



NORTH news



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

ISSUE 41

WE'RE ALL PART OF IT!



The build up to the Glasgow Commonwealth Games has been featured many times in our past editions.

Numerous events have been staged under the Legacy 2014 banner making young and old alike feel very much part of the celebrations.

That came to a fitting climax just a few days before the Games were officially opened by the Queen when the baton containing her message passed through Possilpark and ended Day 37 of its UK tour in Springburn Park.

Three young men from North Glasgow who regularly volunteer to help out at ng sports legacy events were nominated along with thousands of people to be baton bearers.

Brothers Fraser and Richard Porter carried the baton on its journey through Springburn and Balornock.

Terry Campbell was the second last baton bearer of the day and he handed it to seven-times Paralympian Michael McCreadie, who took it to the finishing line in the park.

Michael won two bronze medals in lawn bowls in the 1976 Summer Paralympics and a silver medal in curling at the Winter Paralympics in 2006. He was greeted by hundreds of enthusiastic local people who came out to welcome the Queen's Baton.

Others lined the route as the baton made its way through Possilpark and other local areas.

At the end, Fraser said: "It's been a great day and it was a privilege to be part of such a unique occasion in Springburn."

Before reaching Springburn Park, the Baton had visited Glasgow's West End taking in venues including Kelvingrove Art Gallery and Museum, the Botanic Gardens and the Finnieston Crane.

The visit was part of a tour of Glasgow communities to climax the baton's worldwide journey which finally ended when it was handed over by Sir Chris Hoy at Celtic Park.

Before declaring the Games open, the Queen read her message. It had passed through the

hands of many thousands of baton-bearers during 288 days, visiting all the nations and territories of the Commonwealth and crossing every continent in a journey of over 100,000 miles.

The Queen said: "The baton relay represents a calling together of people from every part of the Commonwealth and serves as a reminder of our shared ideals and ambitions as a diverse, resourceful and cohesive family."

"And now that baton has arrived here in Glasgow, a city renowned for its dynamic cultural and sporting achievements and for the warmth of its people, for this opening ceremony of the

Terry Campbell and Michael McCreadie.



Both pictures by Chris Radburn © Glasgow 2014



John Fury, ng homes Chairperson, said: "The Games have had a big impact on many of our events and we've given them our full support."

Friendly Games."

She added: "I offer my sincere thanks to the many organisations and volunteers who have worked diligently to bring these Games to fruition, and indeed to the spectators here in the stadium and to the millions watching on television. Together, you all play a part in strengthening our friendships in this modern and vibrant association of nations."

The Games has a big impact on several stories in this edition. And we'll all be cheering Finance Manager Karin Connell who is part of Scotland's netball team and featured on page 3.



Brothers Richard and Fraser Porter.



African Challenge Scotland Page 5



Saracen House Open For Business Pages 6 & 7

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?

During the first three months of 2014, ng homes received 43 complaints. Of those, 38 were at Stage 1 (frontline) and five at Stage 2 (serious/complex or unresolved at Stage 1).

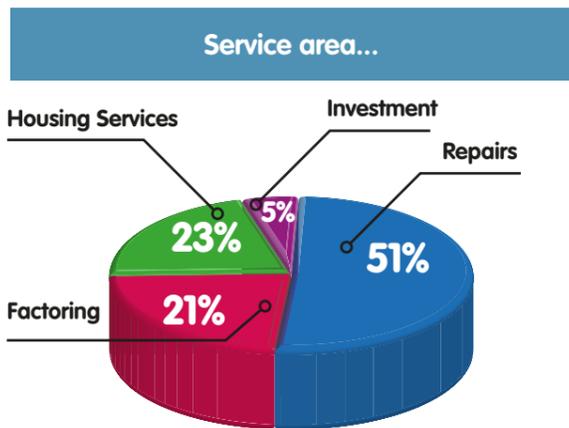
Our Management Board receives information about complaints performance, and monitors the actions that ng homes is taking to improve our policies and services to tenants, factored owners and other customers in response to complaints received.

COMPLIMENTS

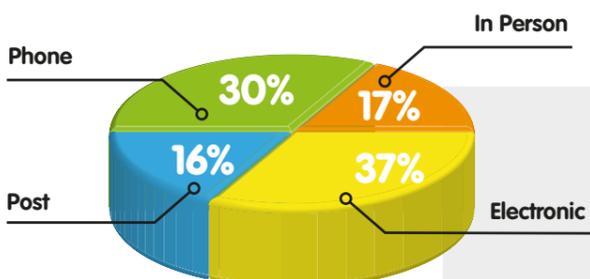
We have now introduced a system to record compliments (letters, cards, kind words received).

During the first three months of the year, we received 19 compliments including thanks to housing, warden, concierge and reception staff for good service and assistance offered.

Complaints performance JANUARY TO MARCH 2014



Method of reporting complaints...



Benefit is a necessity not a life choice

BY NIALL ALEXANDER,
Financial Inclusion and Affordable Credit Consultant

Television programmes such as *Benefits Street*, *Skint*, *On Benefits* and *Proud* portray being on benefits as a life choice with people living it large at the expense of hard working families.

The most recent British Social Attitudes (BSA) survey indicates that our fellow citizens think that the welfare budget is too high and should be cut back, that people receive too much in benefits and are generally "at it".

Benefit fraud accounts for under 1% (0.7%) of all social security claims yet it appears to be open season on denigrating people who are living on benefits.

Life for those living on a low income is not fun; it can be debilitating, soul destroying and

pretty miserable.

Nights out, a gym membership, theatre or cinema visits are rarely, if ever, on the agenda. Major annual events like Christmas and kids birthdays can be dreaded rather than celebrated. And many end up living their lives in just a few streets within their community.

Planning weekly expenditure against a background of rising food and fuel costs is a real challenge. And there are implications for wider society as the rise in foodbanks, crime, rent arrears, homelessness and medical prescriptions for anxiety, stress and depression confirm.

One in five Glasgow households is living on a net income under £10,000 a year. A significant minority of people are

being left behind making hard choices often around whether to eat or heat.

The financial loss per working age adult in Glasgow as a result of welfare reform is estimated at £647 per person, only a sliver of that loss relates to the under occupation charge, yet it probably remains the best known of the governments popular-with-the-public welfare reforms.

Set aside increases in food prices of 12% in real terms since 2007 and the average household consumption on electricity and gas by 30%, the hardship facing people on low incomes either waged or unwaged becomes greater and more acute.

* Details of a survey conducted by Niall will be in our next issue.

Thinking about a summer holiday or how you are going to keep the kids occupied this summer?

If you are thinking of taking out a loan to pay for your holiday then why not make this one more affordable by coming to Scotcash?

Scotcash is a community finance organisation that provides affordable loans which are based on your current circumstances not your past credit history.

Unemployment is not a barrier as benefits are taken into account as income.

You can apply online or make an appointment with Tricia at our ng homes office

by calling 0141 276 0525.

Scotcash also provides:

- Bank accounts
- Money Advice
- Savings
- Energy Advice

Visit our website for more information or apply online at www.scotcash.net



Building Futures

ng homes in partnership with Unltd Uk are supporting four young social entrepreneurs in developing their business ideas.

Holly Aston, Divine Tasinda, Jonathan Lawrance and Dylan Kelly recently attended an event at the Ron Davey Enterprise Centre where they all demonstrated that their projects were both innovative and worth supporting.

It was facilitated by Thomas McAllister, Awards Manager at Scotland Unltd, and Robert Docherty, Football Development Partnership Manager at ng2, who are pictured with the young entrepreneurs.

Robert Docherty said: "The diversity of the Building Futures projects is very good. We have

Bubble Football, Tumbling Monkeys (Gymnastics), THREE 60 (Dance) and a sports club at St. Roch's Secondary School. All projects are almost up and running with some making excellent progress and we will continue to provide ongoing support to the young people helping them further develop their business and entrepreneurial skills."

Four years ago, North News carried a picture story featuring staff member Karin Connell and revealed her ambition to compete in the Commonwealth Games in Glasgow.

We're delighted to report that Karin has reached that goal.

After years of dedication to her sport of netball, our Finance Manager made the final squad of just 12 players to represent Scotland at the games.

Many readers may have seen the trials and tribulations of the Scottish netball squad over the past six years in a BBC fly-on-the-wall documentary

She has previously represented Scotland several times at the World Championships, Nations Cup, Netball Europe Tournaments and numerous Test Series that have seen her travel to Samoa, Sri Lanka, Singapore, Barbados, Jamaica and New Zealand.

Karin said: "It is my first time at a multi-sports games and I am very proud and excited. We've talked about the Glasgow Games for so long



KARIN ACHIEVES GAMES AMBITION

recently aired, titled Game, Net and Match.

It told how our girls had dropped down the World rankings from 6th in the 1980's to 16th and it looked unlikely they would qualify for the Commonwealth Games.

A six-year programme was launched with support from SportScotland and the film crew tracked the Scottish squad, the Thistles, as they trained hard and travelled far and wide to play tournaments to try to improve their rankings.

All the while they also struggled for financial support. The contrast in the sport was clearly evident when they went to New Zealand whose national squad are elite professionals with netball second only to rugby in terms of supporters and television broadcast time.

Meantime, the young women who represent Scotland have full time jobs so are up early most days to train at 6am and then again after work.

Their hard efforts paid off for Scotland is now ranked 11th in the world and, of course, qualified for the Commonwealth Games.

The documentary showed the large squad reduced to 18 players before the final 12 were selected with joy for some and tears for others.

Karin was delighted to be selected. She already has 95 caps for her country. Her preferred position is Wing Attack and domestically Karin plays for Scotstoun Netball Club.

She started playing at primary school and first represented her country at under-17 and then under-19 levels before becoming part of the Scotland Open Squad in 2002.

and now it's finally here there is such a buzz.

"I am exceptionally proud to be part of Team Scotland and playing the sport I love in my home city at the Commonwealth Games is a dream come true and the pinnacle of my netball career."

The twelve qualifying teams have been split into two leagues of six with each playing a round-robin competition. The top two in each league qualify for the semi-finals and go into a knock-out phase to decide the medal places. The teams left play off against their neighbouring team from the other league.

Karin says: "We are currently 11th in the world and our target at these Games is to make the top eight."

Scotland face St. Lucia, World and defending Commonwealth Champions New Zealand, Jamaica, Malawi and Northern Ireland in their league matches and then, realistically, a game against the team finishing fourth in the other league.

But home advantage may just inspire the Scottish Thistles to an even higher achievement.

From everyone at ng homes, we say: "Well done Karin and good luck!"



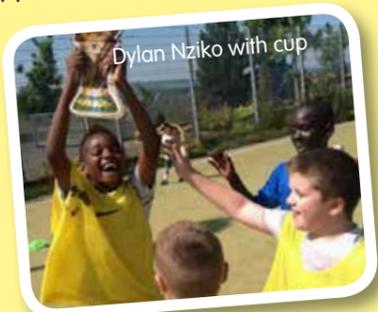
Summer Hit!

For the second year running ng homes teamed up with Celtic FC Foundation to deliver a Summer Activity programme for up to 75 children over the Summer holidays.

The programme included children from three local primary schools; Saracen, St Teresa's and St Stephen's.

Over five weeks youngsters took part in football and dance activities, creative arts, games, food workshops and also enjoyed Puppet shows and drama.

They also continued building on the 'environmental theme' where they had a lot of fun trying out the Energy



Bike and Smoothie Bike.

They also made flags and banners in preparation for the Queens Baton visiting the area.

The programme has been supported by ng homes community regeneration team, dedicated volunteers, staff from Young Peoples Futures and Celtic Football coaches.

The youngsters had opportunities to try out new sports and try different foods and make new friends, all of which was welcomed by their parents.

John Fury, ng homes Chairperson, said: "We are delighted to be running this important programme for children over the holidays. I would also like to say thanks to the funders, all the staff and volunteers involved".

Sudoku

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



COMMUNITY WORK MOTIVATES BILLY

Activate graduate and ng homes resident, Billy Aird, is now looking forward to studying further with Glasgow Kelvin College.

Billy, 31, is a lone parent living in the Carron area with five-year-old daughter, Abigail.

Billy had previously worked in the building trade

on a book of short stories of our experiences."

Billy says he's more confident, it made him more open minded about what is happening in his community and he has made new friends across a number of projects including ng homes Food for Thought.

"I have discovered that community work really motivates me," says Billy.

"My family are proud of me and my daughter, Abigail, also asks me questions about what kind of work I am doing and if I'm going to University.

"To anyone thinking of taking an Activate course I would say, go ahead and do it. It is one of the best experiences and you get to work with people from a lot of different backgrounds and it is really interesting."

Robert Tamburrini, CEO of ng homes, said: "This is another example of the talent that's in our community. We're delighted be able to provide the opportunity for people like Billy to reach their potential not only for his benefit but also the community."

Billy has now enrolled with Glasgow Kelvin College for an HNC Working with Communities starting in September.

He added: "I will keep volunteering within the community with various projects and am working closely with the 'Row for Shore' project.

"Eventually, I would like to get a career in Community Development and so plan to go to Glasgow University when I complete my HNC."

For more information on Row for Shore e-mail: rowforshoreglasgownorth@gmail.com or contact Marie @ CHIP on **0141 336 8612**

before getting laid off and decided to help out in his local community.

He first started volunteering with the Children's Inclusion Partnership based in Possilpark and also helped out at his daughter's nursery, Stepping Stones, within their gardening programme.

This gave him a different focus and he quickly realised that he enjoyed being involved in community activities.

Billy heard about Activate from friends, attended an info event and then enrolled.

He says: "I am glad I did it. It's one of the best things I have done. It gave me a lot to think about. It opened me up to different views and I worked with people from different areas and backgrounds. It made me want to do more in my community.

"I started volunteering and helping to form a group called 'Row for shore', a boat building project for the local community. I recently started volunteering with Inner Circle (a men's group) and we have made contact with another men's group in Maryhill, UNIS (Uniting Nations in Scotland) and we have worked together with a group of Syrian men

Activate grows in strength

Over the past two years ng homes has been working in partnership with Glasgow University to deliver the Activate programme with 64 people successfully completing the course.

Students who have participated include residents, staff, volunteers and board members from voluntary and public organisations.

The programme is open to anyone aged 16 and over (with no upper age limit) who is volunteering or wishes to take a more active part in their community.

Some of the organisations who have taken part in the programme to date include Bridges, Faith in Throughcare, Young Peoples Futures, Depot Arts, Childrens Inclusion Partnership, ng homes, Police Scotland, Scottish Ambulance, North Glasgow Food Initiative, Addaction and Row for Shore.

Activate has provided progression routes for people to move on to further and higher education with three students currently studying at Glasgow University and another 10 who studied with Glasgow Kelvin College.

ng homes are planning another Activate course in August and will be holding some Information workshops prior to this. If you are interested in enrolling or want some more information then contact Regeneration Manager, Margaret Layden on mycommunity@nghomes.net or contact **0141 560 6000**



Members of Inner Circle and UNIS display their awards with ng2's Link-Up Co-ordinator Gillian Halliday.

INNER CIRCLE FOR MEN

A fairly new men's group that meets in Possilpark used Refugee Week as a backdrop for hosting their first every community event.

Inner Circle was established in February, supported by ng homes and Link Up. Quickly they became involved with the international men's group, Uniting Nations in Scotland (UNIS).

At the first meeting of Inner Circle, members of UNIS showed amazing hospitality and the community event was part of a way of saying 'thank you'.

Gillian, seated front right above, said: "The group is diverse with ages from 30 to 70 and the men attending set the agenda.

"The aim of the community event was to welcome refugees to Possilpark, promote integration, challenge the negativity which often surrounds refugees and continue building on the friendships that had been established."

Around 70 people attended at Possilpark Parish Church where there was music and Scottish dancing

and a variety of international food dishes to try.

Inner Circle members tried to learn some Syrian dancing with help from members of UNIS. There was also support from Young Peoples' Futures (YPF) with the creation of a 'Welcome' banner. YPF youth workers provided creative activities for children.

The event followed on from a book launch by UNIS with short stories about refugee experiences, written by Inner Circle members, showing how their previous views had been challenged and changed.

During the event, Inner Circle received an award in recognition of their encouragement and support to the UNIS group.

Inner Circle is for men of all ages who want to take part in group discussions, play games and enjoy some guest speakers and workshops. They meet every Thursday from 11.30am – 2.30pm in Possilpoint Community Centre. For more information contact Gillian Halliday on **07557369599** or pop into Possilpoint Community Centre for a chat.

African Challenge Scotland

As part of the build-up to Glasgow 2014, ng homes supported a multicultural community sports event organised by African Challenge Scotland, a voluntary organisation run by Africans living in north Glasgow.

Around 500 Africans from diaspora communities across Scotland and the UK took part with almost 200 footballers and handballers competing.

The football teams included Cali Thistle, TSK, Cali Coach, Glasgow Afghan United, Eritrean Teams 1 and 2, Gamsca, Malawi Team, Shawbridges Lions, Zim FC, Youth Manchester Cameroonian Association, Afro Scot and African Challenge Scotland Team.

Youth were represented by teams from Cali Thistle and the African Challenge Scotland youth team. Women's Handball teams were Poala Leeds and African Challenge Scotland.

Cali Thistle were the winners of the youth competition, the women's handball was won by African Challenge Scotland and the men's football tournament was won by Manchester Cameroonian Association

Also taking part were Glasgow Councillors and Members of the Scottish Parliament who played a friendly football match against Ethnic Minorities Veterans that ended in a 1-1 draw.

ng homes provided taster sessions in tennis and also brought along their energy bike challenge which proved popular with youngsters who had to pedal fast to generate enough energy to power a light.

Chairperson of ng homes, John Fury, said: "We

were delighted to partner with African Challenge Scotland on this first class event and promote ng homes sporting activities to Glasgow's African community. We wish African Challenge Scotland well and look forward to seeing more events like this in the North of the city."

The event was supported by Awards for All, Big Lottery, ng homes, Glasgow Life, CRER, Palm Africa, Next Step Initiative, Glasgow City Building, Lebara, The Calabash Restaurant, SCVO, Stories 4 Change, Roshni, GHA and Govan Integration Network.

Bob Doris, convener of the Scottish Parliament's Cross Party Group on Racial Equality, said: "The event was a huge success and I was privileged to be involved in helping support a day of sporting activities.

"This was also about bringing people from different communities together and having fun. The evening gala dinner gave us a real flavour of African culture, Glasgow style with excellent food and entertainment. It was great to have teams from across Scotland and with two African teams also competing from England it was a hugely successful event."

Ronier Cladel Deumeni, African Challenge Scotland President, said: "African Challenge Scotland would like to say a big thank you to all who participated over the weekend in the various events.

"This is the first event organised by African Challenge Scotland and we believe that it could be an annual event. It brought the community together



and helps build capacity amongst the participants, promote sport within the Ethnic Minorities community and celebrate the Commonwealth Games Glasgow 2014."

OTHER EVENTS:

Coming up is the African Homecoming Scotland event on Saturday 16th August at the African Caribbean Network from 5pm to 9pm. This event aims to promote African Culture and food.

A Debate on Scottish Independence for Ethnic Minorities in Scotland is also pencilled in for Saturday 6th September 2014 although a venue has not been confirmed for this yet.

For more info please check their website: www.africanchallengescotland.co.uk

SUMMER ROADSHOW

The Summer Roadshow programme, run through ng2's Community Football Partnership across six locations, attracted over 150 young people taking part in football, dance and sports linked to the Commonwealth Games.

It is supported by Glasgow City Council Area Partnerships, Active Schools, North United Communities, Royston Youth Action, Reaching Out, Young Peoples Futures and Community Safety Glasgow.

Robert Docherty, Football Development Partnership Manager at ng2, said:

"The programme has proved to be a huge success with many young people taking part from across the north of Glasgow. Partick Thistle Youth Academy coaches and dance group THREE 60 have kept the young people entertained by delivering fun and interactive sessions. A big thank-you to all our partners, young people and parents for their support."

For further info on the Community Football Partnership please contact **0141 630 4252**

Former world boxing champion Paul Weir has been helping out with a summer boxing programme run by ng2 through ngsportslegacy.

It involved eight weeks of boxing and fitness as well as life and employability education modules, designed to develop social and employability skills.

It was another project run in conjunction with the School of Hard Knocks (SoHK) charity.

Paul is pictured with Baillie Allan Stewart and some of the participants.

The charity has also been involved in a judo and life-skills programme for S3 pupils at Springburn Academy.

For more info on SoHK, visit website (www.schoolofhardknocks.org.uk) or email scotland@schoolofhardknocks.org.uk



FREE SWIMMING LESSONS CONTINUE

More than 150 under-5s attending nurseries and living in North Glasgow have taken part in free swimming lessons at Springburn Leisure Centre, delivered in partnership with Scottish Swimming, Glasgow Club and NHS (Northeast).

A similar 10-week block is planned for children under 4, attending classes with their parents/carers who live in the Springburn and Possilpark postcode areas. Available on a first-come, first-served basis contact mycommunity@nghomes.net

ngsportslegacy update...

MULTI-ACTIVITY FRIDAYS

Local youngsters tried new activities at the Friday Night Multi-Activity Club at Springburn Sports Centre, with more than 20 under-12's regularly attending.

Helped by Glasgow Life youth support as well as Unicef UK, the nights comprise of games and activities, as well as input from Unicef on the 'Child Rights Journey', culminating in drinks and snacks for participants!

Sports Legacy Co-ordinator Greg Cann said: "Feedback from parents and youngsters has been positive and the sessions will run throughout the Summer on Friday evenings from 4pm- 6pm."

The activity is FREE and aimed at 6-12 year olds (Please note that under 8's MUST be accompanied by an adult who has to remain with them for the session).

OTHER SUMMER ACTIVITY

Summer Camp, Football Activity, Rugby, Kayaking, Multi-activity, basketball ... the list is endless.

We are committed to supporting and developing activities for the local community – some highlighted here, others being planned and even more yet to be confirmed!

We are always looking for suggestions for new activities as well as volunteers to help out.

For more information please contact ngsportslegacy on **0141 630 4254**, email: mycommunity@nghomes.net or follow us on **Facebook/ ngsportslegacy** or on **Twitter @ ngsportslegacy**



Saracen House was officially opened by Glasgow City Council Leader Gordon Matheson in front of over 100 guests.

The beautiful red sandstone building was developed by Jobs and Business Glasgow as part of a £13 million regeneration masterplan to transform a 4.5 acre site in Possilpark that has been vacant and derelict for 20 years.

A range of partners provided significant financial support for the £3.2million building including Glasgow City Council, NHS Greater Glasgow & Clyde, European structural funds and ng homes.



SARACEN HOUSE

It has created 10,000 square feet of high specification class 4 office accommodation and the development has also seen significant upgrading in Saracen Street, including almost half a million pounds spent on footpath improvements.

There have also been significant environmental improvements within and around the two storey building.

Councillor Matheson said: "Over the last year Saracen House has become a focal point for the community in Possilpark, transforming a once derelict site into a vibrant hub of activity. "Its opening reflects a true partnership between Glasgow City Council, ng homes and Jobs and Business Glasgow, providing a new office for ng homes as well as accommodation for a number of other businesses in the area."



"Saracen House is right at the heart of the community and will be at the centre of our drive to help create jobs and drive economic growth in the area. The partnership will specifically allow Jobs and Business Glasgow to help unemployed tenants become more competitive in the jobs market and secure sustainable employment.

"Over the years local people have been at the heart of Possilpark's continued regeneration and I am sure that local people will make Saracen House a success for years to come."



"...and I am sure local people will make Saracen House a success for years to come"



OPEN FOR BUSINESS

As part of the Masterplan, there are a further three initiatives contributing to the local regeneration of Saracen Street:

- **A new build health centre**
- **NHS (wild flower meadow, urban gym, and growing space)**
- **Jobs and Business Glasgow relocation to 252 Saracen Street**

Jobs and Business Glasgow provides the people of Glasgow with support to improve their skills, enhance their chances of getting a job and to realise their business potential. The strategic goals of the organisation are to meet Glasgow's skills shortage

and need for greater business start-up support.

Councillor Jonathan Findlay, Chair of Jobs and Business Glasgow, said: "The initial plan was for Jobs and Business Glasgow to build 10,000 square feet of business space, whilst ng homes intended to build a further 7000 square feet of business space. The ability of Jobs and Business Glasgow and ng homes to work more effectively together has ensured this project was completed to a higher specification with ng homes becoming the anchor tenant."

ng homes housing operations and regeneration staff will be working from the new building.

CEO of ng homes Robert Tamburrini said: "We

are delighted with our new offices here in Saracen House and to be a part of this new initiative with Jobs and Business Glasgow."

ng homes Chairperson John Fury added: "This part of Saracen Street was always a key piece in the regeneration jigsaw of Possilpark and it's great to see the physical and economic impact Saracen House is already having in the area."

A key part of the opening celebration was the performance by Osmania – a hip-hop dance troupe from nearby Saracen Primary school who entertained the invited guests and key partners at the opening ceremony.

ng homes sheltered housing wins "housing provider of the year" award



The work of our Sheltered Housing staff has been recognised at the Scottish Care Awards.

ng homes was named Housing Provider of the Year and received the award from TV talent show winner turned actress and presenter, Michelle McManus.

The awards are part of the National Care at Home and Housing Support Conference and are decided by an independent expert judging panel.

The Housing Support service within ng

homes has four sheltered complexes and one very sheltered complex and provides care support for 170 tenants.

To win the award ng homes demonstrated how it manages staff training and development, flexible working arrangements, equality and diversity and how the service is making a difference to the people it supports.

Sheltered Housing Manager for ng homes Karen Johnson said: "We aim to deliver customer service excellence in all that we do.

Tenants are at the heart of our organisation and we encourage them to be involved in all aspects of the service. To win this award is a great achievement."

The main aim of the service is to deliver high quality housing support that enables tenants, with differing needs, to live independently in sheltered or very sheltered housing and other settings.

Residents Jessie Wallace and Ellen O'Hara were guests at the awards event.

Jessie said: "It was marvellous to see our support team called to the stage. They do a great job and deserved to win."

Chairperson of ng homes John Fury said: "We are committed to providing first class services that are efficient, effective and responsive to our customers' needs. This award is great testimony to our staff team working in our Sheltered Housing complexes – well done everyone!"

Pictured with Michelle are Elizabeth Frew, Lochie McLean, Board member Agnes Wilson, Chairperson John Fury, Chris Quail, Karen Johnson and Jim Fordyce, from award sponsors Hazelhead Homecare.

Broomfield Court residents enjoy visits from school pupils



Pupils from Balornock Primary School have completed a project on School Days Past and Present with help from residents at Broomfield Court Care Home.

The youngsters visited the home to speak to a group of residents over a six-week period and compared each others experiences, games, rules, uniforms etc.

The pupils then put together a presentation of all the work and returned to the home to share the information with everyone.

It was an excellent project giving pupils an insight into how things were done in earlier times and also allowing the residents an opportunity to reflect and remember days from the past.

The pupils were presented with a Certificate of Completion from Orchard Care Home's Operations Manager for Scotland Brian Innes.

Pupils from St Roch's Secondary School have also been helping sort out one of the courtyards at Broomfield Court Care Home.

The youngsters have designed and painted

plaques and have also tidied up. The area is going to be named after the school in recognition of this and other initiatives that pupils are involved in.

St Roch's pupils are currently compiling a directory of places of interest to take residents including local cafes, community centres and clubs for their social enjoyment.

ng homes Board Member Richard Porter, who is also Chair of Glasgow Parents Council, said: "Intergenerational activities like this show that young people care about the elderly in their community, and its great to see them helping out at Broomfield Court."

Activity Co-Ordinator for Broomfield Court Leigh Gibbons said: "The residents enjoyed meeting the young people from Balornock Primary and St Roch's Secondary and we look forward to more visits in the future."

For further information on Broomfield Court, email: broomfieldcourtactivity@gmail.com or call Margaret Cassidy or Leigh Gibbons on **0141 558 2020**



Leigh Gibbons, Activity Co-ordinator and Richard Porter, Board member.



Abbeyfield Care

Abbeyfield House in Springburn was purpose built to provide 24-hour care for frail older adults who require Enhanced Residential Care.

The home has 20 bedrooms which are partly furnished and all have en-suite facilities. The rooms are located over two floors of the building that also has a communal lounge and large dining room where breakfast, lunch and dinner is served.

There is a very friendly atmosphere in the home, located right in the heart of Springburn and opposite ng homes offices at Ned Donaldson House.

The home provides care for frail older adults but not nursing or specialised dementia care.

It has on-site laundry facilities and a large garden area, easily accessed from the home.

The rooms are generous in size with en-suite shower and toilet facilities and all of the rooms have call assistance pull cords.

Home Manager Alison Gilmour said: "We try to provide a friendly and caring environment for our residents."

If you need more information on Abbeyfield House, tel **0141 557 5880** or email abbeyfield.springburn@btconnect.com

Sudoku Answer (From Page 3)

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



Board Member Prof. James Sommerville and staff with the award.

Investors in People Gold for ng homes

ng homes has achieved the prestigious Investors in People Gold Accreditation, the UK's most successful framework for business improvement through people.

This accreditation shows ng homes as a truly cutting-edge organisation that is operating at the very highest levels of people management practice using Investors in People to drive their business forward.

Commenting on the achievement, Tony Sweeney, Head of Organisational Development at ng homes, said: "This demonstrates the high value we place on having positive people management practices in place and developing our people to ensure that we are able to harness the skills and talents of all our staff."

Housing Officer Lesley McConnochie said: Its great to work for an organisation that supports its staff to develop their skills and abilities. This has helped me in my career at ng homes and it makes a real difference to the service we provide for our tenants, residents and other customers."

Professor James Sommerville, ng homes Board member and Chair of its Staffing Sub Committee said: "This gold level accreditation reflects the hard work and dedication of both the staff and Committee at the Association. This award recognises our focus on continuous improvement as we strive to achieve our vision of a New North Glasgow, a great place to live, learn, work, visit and invest."

Peter Russian, Chief Executive of Investors in People Scotland, said "This is a fantastic achievement for ng homes. I would like to congratulate the organisation and its staff and committee on their commitment to continuous improvement.

"Investors in People offers a flexible, practical and easy to use business improvement tool designed to help organisations and their people achieve their objectives. I hope that more organisations in the area will be encouraged to sharpen their competitive edge by choosing to work with us."

Climate Challenge News...

Table Top Success
 ng green champions Table Top Sale in May produced an estimated carbon saving of 1.1 tonnes of CO₂e through re-use and recycling of donated goods. This is equivalent to saving the carbon emissions for driving 6000 miles or growing 82 trees for 10 years.



Recycle for Scotland and the Love Food Hate Waste campaign provided information on the benefits of reducing, re-using and recycling at home and Nik's Creative Station engaged the young people in textile upcycling activities to make dream catchers and brooches from old rags.

A big thank you to stall holders and to our fantastic volunteers for their efforts.

Home Energy Checks
 ng homes has recruited a new Home Energy Advisor to help meet the current demand for Home Energy Checks. The advisor, Imtiaz Ahmed is a Masters graduate who has an interest and knowledge around home energy efficiency.



Imtiaz has been working closely with tenants to assess where they could reduce their home energy use by installing energy saving light bulbs, the Energy EGG and exploring how they can reduce their home energy bills.

So far we have completed 103 home Energy Checks, saved tenants an estimated 48.73 tonnes of CO₂e which is the equivalent of saving enough energy to power 24 homes with electricity for a year!!

Tenant James Doyle is pictured with Imtiaz, whose visit helped reduce his energy costs.

If you're interested in having a home energy check then please contact: John Watt ng2 energy efficiency officer on **0141 630 4252** or jwatt@ng2works.com

Grow Your Own

Summer Grow Your Own courses were delivered in partnership with Lambhill Stables at four different locations including:

- **Petershill Allotments – Southloch Street**
- **Gourlay Street Sheltered Housing Complex**
- **Hawthorn Street Sheltered Housing Complex**
- **Balgrayhill Decks**



FREE Grow Your Own Food Workshops

Tenants have been learning how to grow their own veg and herbs through a series of free workshops at the same four locations as Grow Your Own.

If you would like to join a course at the locations highlighted above, contact Margaret Layden on **0141 630 4281** or email: m Layden@nghomes.net

Climate Challenge Officer Sarah Robinson is leaving us. She said: "Thanks to all for your efforts to reduce your carbon footprints and everyone in ng2 and ng homes for their support with the Climate Challenge Fund programme."



Chinese tenants

pleased with interpreting service



Chinese speaking customers of ng homes are benefitting from an interpreting service from our PATH trainee Michael Kam.

Michael has worked in finance and housing operations for three years. Originally from Hong Kong, he was a financial professional and volunteered in social support activities before coming to Scotland and working part-time towards a social housing certificate at Glasgow University.

With over 50 Chinese families living in ng homes properties and a further 27 applicants on the waiting list, Michael provides an important service.

He said: "Using my Chinese social skills helps to resolve any issues in an acceptable way."

Springburn resident Ms Hongping He said: "I think the interpreting service makes it easier for us to communicate with ng homes."

Michael is the latest PATH trainee to work in North Glasgow.

PATH (Scotland) was established in 1998 with charitable objectives to address the under-representation of Black and Minority Ethnic (BME) Communities in Housing and related areas.

They have supported over 340 people from BME Communities to access employment and career progression in their chosen field.

Najimee Parveen, Director of PATH (Scotland), said: "ng homes have supported many PATH Trainees over the years. Michael Kam is the most recent and his language skills in particular have been invaluable in supporting Chinese tenants to access services provided by ng homes."

If you would like to find out more about the interpreting services ng homes offers or any other service please contact your nearest office.



£200MILLION REASONS TO SMILE

Councillor Gordon Matheson, the Leader of Glasgow City Council, unveiled a plaque in the Balgrayhill multi-storey flats to mark the £200million invested in the area by ng homes.

Since being formed in 1976 to save a block of tenements in Springburn from demolition, ng homes has grown to become the second largest housing association in Glasgow.

It has now spent £200million building over 1,000 new homes and improving thousands more in communities across Springburn and Possilpark.

Since 2003 Glasgow City Council has provided £38million in grants to ng homes, helping provide 449 new and improved homes.

The association's latest investment

project is the £900,000 refurbishment of the Balgrayhill multi-storey flats in Springburn.

The Balgrayhill multi-storey flats were officially opened on 19 April 1968 by then Prime Minister Harold Wilson, who unveiled a plaque. It now sits alongside the plaque unveiled by Councillor Matheson in the refurbished foyer of 198 Balgrayhill Road.

Councillor Matheson said: "The refurbishment of the multi-storey flats in Balgrayhill is just the latest in a long line of investment work carried out by ng homes."

Chief Executive Officer of ng homes, Robert Tamburrini, said: "Three years ago we made a promise to tenants that we would invest in and improve their homes and we have delivered on those promises."



DEMENTIA



Are you worried about your memory?
 Are you or your family affected by dementia?
 Are you looking for information or advice about dementia?

Alzheimer Scotland believes that no-one should go through dementia alone. We have a free 24 hour helpline that gives you a chance to talk to someone 24 hours a day, 7 days a week call **0808 808 3000**
 If you would like to know more about the many different ways that we can support people living with dementia in North East & North West Glasgow, please ring Margo Sweeney, Dementia Advisor on **0141 410 1077** or email: mwsweeney@alzscot.org

Now it's 111 for NHS 24

NHS 24 has a new freephone number, 111.

If you need help at night or over the weekend, and you can't wait until your GP surgery reopens, you can call NHS 24 free on 111.

By dialling 111 patients will receive the same high quality, trusted service that has been delivered by NHS 24 for over 10 years.

NHS 24 staff will direct you to the right care for you or the person you are calling for. If it is an emergency you should dial 999.

HEALTH AND WELLBEING AWARD

ng homes has become one of the first organisations in Scotland to attain the Investors in People Health and Wellbeing Award.

This represents a true commitment to employee wellbeing and demonstrates a solid foundation of good practice which remains challenging and aspirational for many organisations.

Commenting on the Association's success, Chief Executive of Investors of People Scotland, Peter Russian said: "Congratulations to ng homes. Organisations are having to constantly embrace change and innovation. One of health and wellbeing's most powerful benefits is the contribution it makes towards securing the employee engagement companies need to deliver change successfully."

John Fury, Chairperson of ng homes said: "This award recognises the on-going commitment and efforts of the Association's Board, Committee Members and Staff and acknowledges the policies and initiatives in place at ng homes which emphasise the value we place on employee health and wellbeing."

Corporate Services Assistant Marion Gallacher said: "I'm proud to work for ng homes.

The association takes the health



Chairperson John Fury and staff celebrate with the award.

and wellbeing of their staff seriously and recognises how important this is for delivering excellent customer service."

Tony Sweeney Head of Organisational Development at ng homes said "We are one of only a select few organisations in Scotland to have achieved this award. This accolade highlights the excellent work that we are doing with our staff in relation to health and wellbeing and reinforces the importance of investing in our people."

Recent research from PriceWaterhouseCoopers has indicated that for every £1 an organisation invests in health and wellbeing, they could see a return of over £4 due to benefits such as reduced sickness and improved productivity – a statistic which highlights the importance of encouraging happy and healthy employees.



Information for Dog Owners

Tenants can keep a dog in most properties owned or managed by ng homes, subject to tenancy and other agreements.

There are some exceptions such as any multi-storey flat, unless it's a guide dog.

Pets prohibited by the Dangerous Dogs Act 1991 are not allowed.

Assistant Director of Housing Operations Lynne Cooper said: "Having a dog can provide many benefits including companionship. However with this comes responsibility."

Dog owners are responsible for the behaviour of pets and must keep them under control. They must also take all reasonable care to see they don't foul or damage the house, neighbouring properties or common areas.

Most dog owners take good care of their animals and their surroundings. By law, dog owners must bag and bin dog waste.

Lynne is pictured with responsible dog owners from Balornock with their dogs Ricco, Kyle and Paddy.



Bobby donates an original artwork

A painting showing an old scene of Balgrayhill

Road in Springburn has been donated to ng homes by a long-term tenant.



Bobby McFarlane says it was a last wish of his late wife that the original artwork should be given to the Association. It was

Painted by Milngavie artist and family friend Frank O'Neil.

Bobby, 71, and his wife Anne, who passed away in May 2013, were married for 47 years.

They met after he completed his apprenticeship as a butcher and got a job in the local Co-op store.

Anne worked in the office and was just 16 when they met. They married when she was 19 and Bobby was 24. Latterly, the couple lived in Carron Crescent. Bobby has two brothers

and two sisters living in the same street. He says: "We're the famous five – they should have called it McFarlane Street."

Bobby suffered a heart attack and after a triple bypass stopped working in the butchers in the centre of Glasgow. He then spent five years with the council during which time he met and became friendly with Frank O'Neil, who has also since passed away.

Frank had studied art as a mature student and gave Bobby and Anne two paintings – one of Whitby Bay Lighthouse and the old Springburn scene, the latter as a 30th wedding anniversary gift.

Bobby says: "The painting shows a tram in Balgrayhill Road and it was actually where we used to meet when we courted. It was one of Anne's last wishes that it should be given to the housing association."



new WEEE recycling project

A new recycling project is underway in North Glasgow with the aim of reusing IT and electrical equipment that businesses and the local community no longer want.

An estimated 1 million tonnes of waste electric and electronic equipment (WEEE) is discarded by householders and companies in the UK each year. WEEE is one of the fastest growing waste streams and is increasing at a rate three times that of any other waste material.

Working alongside a partner who plans to recondition and re-use these items, which otherwise would go to landfill, ng2's Operations and Business Development Manager Gordon Lynch is up for the challenges posed by this exciting recycling and reuse project.

Gordon said: "The WEEE project is an exciting new programme funded by Zero Waste Scotland involving a partnership between ng2 and Re-tek, an established Scottish electronic and electrical products re-use and recycling company."

A re-use facility has been set-up in Possilpark, which will act as a centralised collection point and the first shipment of WEEE has already been sent to Re-tek for processing.

Gordon said: "Re-tek have been providing technology re-use and recycling services since 1996. Having many years of experience of processing, repair, refurbishing and resale

of older technology, they are an ideal partner for this project. They will ensure that all data is securely removed using industry standard software in compliance with Data Protection principles."

Local people in North Glasgow can donate unwanted equipment and encourage others to do the same – much better than cluttering their premises or indeed sending it to landfill.

Local businesses can donate their equipment or alternatively act as a Micro Hub (collection point) for their staff, students, and volunteers etc. who wish to donate their own equipment.

Chairperson of ng homes John Fury said: "With the rate of technological change, equipment can soon be overtaken by the next big thing so to be able to reuse and recondition items is better than them going to waste.

"It's also pleasing that there will be volunteering opportunities for the people of North Glasgow to play a part in this project."

The type of equipment that can be donated include Computer servers, Desktops, Laptops, Networking equipment, Flat screen monitors, Mobile phones, Satellite navigation devices, Digital cameras and Printer cartridges.

Anyone interested in donating equipment or getting involved can contact Gordon Lynch, Operations and Business Development Manager on **0141 560 6000** extension 1431, or email **weeinfo@ng2works.com**

Apprentice Challenge

ng homes Commonwealth trainees Mark Shannon and Joy Henderson took part in an Apprentice Challenge as part of the annual conference of the Scottish Federation of Housing Associations.

Nineteen young workers from housing associations and co-operatives across Scotland took part in the two-day challenge, sponsored by City Building.

Working in teams they were tasked with designing a sustainable community which was economically, environmentally and socially healthy for current and future generations.

The apprentice teams played key housing roles to develop their ideas and presented them to conference delegates whose votes were used to determine the winners.

Mark was in the winning team, Empower, who demonstrated skills in leadership, team working, budgeting and communication as well as presenting the best overall solution.

Mark said: "The Apprentice Challenge enabled me to bring forward the skills and knowledge that I have gained in the housing sector over the last two years.

"We chose the name Empower as we wanted to empower our tenants to achieve change. The



idea was that we made the community the heart and soul of the town by introducing community run clubs whilst also upgrading the existing houses to uplift the town's unwelcoming properties.

"The aim was to create good homes and a vibrant community for the people of the town and fortunately this helped us to win."

John Fury, Chair of ng homes, said: "The Apprentice Challenge process complemented the learning that the trainees have achieved up to now within ng homes. It provided Mark and Joy with a chance to work on an interesting project and to share their talents."

ng homes is committed to developing young people and their talents. We currently have four Commonwealth trainees and plan to take on another four.

Springburn Winter Gardens



The once magnificent but now derelict Springburn Winter Gardens are the focus of an architectural competition. The Glasgow Institute of Architects has launched a design competition in partnership with Springburn Winter Gardens Trust.

The competition is titled: "An intervention at Springburn Winter Gardens; to provide a place where people can gather and share collective memories."

Run in partnership with MAKlab, the competition is supported by ng homes and has a closing date of 21st August.

All intervention designs will be 3D digitally printed. 3D printing and guidance will be included in the submission fee of £35 for practices and individuals and £25 for students.

A prize of £1,000 will be awarded to the winner, £500 the runner-up and £250 for third place.

The Springburn Winter Gardens Trust will seek funding to realise the

winning design but as such no budget has been set.

The entries will be displayed in an exhibition of models that will tour a number of venues later this year with help from Glasgow City Council and Glasgow Institute of Architects.

The competition, supported by ng homes, is the latest chapter in a long-running campaign to restore the run down gardens that have been derelict since the 1980s.

Trust member Kathryn Bennett said: "A recent survey by Dr David Mitchell, director of conservation and national authority on architectural ironwork, concluded that while the site was overgrown and subject to much vandalism, the structure itself is 'eminently restorable'.

"Since then the overgrowth has been cut back and other remedial works undertaken at the site."

For more information about the GIA competition, visit **www.gia.org.uk**



Bill celebrates with fellow board members Isobel Cross, John Fury, Catherine Rossine, Margaret Thomson and Senior staff Robert Tamburrini and Ann Marie Devlin.

Another landmark for Bill Rossine

The service Bill Rossine has given to his community is quite remarkable so reaching 90 years of age wasn't allowed to pass without a fuss.

Various celebrations were held and fellow board members joined chairperson John Fury and CEO Robert Tamburrini, staff and friends to give Bill a huge birthday cake.

Bill has held all four main positions in our housing association's board and supported many other organisations, charity fundraisers and taken on some remarkable challenges.

Over the years, Bill has been at some special events attending the opening of the Burrell

Collection in 1983, the Glasgow Garden Festival in 1988 and the UK City of Culture launch party in 1990.

He's gained Silver and Gold Volunteering Awards from Paths for All, and absailed from Glasgow University's Bell Tower for Cornerstone Community Care.

He absailed from the Finnieston Crane for Sense Scotland, who offer care and support for deaf blind and disabled, and in another fund raising stunt for them crossed the Clyde on a zip slide.

He's also taken various courses including gaining an introductory certificate in face, hand and foot massage from Royston Stress Centre, Peer facilitator Training at Strathclyde University and an Activate certificate from

Glasgow University.

Earlier this year he joined the Still Game group and also undertook Health and Safety training.

He didn't slow down after a heart attack in 2007 and became a British Heart Foundation Scotland fundraising volunteer.

He also completed Heart Start, an Emergency Life Support Course in 2012.

Bill has even met Prince Charles and Camilla as a Diamond Volunteer.

He has completed the 5k Fun Run in Ruchill Park on several occasions and completed 12 miles in the Great Scottish Walk at Bellahouston Park in 2008.

John Fury, ng homes chairperson, said: "Bill is simply amazing and shows us that age is no barrier to getting involved. We were all delighted to join his birthday celebrations."

ng2 clean up sauchiehall street

Businesses in one of Glasgow's most famous streets have received a freshen up thanks to social enterprise company ng2, whose teams have been working hard painting and jet washing shop fronts, bars and restaurants.

Premises benefitting from the work include Subway, The Noodle Bar, O'Neils, The Hall, Indian Gallery, Nana Kusa, The Variety, Nico's, NY Slice, The Hengler's Circus, Centre for Contemporary Arts, Bagel Mania, Kama Sufra, O2 ABC, Café Antipasti, Cocktail and Burger, Wok to Walk, Yokoso, Yates, Vanilla Black and The Driftwood.

Team Supervisor Robert Readie said: "We have been helping businesses in Sauchiehall Street by painting and jet washing the exteriors of their premises so they have a fresh look in time for the Commonwealth Games."

Leader of Glasgow City Council Gordon Matheson is delighted with the work ng2 are doing. He said: "Its vital that an iconic street such as Sauchiehall Street looks

its best at all times but especially during the Commonwealth Games. Partnerships like this one with ng2 support our City Centre Strategy to ensure that local businesses and visitors to the city enjoy a welcoming environment."

Neil Douglas, owner of Café Antipasti said: The team from ng2 are polite and courteous and are doing a really good job.

Chairperson of ng2, Margaret Thomson, said: "We are delighted to be working with Glasgow City Council and hope to carry out more of this type of work in future."

Businesses in North Glasgow who would be interested in this service should contact us for a quote on **0141 630 4252** or e-mail: info@ng2works.com



FOOD FOR THOUGHT

Our Food for Thought initiative, featured on page one in the last issue, has seen staff and volunteers out and about in the community.

'Meet and Eat' events take place each week in a safe and welcoming environment where people can drop in and share a free hot meal, socialise with others and speak confidentially to staff. These events are held on Wednesdays at Balgrayhill Community Centre, Springburn and Possilpark Parish Church on Thursdays between 12:30-2:30pm at Possilpark Parish Church.

Food for Thought Co-ordinator Janice Quinn

said: "We also provide access to money and benefit advice, addictions information and housing advice through the ng homes Tenancy Sustainment Officer.

"We find that those who come along often want to help out, whether that be washing dishes, serving meals or just having a chat with others."

The project has a strong partnership with 'Fare Share', an organisation that works closely with large supermarkets to distribute surplus food.

As a community partner, ng homes Food for Thought programme receives a supply of perfectly good 'in date' surplus food from Fare Share to use for cooking at the weekly community workshops

and also to distribute as food parcels to those in need.

The project also accepts donations of surplus food from individuals and organisations and distributes as necessary.

Our Food for Thought team will be at a variety of upcoming community events and most recently they supported 'The Big Lunch' event held in Parkhouse.

If you want to find out more about Food for Thought then contact your housing officer, concierge or Food for Thought Co-ordinator, Janice Quinn, on jquinn@ng2works.com or **0141 560 6000**



How to get in touch with us:
email: info@nghomes.net
web: www.nghomes.net
Twitter: [@ng_homes](https://twitter.com/ng_homes)
Facebook: [ngsportslegacy](https://www.facebook.com/ngsportslegacy)

springburn office
Ned Donaldson House,
50 Reidhouse Street,
Springburn, Glasgow G21 4LS
Tel: 0141 560 6000

possilpark office
Saracen House,
139 Saracen Street,
Possilpark, Glasgow, G22 5AZ
Tel: 0141 336 1300