 and 1945.

Initially, the UK Government refused Russia permission to recognise the heroic actions of these men but in 2013 consent was given for the Ushakov Medal to be awarded.

Many Arctic Convoy veterans were recognised in an award ceremony in Glasgow Council City Chambers last year but Bill missed out because he had moved to Abbeyfield and correspondence was sent to his former home.

That changed when his befriender, Alison Little from Chest, Heart and Stroke Group, started to investigate.

Alison said: "When Bill told me he had served in the Arctic Convoy missions I realised that men had already been honoured by Russia for this.

"His name was passed to the Russian authorities and a medal was waiting for him but they couldn't

find him."

Andrew Pritsepov, the Consul General of Russia in Edinburgh, recently came to Abbeyfield to present the 97-year-old with his Ushakov medal.

Mr Pritsepov said: "All veterans of the Arctic Convoys are war heroes in the eyes of Russia.

"I award you this for your exceptional bravery. Wear it with dignity and pride."

Bill's two sons George and William live in Canada and although they couldn't be there a special letter was read out congratulating him on his honour and wishing him well.

Bill joined the Merchant Navy in 1936. Created by the Allied powers, the Arctic Convoys sailed through blinding snow storms and darkness under attack from German U-boats and fighter planes to deliver vital supplies to the Soviet Union in Northern Russia.

On one mission William was washed overboard. He said "God must have been looking after me" as he was put back on his ship by a massive wave.

A custom made wristwatch which has been produced by Russian watchmakers was also



presented to Bill, as well as other Arctic Convoy servants.

Glasgow City Council Deputy Lord Provost Gerry Leonard also attended and described the day as "a long overdue tribute".

Bailie Allan Stewart, who represents the Springburn area, said: "It's a privilege and honour to be here and be able to see Bill get his medal.

"It's just wonderful that we managed to trace him. It says a lot for the people of Glasgow."

A shot of traditional Russian vodka marked Bill's presentation.

He said: "This feels marvellous."

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)

Five new apprentices have been taken on by ng homes as part of Glasgow City Council's Commonwealth Apprenticeship Initiative.

FIVE NEW APPRENTICES RECRUITED

ng homes has supported the council's Commonwealth Apprenticeship Initiative since its introduction and these are the latest apprentices to have started work with the association as part of the programme.

The Commonwealth Apprenticeship Initiative forms part of the council's flagship £50million Glasgow Guarantee, the largest, most comprehensive and best funded range of support for unemployed people offered by any local authority in the UK. It provides meaningful opportunities for school leavers, graduates, care leavers and our armed forces veterans. To date over 5,600 people have secured a job or apprenticeship as part of the Glasgow Guarantee, which the council has committed to funding until 2018.

Councillor Gordon Matheson, Leader of Glasgow City Council, said: "Since its introduction the Commonwealth Apprenticeship Initiative has helped over 3,600 young people in the city secure an apprenticeship. Its success is based



"I would say to any young person thinking about an apprenticeship to go for it!"

on the continued support of employers such as ng homes who are providing not only quality housing services but also valuable training and job opportunities in communities across the city.

"The council has committed to funding the Glasgow Guarantee right through until 2018, ensuring that we continue to provide opportunities for our young people, care leavers, university graduates and armed forces veterans."

Robert Tamburrini, CEO of ng homes, said: "Our five new young

apprentices have been working across the different areas of the business including Housing Operations, Corporate Services, Investment, Finance and Customer Service. In the short space of time our latest apprentices have been with us they have made a valuable contribution to the business.

"Our subsidiary ng2 have also benefitted from the apprenticeship programme with painters and electricians now in their second and third years carrying out quality work on our properties."

Board member Professor James Sommerville said "We believe apprenticeships provide the skilled workers that ng homes and its subsidiaries need for the future and there's nothing better than seeing people who started apprenticeships with us go on to achieve full-time employment with us or elsewhere in the housing sector."

Juliette Duff, from Maryhill who is working in the Corporate Services Team said: "I am really enjoying working for ng homes, I have learned lots of new skills already and it's a great opportunity to progress my career as I study for my housing qualifications. I would say to any young person thinking about an apprenticeship to go for it!"



Young Commonwealth Apprentices from ng homes took to the stage recently to present their research into one of Glasgow's working class heroes at the launch of the Lord Provost's appeal seeking funds for a statue to honour Mary Barbour.

Commonwealth Apprentices in Praise of Mary Barbour

Glasgow Lord Provost Sadie Docherty who launched the Remember Mary Barbour Appeal, said the Red Clydesider had "revolutionised housing and vastly improved social conditions for so many people."

Barbour became one of the city's first women councillors in 1920 — standing for the Independent Labour Party. She fought throughout her life for women's rights and led campaigns for free school milk and the first family planning clinic in Glasgow.

At a Civic Reception in the City Chambers ng homes Darren Curran, Tiegan Shearer and Joseph Amouzou spoke about Mary Barbour to an audience

of 100 people from the Housing sector and beyond.

Joseph said: "I really enjoyed making our presentation at the event and I'd like to thank the Lord Provost, her staff, our team and everyone in the audience for listening – we hope the appeal reaches its target and a fitting memorial can be created for this great lady."

Professor James Sommerville, an ng homes Board member, said: "It was a great experience for our young apprentices and I'd like to thank the Lord Provost and the Glasgow City Council staff for all their help on the night – we wish the appeal well."

Donations can be made online at: Just Giving donations www.justgiving.com/r-m-b-a/

New Media Centre

A new website has been launched for customers and media professionals interested in the latest news and upcoming events involving ng homes.

The site is a companion to the association's main website which provides a wealth of information to tenants, owner occupiers and other customers. The media centre is designed to make it even easier for customers and media professionals to see at a glance all that is going on at ng homes.

With more people moving away from computers towards predominantly using tablets and mobiles the site has been developed with this in mind so

that users can have the best experience possible no matter what device they are using to access the site.

The new media centre is dedicated to providing the latest news and event information and also stores images, video content and important publications. It also lets users see the latest from the association's social media profiles on Twitter and Facebook.

Commenting on the new media centre Chairperson of ng homes John Fury said: "With everything that's going on in North Glasgow from sports activities to healthy cooking demonstrations our customers will be able to see at a glance all the good work that ng homes and its partners are doing in the community."

Media Officer for ng homes Brian Davey said: "There's always a lot going on at ng homes and I would encourage customers and media professionals to 'follow' our media centre to receive the latest news and regular updates delivered directly to their inbox."

The media centre can be accessed from the following url: <http://mediacentre.nghomes.net>





Martin Bird, an apprentice painter with ng2, has been honoured for his hard work and commitment to his studies by James Watt College in Greenock

an apprentice two days per week at James Watt College whilst working the rest of the week in North Glasgow.

At college Martin has studied preparation to wall surfaces, applied

Chairperson of ng2 Margaret Thomson said: "It's always great to see our employees doing well and I congratulate Martin on his hard work in being awarded Apprentice of the Year by his college."

Painting and Decorating Lecturer at James Watt college, Andrew Neeson,

said: "Each year at the Greenock campus we recognise and award two students who have incessantly excelled throughout the academic year, producing work to an extremely high standard and to every task given. Martin was awarded 2nd year apprentice of the year after displaying a natural ability for both painting and decorating. Martin has been a pleasure to teach and has gone from strength to strength."

finishing coats of paint, wallpapering and decorative studies.

Martin, a local man and also a tenant of ng homes, starts his third year at the college in the autumn and his supervisor at ng2 Robert Readie said: "I am delighted for Martin, he works hard and he deserves this recognition. He will soon be fully qualified and that will be another great achievement for him, we are really pleased with his progress."

Martin is Apprentice Painter of the Year

earning the award of apprentice painter and decorator of the year.

The young apprentice, 25, started work as a trainee with social enterprise company ng2 back in 2010 and worked as an Estate Services Operative with duties including close cleaning, backcourt tidy-ups, litter picking and bulk uplift.

Martin was soon promoted to ng2's painting division and grasped the opportunity to learn his trade as



Supervisor Robert Readie with Martin Bird.

From Estate Operatives to Concierge: A career at ng2

properties as part of their responsibilities.

At the turn of this year Gordon, who lives locally in North Glasgow,

grasped an opportunity to work as a Concierge and said: "I have been with ng2 for 4 years now and I have enjoyed working for them. If you show initiative and stick in at your job, opportunities will come and that's what's happened for me."

Another local lad, Craig Camley, was employed by ng2 in 2012 initially as an Estate Operative. Craig quickly showed great initiative and a willingness to learn and soon moved onto work on the company's window safety catch programme and then into the Environmental Hit Squads. Now also a Concierge, Craig said: "I've learned a lot in my time with ng2 and I am really looking

forward to learning more and working as a Concierge. I have already been trained on how to use the CCTV equipment, operate the door entry systems and log incidents and I am really enjoying working with the concierge team."

Chairperson of ng2 and local resident Margaret Thomson said: "It's pleasing to hear stories like this of local people who are employees progressing through the business, I am delighted that Gordon and Craig are enjoying working for ng2 and I wish them well in their new roles."

ng2 provide services to ng homes customers including close cleaning, jet washing, environmental improvements, painting, joinery and a handy person service. They currently employ 74 people and just under half of those live in the local community.

For more information on ng2 visit www.ng2works.com



Concierge Craig Camley with Concierge Team Leader Colin Leverage.

At ng2, a Social Enterprise and subsidiary of ng homes, there is a clear career path for employees and this was demonstrated to great effect recently when the Concierge team recruited two new members.

Craig Camley and Gordon Christie both started work last month as Concierge and both are enjoying their new roles.

Back in August 2011 Gordon joined ng2 as an Estate Services Operative and his duties included close cleaning and backcourt maintenance. In two years he moved into ng2's Environmental Hit Squads who are charged with keeping areas in North Glasgow neat and tidy with grass cutting, de-littering and clearing void



Backcourts across North Glasgow have been receiving a major clean up thanks to ng2 and their Jet Washing Team.

It's clear from our picture here the difference the team is making in the area not just with the jet washing but also with graffiti removal techniques.

The team have jet washed all slabs, bin rooms, common areas and brick work in Lenzie Terrace in Springburn. The cobbles, stairs, slabs and brick walls at the multi storey flats at Edgefauld Road, Croftbank Street and Balgrayhill Road have also been cleaned.

In Balornock all tarmac, slabs, drains and communal paths were cleaned at the tenement properties in Drumbottie Road. Slabs, bin areas and communal paths in the backcourts at Saint Monance Street have also been freshened up.

In Possilpark, tenement properties in Killlearn Street, Saracen Street, Hamiltonhill Road, Closeburn Street and Denmark Street have all had back court slabs, front paths, communal paths and internal boundary walls cleaned.

In Springburn, backcourts and paths have been fully jetwashed and cleaned in Barmulloch Road, Petershill Road, Laverockhall Street and Midton Street.

Next up for the team is the backcourts in Mansel Street in Balornock then its onto Balmore Square in Possilpark and Elmvale Street in Springburn.

ng2 Supervisor David McIntyre said: "The team are receiving a lot of positive feedback from tenants as we make our way across the community. It's important that the local environment looks clean and tidy and that is what the jetwashing programme of work aims to achieve."



that everyone at St Joseph's is pleased with the quality of our work and it's always pleasing to hear from others that our staff are doing a great job."

Dublin, has been at St Joseph's for five years and is delighted with the work of ng2 singling out Phil McKenna for high praise: "Phil is a terrific worker, he works extremely hard and is doing a great job. Our residents will feel the benefit of the work ng2 have done when the warmer weather comes and they can go outside more."

Chairperson of ng2 Margaret Thomson said: "We are delighted

Improving the environment

Social Enterprise company ng2 carry out a range of environmental improvements across North Glasgow and the latest beneficiaries of their hard work are St Joseph's Nursing and Care Home in Robroyston.

Matthew Duffy and Phil McKenna have been jet washing all of the monoblocked and paved areas around the home and have used over 2 tons of sand to keep the grounds looking as good as new.

Sister Evelyn, originally from

Chinese New Year Celebrations



Also attending the event were Members of the Scottish Parliament. Bob Doris MSP highlighted the importance of families and wished everyone a peaceful and happy new year.

Bob said: "This was a wonderful, vibrant event, and my thanks to ng homes for arranging it. I thoroughly enjoyed the music and dance, and of course the excellent Chinese cuisine. I look forward to forging ever stronger links with our local Chinese community, and I am sure the new year celebrations will continue to go from strength to

strength."

Patricia Ferguson MSP helped present the children with Red Pockets which are traditionally passed from adults to children during the Chinese New Year's celebrations. The red colour of the envelope symbolises good luck.

Patricia said: "I had a lovely afternoon and really enjoyed seeing all the colourful costumes and the really graceful dancers."

Cheng Hong, from Possilpark said: "The red pockets proved very popular and helped children enjoy the home festival atmosphere which is very important.

I'd like to thank ng homes for organising a very hospitable Chinese New Year celebration party. All programmes were fantastic and the children enjoyed

them. Chinese tenants are very thankful for being invited and I'd like to thank all the people who contributed to this event."

Chinese New Year is an important festival celebrated at the turn of the Chinese Calendar in China. It is also known as the Spring Festival, the literal translation of the modern Chinese name.

Chinese New Year celebrations traditionally run from Chinese New Year's Eve, the last day of the last month of the Chinese calendar. This year it fell between 18th February and 5th March.

Michael Kam of ng homes said: "Being far from home New Year is very significant to Chinese people here in Glasgow. It has the meaning of family union and friendship among people. With the event held in their community this means they can enjoy the Chinese New year with their Scottish neighbours."

Chinese food was provided by local restaurant SeeWoo and dancers from the Glasgow Oriental Dancing Association entertained everyone. The event was also attended by Officers from Police Scotland and Fire Fire Scotland.

Local man Bob Moir provided traditional Scottish entertainment playing the concertina and even had everyone on the floor doing traditional Scottish dances.

OVER 100 people including 80 children took part in Chinese New Year celebrations at Saracen House in Possilpark enjoying traditional Chinese food, music and dancing.

The event was organised by ng homes for its Chinese speaking tenants and was also attended by members of local groups and their families and committee members and volunteers from ng homes.

ng homes Board members took part in the celebrations with Chairperson John Fury welcoming everyone to the event and wishing them a happy new year with Bill Rossine, Vice Chairperson, presenting prizes.

John said: "It was excellent to see the Chinese families celebrating their culture with their neighbours from Springburn, Possilpark and surrounding areas, a happy new year was had by all."

Sport, health and education research

A major survey of how active the people living in the North of Glasgow are has been undertaken by ng homes.

The Consultation was undertaken from December 2014 to January 2015 using survey monkey and focus groups - we gathered the views of over 220 local people from primary school aged children up to the 65+ age group.

KEY FINDINGS

59% of respondents rated their health as very good or good with 24%

suffering a physical or mental health condition and 11.5% registered as disabled. To put this in context, in the Scottish Health Survey of 2015, 75% of those aged 16+ stated their health as good or very good.

In activity levels, 69% of those who said they were "very active" and "more active than most" stated they would like to be even more active.

One clear message is that the people in the North of Glasgow love being active and would like to be involved in even more activities.

Some of the activities requested might prove logistically challenging to deliver given the

infrastructure of the area such as sailing/windsurfing and surfing/body boarding.

There were, however, many activities that are wanted which could be implemented relatively easily such as cricket, martial arts including tai chi, wrestling, shinty, hockey, squash, bowls, fishing/angling, canoeing/kayaking, skateboarding, aquafit, golf, yoga/pilates, tennis and boxing.

With 58%, slightly more females took part in the survey. Under 16's accounted for 32% followed by 17% in the 31-39 age group and 16% in the 21-30 age group.

Springburn accounted for 32% of the survey with Possilpark 21% and 33% coming from 'other' parts of North Glasgow including Barmulloch, Royston, Summerston, Maryhill, Germiston and Milton.

In general there was a desire to be involved in activities and most people saw the advantages of a healthy

and active lifestyle, particularly for children and teenagers.

The survey also looked at the amount of time that people spent watching television or involved in some computer related activity with most agreeing that physical activity was a preferred option.

Most of the people we spoke to had not heard about Government activity guidelines while the over 65's felt the suggested 75 minutes of vigorous activity was a bit ambitious.

Local people faced many barriers to getting involved in an active lifestyle: the weather, not being able to afford it and not having someone to go with were regularly mentioned during the consultation.

Although 76% of respondents said they could swim and 80% said they could ride a bike, many used the comment box to say they lacked confidence and ability, especially with swimming.





NEW LIFE FOR GLASGOW TIGERS

Allied Vehicles is one of the biggest employers in North Glasgow but co-chairmen Michael and Gerry Facenna are doing much more in the community than just providing jobs.

Locally born and raised, the two brothers established Allied in Possilpark in 1993 and now provide employment for 460 people. Their group is the UK's leading manufacturer and supplier of adapted and special purpose vehicles.

Allied supports a number of local projects, such as the DASH Club which helps children with complex special needs. Now the Facennas are also investing in their community by revitalising Glasgow Tigers Speedway.

Earlier this year the brothers signed a major deal to buy Ashfield stadium, which was owned by Ashfield Athletic FC and shared with the

speedway club. The deal secured the future of both the Tigers and the junior football club, who will play rent-free at the stadium, with Allied Vehicles also investing as their main sponsor.

Michael and Gerry have since embarked on a major redevelopment of the stadium, just half a mile from where they both grew up.

The first phase includes new stand roofs, improved terraces, a new entrance building and



club

shop, new toilets and improved disabled access facilities.

Gerry said: "It would have been a tragedy for Glasgow to lose two such historic sporting

institutions." My brother Michael and I decided we wanted to give something back to the community and saw an opportunity to help both Glasgow Tigers

"We're really excited to get behind both of these local sporting institutions..."

investment update...

LIFT REPLACEMENT CONTRACT ON SITE AT BALGRAYHILL

An Open day was held recently for tenants and residents at the multi-storey flats in Balgrayhill to provide information on the lift replacement programme for the properties.

Work has now started at 22 and 42 Viewpoint Place and is due to complete towards the end of the year. The works being carried out on the multi-storey flats include the installation of a gearless lift system, the removal of old lift equipment, the installation of new passenger lift doors and door frames, complete machine replacement, a new drive control system and a new lift car. Lift Maintenance Limited are the contractors carrying out the work.

Investment Manager for ng homes Carmen Baird said: "The Operatives and Engineers who will be carrying out the lift replacement work will spend around 80% of their time working within the lift motor rooms and the lift shafts and won't always be visible to our customers. Safety signs are placed within the blocks and contact

numbers for the lift engineers are displayed within the foyer areas and in the existing working lift. There will always be one lift left operating while the work is being carried out."

As well as the work at Viewpoint Place it is anticipated that the lift replacement programme for the properties at 178 and 198 Balgrayhill Road will start in January 2016 and will be completed later that year. The Multi-Storey Flats at 15 Croftbank Street and 250 Edgefauld Road are also programmed to start on site in July this year and are due to end by May 2016.

The open days were held at the community space at 198 Balgrayhill Road where tenants and residents received information packs and were able to ask the contractor and ng homes staff any questions they had about the work.

Chairperson of ng homes John Fury said: "By upgrading the lifts in our multi-storey flats this shows a clear commitment to investing in our properties and making them a great place to live."

BACKCOURT IMPROVEMENTS

As part of ng homes ongoing investment programme backcourts across North Glasgow are being upgraded.

In Elmvale/Hawthorn Street area the project will include resurfacing of the back courts, upgrades to bin stores and improved access to the back court areas. The properties benefitting from the improvements are: (Elmvale St) 126, 132, 138, 144, 150, 156, 162, (Hawthorn St) 630, 640, 660, 670, 680, 690, 700 and (Fernbank St) 151, 155.

In the Petershill area the project will include resurfacing of the back courts, upgrades to bin stores and improved access to the back court areas. The drying areas will be moved and enlarged, with improved stair access. All the work will involve restructuring of the retaining wall. The properties benefitting from these improvements are: 131 Auchentoshan Terrace and 11 & 21 Auchinloch Street

In Balornock properties in Cockmuir Street will benefit from resurfacing of the back courts, upgrades to bin stores and improved access to the back court areas. LED lighting upgrades to the external areas will also take place at the following properties: 33 & 39; and 85, 91, 97, 103, 109 Cockmuir St.



RS SPEEDWAY & ASHFIELD FC



Michael Facenna (far left) and brother Gerry (far right) with the Glasgow Tigers Speedway team

Speedway and Ashfield Football Club. "We believed we couldn't make a success of this without significantly improving the facilities for fans. "Having security of ownership of the stadium, both the football and speedway clubs can now compete in a much improved environment, as well as returning to a secure financial footing."

The season has started well for the Tigers with some great wins being witnessed by bumper crowds. Michael and Gerry are also committed to working with the football club and local agencies to create modern sports facilities and youth development opportunities at Ashfield Stadium.

Ashfield FC Secretary, Tommy Robertson,

said: "It's great to know we have a secure future for our club and that there is serious investment in improving facilities at the ground. "This can only help us in developing a strong

youth policy to help get Ashfield back to the top in junior football."

The redevelopment at the ground – now called the Peugeot Ashfield Stadium following a significant sponsorship deal with the French automotive giant – has been dramatic.

If you've ever been along to speedway at Ashfield before you'll be amazed by the transformation achieved over the past few months. If you've never

been to speedway, now would be a great time to try it. It's on every Sunday at 3pm, from April to October and offers an exhilarating afternoon of sport in a friendly, family environment.

Michael Facenna enthused: "Most people probably don't realise we have top motor sport here in Glasgow but everyone who comes along for the first time says it's one of the most exciting events they've ever experienced.

"I remember going to the speedway as a boy and now I've been back with my kids and grandkids and we all enjoyed an action-packed afternoon.

"We're really excited to get behind both of these local sporting institutions, which will hopefully now go from strength to strength."

FOCUS ON VICTIM SUPPORT SERVICES

If you have been a victim or witness of crime and need help, support or information about how this has affected you then Victim Support Scotland are here for you. You don't have to report a crime to access any of the services.

As well as providing emotional support, time to talk about how you have been affected and support to help you reach solutions for moving forward - there are other practical ways we can help; for example we can help you to access other local services including free initial legal advice from a range of law firms.

Our court based service can help you through your experience as a witness in a criminal case at court. If you are at all anxious or nervous about being a witness there are a range of things we can do to help make the experience of giving evidence more understandable and less frightening.

We are a recognised Scottish Charity and our services are free, confidential, and independent of any other agency or service provider. Our national Helpline is open **Monday to Friday 8am til 8pm** on **0345 6039213**, and we have victim and witness support services based in Glasgow which the Helpline can put you through to or will arrange for them to contact you.

If you are interested in getting involved with us there are a range of volunteering opportunities we can offer, including providing support to victims and witnesses in the community or in a local court. We are always looking for help with fundraising and awareness raising events as well.

Our website www.victimsupportscotland.org.uk will give you more information about local services, about volunteering and also about how you can make a donation to our charity.

Victim Support Scotland is celebrating its 30th year as a charity and is recognised as one of the world's leading organisations in the provision of services to victims and witnesses of crime. Last year VSS had 223,000 contacts with victims and witnesses of crime in Scotland, the largest number in our history.

As well as providing services through its network of staff and volunteers working in every council area, High Court and Sheriff Court in Scotland, VSS also campaigns for practical and statutory improvements in the treatment and protection of victims and witnesses.





SPIRIT OF RUCHILL/POSSILPARK

Fourteen, an innovative new community driven programme funded by Spirit of 2012, a charity set up by the Big Lottery Fund, has allocated £250,000 to Ruchill/Possilpark.

The area is one of six Scottish communities to receive funding as part of a UK-wide programme of 14 communities to receive Spirit funding to create social change through increased participation.

Fourteen, known locally as the Spirit of Ruchill/Possilpark, will provide dedicated funding to help the area build a better connected, more inclusive place where people are more inspired and able to make a difference.

Local people will decide how they want to spend the money in order to increase participation in one or more of the following activities: social action and volunteering, grass roots sport and physical activity, cultural activity and arts, youth leadership and development.

As well as becoming a Fourteen community, Ruchill/Possilpark has also been chosen as a Thriving Places initiative in the City and local housing association ng homes is working in partnership with other housing associations and local partners as part of the initiative.

Thriving Places will ensure local people are at the heart of decision making; work alongside and support the community to fulfil their aspirations and encourage participation and democracy through community engagement activity.

Thriving Places is a 10 year commitment to empower and assist communities to become: More Vibrant; More Successful; Stronger and Safer. This will be achieved by working alongside others to develop the strengths of the area. Thriving Places is directly supporting the investment being made by the Spirit of 2012 Trust.

Spirit of Ruchill/Possilpark are looking for people who live in Ruchill/Possilpark to get involved especially in terms of forming a local decision making group who will work with Thriving Places, Foundation Scotland and others to distribute the funds in line with what the wider community wants.

If you are passionate about your community and want to make a difference please fill in an 'expression of interest' postcard situated in community centres, health centres and housing associations in the area. These are also available from Kim at Foundation Scotland – details below.

Or come along to one of the Thriving Places conversation events taking place throughout April and May, details of which can be obtained from Glasgow Community Planning Partnership North West Team by contacting **0141 276 9900** or **linda.devlin@glasgow.gov.uk**

For more information of Spirit of Ruchill/Possilpark please contact Kim Soliman, Foundation Scotland on **0141 341 4968/ 07912 759524** or **kim@foundationscotland.org.uk**

SPIRIT OF 2012

Spirit of 2012 was established by the Big Lottery Fund in 2013 to empower people to get out, be involved and feel better. It ensures the spirit that radiated from the London 2012 Olympics and Paralympic is felt across the UK. By connecting events to communities across the country, we ensure our investment is of local, regional and national benefit. Spirit tackles isolation and disadvantage by supporting those providing opportunities in sport, arts and volunteering.

We believe that enabling people to participate in a wide-range of activities will

- Improve health and wellbeing of individuals, communities and society as a whole
- Improve perceptions of disability and impairment
- Lead to greater social cohesion and understanding

FOUNDATION SCOTLAND

Foundation Scotland's community engagement team delivers a dynamic portfolio of activity across Scotland for a diverse client base, supporting communities to maximise opportunities from community based funding and development programmes. Our approach enables and empowers local people to develop their own ideas and collective strategies for local funds coming from a range of sources notably onshore wind farms, complementing or working alongside a range of third sector and public sector bodies at local, regional and national levels.

Changing Exams & Support For Parents

Springtime means one thing for older secondary pupils....exams, including for the first time, the New Highers and the second year of Nationals 1-5 which have replaced Standard Grades.

These new Qualifications have been designed to complement the Curriculum for Excellence, which has been taught in schools since 2010. Pupils in S5 this year have been studying Curriculum for Excellence (CfE) since they were in S1.

CfE takes a fresh approach to what, how and where young people learn. It aims to raise standards, improve knowledge and develop skills. The fresh approach to learning requires new assessment methods and qualifications.

The Scottish Qualifications Authority (SQA) has developed the new qualifications. They have equal status and credibility to those previously available and will support the new curriculum. SQA has been working with parents, teachers, colleges, universities, employers and the Scottish Government to make sure national standards are maintained.

As part of this programme National 3 replaces Standard Grade at Foundation Level, National 4

replaces Standard Grade at General level and National 5 replaces Standard Grade at credit level.

National 1 to National 4 don't have formal exams in May but are assessed on an ongoing basis by their teachers using SQA assessments.

The results and judgements from these assessments are checked by the SQA to ensure they meet the national standard.

National 5 level, final exams remain an important part of the system but most subjects have a focus on coursework and on-going assessment throughout the year.

The Supporting study section on Parentzone Scotland provides advice on how to support your child as they prepare for the exams: managing their time, getting organised, studying and keeping well. **www.educationscotland.gov.uk/parentzone/learningathome/**

helpingprepareforexams/prepare.asp

The National Parent Forum of Scotland has a great supply of resources for parents and learners. **www.npfs.org.uk**



GARDEN COMPETITION

Calling all gardeners... it's time to pick up your entry form for this year's ng homes garden competition.



We've regularly rewarded those with green fingers who keep their garden looking good for not only their enjoyment but also to enhance their local community.

Best Garden prizes will be awarded in four areas - Springburn, Balornock, Parkhouse and Possilpark. There is £50 in gift vouchers for the winner in each area plus four second prizes of £30 vouchers and four third place vouchers valued at £20 each.

Forms can be picked up at our offices at Ned Donaldson House in Springburn and Saracen House in Possilpark.

Completed forms need

to be returned by Friday 26th June. Only one application per communal garden will be accepted.

Our photographers will take pictures of competitors' gardens in July and August with the judging panel meeting in mid-August. Their decision is final!

The winners will be presented with their prizes in their homes by their housing officer and will also be featured in a future edition of North News.

The first step is to pick up a form, complete it and return it to our office in either Springburn or Possilpark. Good luck!



North Glasgow community back Food for Thought

THE Food for Thought programme has been making a real difference to people's lives and has delivered over 12,000 meals to those in most need in North Glasgow since the project started in January 2014.

Now, thanks to donations from individuals and community groups a further 2,000 meals can be added to that total.

DONATIONS

Donations have come from local people, ng homes and ng2 staff, Homestart, The Spark, Possilpark Parish Church, Springburn Health Centre, the James McLean Project, CGI Events, Scotcash and local schools Saracen Primary, St Theresa's Primary and Springburn Academy.

Possilpark Parish Church have just taken over top spot in our chart from Springburn Academy having donated enough food for 500 meals.

The list below details donations and how many meals they contribute to:

• Possilpark Parish Church	209.4Kg	500 meals
• Springburn Academy	190.9Kg	468 meals
• Springburn Health Centre Staff	152.3Kg	363 meals
• St Teresa's Primary	108Kg	287 Meals
• Local Individuals inc. Board members	105.4Kg	252 meals
• CGI Events	81Kg	193 meals
• The Spark Staff	42.2Kg	100 meals
• ng homes and ng2 staff	40Kg	90 meals
• Saracen Primary	23Kg	55 meals
• Homestart	18.1Kg	43 meals
• Scotcash Staff	10.6Kg	25 meals
• James McLean Project	7.7Kg	18 meals

ng2 Community Support Officer Claire Alexander said: "Since starting the project we have provided almost 900 food parcels and a total of 12,236 meals through parcels and community food events. The service has been accessed over 4,000 times by over 600 members of the North Glasgow community.

The Food for Thought team made their first appeal for support last Summer as a result of a high volume of people accessing its emergency food parcel service. Since then, local people,

organisations and faith groups have shown support by making valuable donations with one local food project donating 450kg of food which provided over 1,000 meals alone.

John Thorburn, ng homes Board Member said: "These donations go a long way towards helping to feed those experiencing hardship within the North Glasgow area.

They are not only welcomed but show a real sense of a community coming together during times of need, something that we are extremely thankful for."

Anyone who would like to make a donation to Food for Thought's emergency food service can do so by contacting a member of the Food for Thought team on 0141 560 6000.

VOLUNTEERING

An important element of the Food for Thought programme is the help it receives from local volunteers and Clare Bird, Community Resilience Officer said: "We have a range of volunteering opportunities within the Food for Thought programme such as bag packing, event support and kitchen help."

Regular volunteers are vital to the project's success and there's no formal qualifications required as the relevant training is provided for whatever roles volunteers take on.

It's a win-win for both parties as volunteering builds on a person's existing experience and boosts their confidence.

If you are interested in volunteering for Food for Thought please contact Clare Bird on **0141 560 6000** or e-mail cbird@ng2works.com

Local man Bob Moir who attends a Big Breakfast event every week in the Salvation Army Hall in Springburn said: "This is a wonderful project, what's more important for me is the company, the social interaction with people. They are so friendly and helpful and I would encourage anyone in the community to come along for a breakfast and a blether."

Big Breakfast

An opportunity to access a free healthy breakfast,

RONNIE RODDEN TRIBUTE

An appeal has been launched by members of Possibilities (formerly The Disability Community) to create a lasting memorial to one of its founder members Ronnie Rodden.

Ronnie, who passed away in 2014, worked tirelessly for people in her community and she became an incredibly active voluntary community worker involved at board level with the Community Planning Partnership, ng homes and ng2 but it's disabled people in North Glasgow that she devoted most of her time too.

Now an appeal has been launched by members of Possibilities to install a memorial bench in Ronnie's honour in their community garden.

Melanie Fyfe of Possibilities said: "Ronnie was such an important person in our history and she was typical of our members who come together to make a difference for the benefit of all disabled people. She was a champion of change and we all miss her terribly so we wanted to do something to remember her."

Anyone wishing to make a donation to the appeal should go to the justgiving page <http://uk.virginmoneygiving.com/giving/> then search for Disability Community.

Donations can also be made in person at the Centre at **74 Closeburn Street, Possilpark, Glasgow, G22 5ST.**



meet new people, take part in fun activities or get advice and support on various issues.

Every Monday 9:00am-11:30am, Possilpark Parish Church, 124 Saracen St, Possilpark,

Every Wednesday 9:00am-11:30am, Salvation Army Halls, 192 Fernbank St, Springburn, G22 6BD

Cook n Go

Held monthly at various locations, people can watch cooking demonstrations using basic ingredients, ask questions and try the dishes on offer. These free events are open to the community.

Cook n Share

Cooking workshops designed to help build basic skills and confidence in cooking healthy, quick and cheap meals for you and your family. These events are open to all in various locations in North Glasgow.

If you wish to attend any of these events or just want some more information please contact Claire Alexander, Community Support Officer on **0141 560 6000.**

THANKS FROM POSSIBILITIES

We would like to thank everyone for the positive feedback on our new name Possibilities.

After all anything is possible and this couldn't be a more apt saying following our success in winning a disabled access minibus which we are due to take delivery of in several weeks, this success was due to the public vote on the TV programme The Peoples Millions in November last year.

We would like to thank the community so much for their continued support in enabling us to supply safe accessible transport to the members of our centre. It allows us to provide a safe, happy environment for all our members to enjoy getting out and about and participating in our much needed classes within the centre. Giving piece of

mind, knowing that as well as being picked up, you are returned home safely.

We are proud to give everyone a draft preview of our new bus.

After winning the Peoples Millions we have been working very closely with Allied Vehicles and Mobility Solutions on designs for the new bus, allowing us to generate business in our local area and the local community. The help and support given to us throughout the last months has been invaluable



and we look forward to working with them on our big launch day to celebrate the arrival of our new bus.

Mobility Solutions Director Michael Facenna commented: "We're delighted to have been able to help Possibilities. Providing them with a vehicle that can fully accommodate their needs seemed like the perfect way to give back to our local community.

"The great work that Possibilities does for disabled people around Glasgow is really impressive and we're glad we could contribute."

Please visit us on twitter [@disabilitycomm](https://twitter.com/disabilitycomm)
Facebook: **The Disability Community**
Website: www.disabilitycommunity.org.uk

MEET YOUR HOUSING OPERATIONS TEAM

The way your Housing Service is managed has changed recently in terms of your Housing Officers and where you can visit them.

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



Irene Dalrymple
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 McLernan
Housing Officer
Barloch Street (139-162)
Closeburn Street
Denmark Street
Hawthorn Street (4-40)
Hawthorn Sheltered Complex
Mansion Street



Anne Sheeran & Alison McLean
Housing Officers
Allander Street(107-119)
Baltimore Road (77-83)
Barloch Street (29-53)
Bitsland Drive
Hayston Crescent
Hayston Street
Mireton Street
Redmess Street
Saracen Street (138-156 & 172-294)
Stonyhurst Street (106-116)

Springburn and Balornock



Paul Johnson
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
Drumboltie 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



Sharon Brooks & Catherine Mather
Housing Officers
Barmulloch Road
Burnbrae Street
Oatfield Street
Petershill Road (459-463)
Young Terrace



Andrea Campbell & Sharon Forrester
Housing Officers
Auchentoshan Terrace
Auchinloch Street
Broomfield Crescent
Broomfield Drive
Broomfield Road (721-745)
Laverockhall Street
Midton Street
Petershill Road (77-163)
Springburn Road



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



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

Multi Storey Flats



Janice Ellison
Neighbourhood Manager



Geri Anderson
Senior Housing Officer



Karen Kelly
Housing Officer
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)



Chris Farren
Housing Officer
Balgrayhill Road (178 & 198)
Balgrayhill Road (151-163)



Pamela Hutchison
Housing Officer
Lenzie Terrace (1-217)
Viewpoint Place (42)



Margaret McKinnon & Laura Sharkey
Housing Officers
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 handy person 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

Handy Person 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.



EAST AND WEST HOUSING ASSOCIATIONS HELP PEOPLE TRY FOR JOBS

A course that uses the game of rugby to teach participants crucial life lessons and core values is helping unemployed people find work in Scotland's two largest cities.

Over 20 unemployed men and women completed an eight-week employability programme which uses the values of rugby to develop participants' personal skills and improve their job prospects as well as their fitness.

Professional rugby coaches and players provide rugby and fitness coaching and other staff provide dedicated one to one personal and employability support.

The course teaches life skills such as self-discipline, motivation,

teamwork, leadership and employment specific skills such as interview techniques and CV writing. At the end participants will have the opportunity to sit down with prospective local employers at a careers event.

The course is being run by ng homes, in partnership with School of Hard Knocks, a social inclusion charity featured annually on Sky Sports. It delivers contact sports-based interventions to 'hard-to-reach' members of society to tackle issues associated with unemployment, crime and poor mental/physical health. The Edinburgh partners are Link Group Ltd and Port of Leith Housing Association.

In North Glasgow ng homes were

the first housing association in the UK to partner with School of Hard Knocks and CEO Robert Tamburrini said: "We have been working with School of Hard Knocks for three years now and we have seen at first hand a number of success stories with participants finding work or going onto further education. I'm really pleased that people in Edinburgh will now have the same opportunity."

The effect the course is having on participants can be summed up by David, a Muirhouse resident, who said: "The course is brilliant – it's a release from the usual for me. Instead of sitting around the house, I

am here meeting a different group of people, as well as learning new skills. It's something new, and I am enjoying the coaching, and the staff are really friendly and helpful."

The course is held each Monday and Tuesday from 9.45am to 3.00pm with two hours of rugby training and two hours of life skills and employability work.

Chairperson of ng homes John Fury said: "The saying a healthy body, a healthy mind certainly applies to this course and I'm sure the participants will all feel the benefits of having taken part and go on to make positive changes to their lives."

Encouraging learning and integration

Using the power of sport and cultural activities to promote learning and integration for children, youths, asylum seekers and refugees particularly in North Glasgow, African Challenge Scotland's (ACS) approach is focussed locally on the young people.

The broader aim of the organisation includes increasing and improving health, active lifestyles and cultural integration of the local community and BME communities. The project also promotes learning activities for young BME people, asylum seekers and refugees to have access to use local sport facilities and gain exposure to sport choices such as badminton, basketball, swimming or table tennis.

Founded in 2013 in preparation for the Glasgow 2014 Commonwealth Games, African Challenge Scotland takes a completely different approach to community cohesion and integration.

Every Saturday from 11.30am to 2pm ACS offers free learning sessions for young people in basic science, language,

arts, creativity and IT, team-work and participation skills, and assists with homework. From 2pm to 4:30pm the young people engage in sport and swimming activities. The programme is funded by youngstart and has received additional support from ng homes.

ng homes supported 4 adults from the group in partnership with the Big Lottery and they now carry out sports coaching each week.

Ronier Deumeni, President, African Challenge Scotland, said: "Sport is a huge attraction generally and we believe that using sport and cultural activities can enhance learning, engagement and promote community integration and cohesion especially for the migrant communities in Scotland, a large proportion of whom live in North Glasgow."

Ahead of the Glasgow Commonwealth Games last year, ACS held the, The African Commonwealth Games Sport Event, which attracted hundreds of participants from and in around



Glasgow and Edinburgh, and 14 mens football teams, women's football teams. Two womens handball teams also took part on the competition day.

Last year, the participating teams included; Cali Thistle, TSK, Glasgow Afghan United, Eritrean Team, Malawi Team, Shawbridges Lions, Manchester, Poala Leeds, African Challenge Scotland womens and mens teams, Zim FC and Afro Scot.

Ronier added: "We have had interest from more teams mainly from groups from the BMEs communities in Scotland and we estimate the turnout for this year's competition to be more than a thousand, especially on the Sports Day competition which is scheduled for Saturday 25 July 2015."

Team registrations are ongoing and for contact information visit: www.africanchallengescotland.co.uk

This year's event combines a whole week of activities which will end with a Prize Awards Ceremony and Gala Night in the Crowne Plaza Hotel,

Glasgow.

Under the theme, "The Empowerment of the Black and Ethnic Minorities Week 2015", this year's programme for the week-long activities includes:

- **Wednesday 22nd July 2015: Debate: Empowerment of the Black and Ethnic Minorities through Education, at Saracen House, 3pm to 7pm.**
- **Thursday 23rd July 2015: Heritage Workshop: African food classes', African dresses display. Exhibitions at Saracen House, 2pm to 6pm.**
- **Friday 24th July 2015: Children Sports/Fun Day/Swimming at Springburn Sports Centre, 11am to 4pm.**
- **Saturday 25th July 2015: Competition Day, 9am to 6pm**
- **Activities: Football (Men), Football (Women), Women Handball, Exhibitions at Glasgow Club Petershill Sport, 9am to 6pm.**
- **Saturday 25th July 2015: Prize Awards Ceremony and Gala Night in the Crowne Plaza Hotel, 7pm to 1am.**

For more information please send an email to africanchallengescotland@yahoo.co.uk or contact Ronier Deumeni on 07958 062 528



Celebrating North Glasgow's Green Legacy Programme



Three years ago ng homes were awarded funding through the Scottish Government's Keep Scotland Beautiful, Climate Challenge Fund, to work with the community to look at raising awareness of Climate Challenge issues.

The project had a focus on Energy Saving, Recycling and Growing spaces.

Our overall aim was to reduce carbon emissions in North Glasgow by 223 tonnes of CO2e and we actually exceeded that by saving 308 tonnes CO2e.

How did we do it? We worked alongside the community and focus groups to look at ways that we could make changes in this area. We supported local people to become 'Green Champions' and had 'Schools Green Champions'. There were many community events, pop-up cafes, Generation Knit, clean-up campaigns.

Grow Your Own workshops and allotment spaces have been popular with all age groups and this is something that people want to continue. Entire families and the community helped out at environmental clean-ups and enjoyed and supported recycling

workshops, swap shops and table top sales.

Housing and Concierge staff also supported the project and a big success has been the chute recycling at Balgrayhill and Viewpoint multi storey flats.

Over 200 residents have received great support through our Home Energy Check service where they have been given advice on how to make changes – save money and save the environment too with carbon savings. The total CO2 savings from this alone was 72.55 tonnes.

A celebration event was held recently at Saracen House to review the programme and congratulate community members who have taken part in the variety of activities and will continue to make positive changes.

Attending the event was ng homes Board member Richard Porter who said: "I was delighted present our Green Champions with their certificates and the message coming across from the community is even the smallest of changes we make as individuals can make a difference – so North Glasgow will continue to be GREEN CHAMPIONS."

RISE Together Programme

ng homes has received further funding from the Scottish Government to continue their successful 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 towards sectarianism.

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

John Fury, Chairperson of ng homes said: "We are delighted to have received additional funding from the Scottish Government – the funding will enable us to consolidate and expand our programme of activities and workshops including introducing new creative ways to engage our target audiences."

The RISE Together Programme was introduced in August 2014, and

is delivered in association with ng homes, Xchange Scotland and the Rangers Study Support Centre.

The project explores the topic of sectarianism and other community issues – such as racism, immigration and equality – through discussion, play and creative activities.

The programme is funded by the Scottish Government and supports and complements the excellent work Sense Over Sectarianism is delivering in schools.

The project brings together P6 classes from the north and south of Glasgow to the Rangers Study Support Centre for three weeks. The sessions provide participants with a better understanding of the issues, and aims to positively change the attitudes and behaviour of those involved.

Eight schools took part in the project with over 200 children participating.

The learning gained from these sessions is captured by poster-making and writing by the young people with the aim of instigating positive change in their communities and in



communities around Glasgow.

Robert Docherty, Football Development Partnership Manager at ng2 said: "This is an excellent example of partnership working. The programme is proving to be a huge success amongst the schools and school children. Important messages are conveyed in a creative and fun way and this approach supports the learning outcomes of the programme."

Dominic Sharkey (Rangers Education) said: "It is important that friendships are formed across denominations throughout the city. 'Rise Together' has been an extremely positive project allowing the young people from the north and south of the city to work together to discuss how they can make a difference with

regards to sectarianism and racism in their city. The project gives pupils the opportunity to voice their own thoughts and opinions in an unbiased climate and it provides a platform where pupils feel safe and confident enough to share their experiences.

Julia Rodriguez Nieto (Xchange Scotland) said: "Bringing together the young people from the North and South of the city is a great way of widening their safe space and empowering them to think about and challenge negativity and unfairness. It provides them with a baseline for the deeper work they'll undertake at school in following years and it allows us to explore difficult issues in a creative and fun approach".

FULL STEAM AHEAD FOR RONNIE



Ronnie McDonald had great fun playing with a model train set when his two sons Graham and Allan were growing up.

The track was pinned to a big board and the trains kept in their boxes for easy storage and after playing the board was tipped to one side and fitted perfectly into the hall cupboard.

When the family moved and with the boys a bit older they didn't think they'd had space for the train set and so Ronnie happily accepted an offer of £10 from a neighbour.

Ronnie says: "It was the bargain of the century."

Whether it was the influence of his home being in Springburn with its long train history, Ronnie never lost the bug and over the past 18 months has built himself a huge train set layout.

Ronnie says: "With the

passing of my wife Elizabeth, I found myself with not a lot to do and basically turned to the model trains again through boredom."

He's now devoted a complete room to the train set and has also hand built a garage for his extensive range of delivery lorries and other vehicles.

When Ronnie, 77, was working it was mainly as a driver – of motor vehicles, not trains.

He was a delivery driver for Cadbury before moving on to work as a sales rep for another sweet manufacturer.

His sons and daughter Lynn each have two grandchildren so there is no shortage of fun at grandad's house.

Ronnie is pictured with Housing Officer Catherine Mather. She said: "It's absolutely amazing what Ronnie has done."

New Community Council

A Community Council has been established for Central Springburn.

The process started with a public meeting on 23rd January in Springburn Parish Church which was to gauge interest in the formation of a Community Council for Central Springburn.

The meeting was well attended with over 50 local residents and interested parties being present and was chaired by Lawrence O'Neill, the Community Engagement Officer (North East) of Glasgow City Council.

On behalf of the Council, Lawrence welcomed all present to the meeting and explained the purpose of a community council and its objectives.

The objectives were to:

- gather and express the views of the Community which it represents
- express fairly the views, diversity of opinions and outlooks of the community to Glasgow City Council and other public/private organisations
- act as a voice for the local area on any matters affecting the community's lives, welfare and environment
- liaise with other community groups within the local area
- take any such action in the interests of the community as appears to be practicable
- promote the wellbeing of the community and to foster community spirit

In order to be elected to the community council all candidates require to be resident in the area, over 16 years of age, be on the electoral roll or supplementary list. They had to be proposed by and seconded by residents who meet the same criteria.

Nomination forms were circulated after this meeting and an Election Meeting was set for 16th March 2015 in Springburn Parish Church.

By this meeting eight nominations had been received and were duly elected. They are:

Livi Brooks (Chairperson), David Ross (Vice-Chairperson), Gordon Wilson (Secretary), Sylvia Douglas, Donna Henderson, Ross Mould, Susan McKechnie and Heather Patrick.

A meeting was held on 20th April 2015 at Springburn Parish Church which was attended by Patricia Ferguson MSP, Councillor Phil Green, six Members of the Community Council and two observers.

Items discussed during the meeting were:

- Provision of a childrens playpark in the Petershill Road area to replace the playpark lost during the construction of New Petershill Park
- The current status of derelict buildings on Balgrayhill (talisman pub) and Mansel Street (shop)



- Amount of litter in the Springburn Way area
- Possibility of holding a hustings event prior to the election in the Springburn area
- Children hanging around paths in the Hamiltonhill area.
- Progress being made at the Wintergardens in Springburn park

The dates for the Springburn Central Community Council meetings for 2015 were confirmed as 15th June, 17th August, 21st September, 19th October and AGM 16th November. All meetings will be held at Springburn Parish Church.

There are still four places available on the Springburn Central Community Council and if you are interested in becoming a Member or have any matters you want to raise, e-mail the Secretary, Gordon Wilson, at gfiw@hotmail.com

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