



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

ISSUE 38



Patricia Ferguson MSP celebrates with Chairperson John Fury, Regeneration Manager Margaret Layden, Vice Chair Frank Miller, Sheltered Housing Manager Karen Johnson and Gail Nicolson from the Tenancy Sustainment Team

BIG LOTTERY BACKS OUR FOOD FOR THOUGHT PROJECT

ng homes new "Food for Thought" project has been awarded £285,000 from the Big Lottery. It will provide family and community workshops with a focus on 'meet and eat' and 'cook and share' which will include community lunches and workshops on healthy eating on a budget.

Informal and formal volunteering for community members will also be supported within the overall project to ensure that real and sustainable improvements to the area are led by the community.

The project will enhance the service already being provided by ng homes Tenancy Sustainment Team, who are now seeing an increase in referrals for support. The team have been operating for the past three years providing support and starter packs to ng homes tenants.

The new project also aims to connect local organisations and partners to ensure that a strong support mechanism is in place to provide access to not just ng homes services but other additional services in the area.

Through ng homes monthly networking programme partners

from voluntary organisations, faith groups, education, social work, DWP, addiction services and others are working together on ways to link-up for the benefit of the local community.

Depute CEO of ng homes Ann Marie Devlin welcomed the award of funding. She said: "This funding will enable the Food for Thought project to support people suffering from severe hardship through the provision of a Food Bank as well as enhance our starter packs to include clothing and furniture."

The project will also provide jobs for three new dedicated staff members, comprising a community support co-ordinator, assistant/driver and a community resilience officer.

Patricia Ferguson, MSP for Springburn and Maryhill, was delighted with the award. She said:

"It's a pity in this day and age that we need to have food banks. In my constituency I see more and more people struggling to afford basic food items and having to decide whether to heat their home or feed themselves and their families. So I congratulate ng homes on this new initiative which I am sure will go some way to easing the pressure on

their tenants on a daily basis."

John Fury, Chairperson of ng homes, said: "I'm really pleased that we will be able to help our tenants with enhanced starter packs and the wider North Glasgow community with the Food for Thought project."

The funding for Food for Thought was part of the recently announced Big Lottery grants worth over £9 million to support those facing hardship in Scotland through its Support and Connect funding programme.

Maureen McGinn, Big Lottery Fund Scotland Committee Chair, said: "We're aware of families and communities across Scotland who are struggling to cope with financial, emotional and physical pressures. Enabling people to

find a way through these challenges is at the heart of our work at the Big Lottery Fund and this fund supports organisations across Scotland who are providing essential support."



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Sports Legacy
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Pirates at Hawthorn
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ng tenants hard at work on your repairs

Local tenants James McArthur, Eddie Whelan, Liam Brady, Anthony Maher and Daniel Kelly.

Regulator publishes new guide for tenants and service users...

The Scottish Housing Regulator recently published a short guide to help tenants and service users find out more about the work that they do.

The guide explains what tenants can do if they want to find out more about their landlord, what they can expect from their landlord and how to raise concerns.

Iain Muirhead, Director of Strategy and Communications, said: "The new guide is a summarised version of our Regulatory Framework. We've written it to help tenants and other service users find out more about who we are and what we do to protect their interests."

The Scottish Housing Regulator was established on 1 April 2011 and regulates 180 social landlords and 32 local authorities. Its objective is to safeguard and promote the interests of tenants and others who use local authority and RSL housing services.

It operates independently of Scottish Ministers and is accountable directly to the Scottish Parliament.

More information about the regulator and a download of the guide can be found on its website at www.scottishhousingregulator.gov.uk



SURVEY RESULTS

In the last edition of North News we asked what you thought of the newsletter and we were delighted by your response. Here is a taste of the results we had back:

We also asked you for your ideas on how we can improve the newsletter and you will see we have included some of your suggestions in this issue such as a Sudoku puzzle and more health-related articles. Other suggestions included more puzzles, a letters page, articles on litter awareness, a recipes corner encouraging healthy eating and much more.

We also asked if you had any other comments on North News and we were delighted to hear your views, a selection of which are listed below:

"You don't have to improve anything in this department...a good job is always done with this." – Isobel McVey, Avonspark St

"I was happy about the article on Diabetes and I'd like to see more on health issues." – Alan Kerr, Elmvale St

"It's a good well produced newsletter." – Miss N. Hodgson, Barmulloch Rd

"North News is very important to the sense of the community in the area, keeping people informed on what's going on and making them feel included." – Ms Rosa Scirba, Angus St

"Keep up the good work." – Maud McKee, Saracen Street

Media Officer for ng homes Brian Davey was delighted with the response and said: "We would like to thank everyone who took the time to complete the survey, I'm glad that our readers enjoy North News and we will take their suggestions on board for future editions."

The prize draw was won by Ms Rosa Scirba.

A new repairs contract has brought additional benefits for tenants of ng homes.

Young apprentices and others from our community have been recruited by City Building and are working hard to repair the homes of local people.

The work opportunities for local people was an additional benefit of the contract to appoint City Building as the main repairs contractor for ng homes.

It continues a long association with the repair services provider.

City Building was previously the Building Services department of Glasgow City Council and provided employment for many from the community of North Glasgow over many years.

With the introduction of competitive tendering in local and other authorities, City Building was established in 2006 as a Limited Liability Partnership.

It moved its headquarters to Darnick Street in the north of the city. The site was used as a main repair depot for over 30 years and local people became very familiar with the branded council vehicles.

Since setting up as an LLP, the City Building vehicles with their distinctive black and white branding and logos are regularly seen in the area.

City Building has continued to provide local employment opportunities not only in the repairs business but also through their supported manufacturing factory in Edgefauld Avenue.

City Building and ng homes have seen their working partnership grow over the years as both organisations

have explored synergies.

Both have a similar social ethos that underpins everything they do and drives the creation of training and employment opportunities for a diverse range of people.

The partnership has contributed greatly to the continued regeneration of the area by using socially inclusive practices and delivering effective, accountable services that offer value for money but also enhance the quality of life, safety and wellbeing of employees and clients.

The recently concluded new repairs contract is a further boost to the local economy and local employment.

Young people in the area will have a chance of a full craft apprenticeship that will provide the opportunity of a fulfilling future.

Working and living in the same community used to be very common when there were major rail and other big industries located in the North of Glasgow.

The repairs contract and the employment it secures must be seen as a step in the right direction.

Councillor Paul Carey, chair of City Building, said: "City Building has an excellent track record of working in partnership with housing associations, the public, private and third sectors to deliver first-class products and services."

"The new contract with ng homes fits with our commitment to working with local communities and providing local jobs for local people."



Members of the Scottish Urban Regeneration Forum (SURF) have visited North Glasgow to see the work of our social enterprise company, ng2.

The visit followed the success of ng2 in the YESS to Jobs category at the SURF awards for Best Practice in Community Regeneration.

ng2 is a subsidiary of ng homes and provides training and employment opportunities for local people and a range of services including estate management for customers of ng homes and the wider North Glasgow community.

Members of SURF were keen to visit the area and see some of the work undertaken by ng2.

They met with some of the young people who have found employment with the social enterprise company and were given a tour of the projects in the area by John Devine, Director of Investment and Regeneration, Pat Bradley, Enterprise and Employability Manager and Vice-Chair Frank Miller.



it's brilliant to be back

Billie and Chelsea in their new home with Housing Services staff Marjorie Robertson, and Sharon Hazlett and Chairperson of ng homes John Fury

The smiles on the faces of Chelsea and her little sister Billie say it all as they pose for the cameras in their new specially adapted home in Parkhouse.

Chelsea now has all that she needs in her new home with adapted front door access constructed, door widths, hall widths, downstairs bedroom and en-suite wet-room supplied to make life a lot easier for her and her family.

Parents Willie and Michelle and their daughters Chelsea, Toni and Billie had all lived in the ground floor flat in the building.

Chelsea's physical disabilities meant there had been some adaptations carried out but their living arrangements were far from ideal.

Chelsea was sleeping on a bed settee which had to be made up for her each night whilst her two sisters shared the same room.

So when the flat above became available ng homes saw an opportunity to really help. Staff came up with a plan to convert the two properties into one and provide Chelsea and her family with the space they need and a home that would meet Chelsea's needs and also give her sisters their own bedrooms.

The family were decanted to nearby Haywood Street during the conversion work at the four-in-a-

block property in Broadholm Street.

The works included the installation of a new wet room, new kitchen, new bathroom, new heating, electrical and gas supply, drainage, water supply, stairwell and redecoration works throughout.

The garden levels were altered to accommodate Chelsea's wheelchair and the ceiling in her bedroom was reinforced should a hoist be required at a later date.

Chelsea's parents Willie and Michelle are delighted with their new home.

Willie said: "It's brilliant to be back! We can't thank ng homes enough. Having been decanted it meant we have been living out of boxes for a wee while but when we came back and saw our new home it has certainly been well worth the wait."

Willie is a keen artist who has had offers to exhibit his paintings in Holland.

He says: "With our new home having everything we need for Chelsea, Billie and Toni it means Michelle and I can relax a bit more and I'm looking forward to getting back into painting again."

Local tenant and Chairperson of ng homes John Fury said: "This is what I and my fellow Committee Members got involved in housing

for – to make a real difference to people's lives and I'm delighted to see Chelsea and her family move into this specially adapted home that suits all their needs."

Depute CEO of ng homes Ann Marie Devlin said: "It's great that we were able to provide a great place to live in North Glasgow for Chelsea and her family."



wellfield improvements...



Housing Officer Jeanette Glen is pictured in the revamped foyer of one of the Wellfield multi storey flats.

Work is progressing well and residents are delighted with the finishes with one saying the look resembles plush New York apartments she'd seen on television!

Work is also progressing at Saracen House and some of the natural stone has been delivered that will help the new business centre match the neighbouring library.

conciierge station at lenzie



The new and expanded Lenzie Control Room is now operational.

It features new CCTV screens and other technology designed to help tenants feel safe and secure in their homes and community.

The aim is for concierge staff to be even more responsive to tenants needs both day and night throughout all high rise estates.

It will also monitor all sheltered housing complexes.

Ann Marie Devlin, Depute CEO, said: "The control room is equipped with the latest technology monitored by professional staff and reflects what our tenants have been seeking for peace of mind."

Tenants Rewards...

Our tenants reward scheme is designed to acknowledge the part that responsible tenants play in paying their rent on time, helping sustain investments in their homes and contributing to making North Glasgow a great place to live, learn, work, visit and invest.

The benefits of our tenants reward scheme are as follows:

ANNUAL GARDEN COMPETITION

ng homes' Garden Competition is exclusive to our tenants and provides the opportunity to demonstrate your expertise and hard-work in enhancing the local landscape.

Show us your blooming great gardens by entering the Garden Competition. This year's garden competition entries started on 1st July 2013. The closing date for entries has been extended for North News readers to 16th August. You can nominate yourself or a neighbour as long as they are a tenant of ng homes. Contact our office for a nomination form to be sent to you.

See page 11 'Green Corner' for more details.

QUARTERLY AND ANNUAL PRIZE DRAWS

We will offer quarterly prize draws of £50 gift voucher in set geographical areas for tenants and additional annual prize draws specifically for over 60's and long standing tenants (10 years+). If you are selected as a winner, your housing officer will contact you and the results of all draws will be reported in North News.

Housing Options @ ng homes

All new applicants who call into ng homes offices to complete a Housing Application will now be given a 'Housing Options' Interview. Housing Options, is being piloted across Glasgow and ng homes are part of that pilot.

The Housing Options model was developed to tackle the high levels of homeless presentations in Glasgow and low tenancy sustainment levels and the approach is to spend more time with the applicant at the time of application to really find out about the applicant, their housing circumstances, their financial circumstance and where they have family support. With this in mind, we can look for a house in an area where the applicant feels comfortable and is more likely to sustain a tenancy.

A Housing Options interview will take approximately 45 minutes to capture all of the required information.

To make an appointment to have a Housing Options Interview and complete an application, please contact your local office.

Tenancy Sustainment through Housing Options

Housing Options also looks at sustainment for existing tenants, who may be having difficulty in their tenancy.

As part of the pilot, ng homes staff have access to a 'toolkit' which gives direct links to various services such as Social Work, Addiction Services, Older Peoples Services and Mediation. Our Housing Officers and Tenancy Sustainment Team are working closely with these agencies to ensure our tenants have the right support in place to help them remain in their homes.

If you are having difficulty with your tenancy and need some help or support, please contact our Tenancy Sustainment Team by phoning your local office.

A GOOD NEIGHBOUR AWARD

The Good Neighbour Award is a chance to celebrate those customers who really make a difference and go that extra mile for those in their community. Do you know of someone that deserves an award?

- Have they helped you with shopping or gardening?
- Do they look after your house when you are on holiday?
- Have they been there for you at a time you have needed someone to talk to?
- Do they help with looking after your pets or children?

FREE INSURANCE FOR OVER 60'S

Tenants aged over 60 years or who have a disability can receive FREE home contents insurance cover. This is still available to tenants who qualify and anyone not already taking advantage should contact their housing officer or visit the Association's offices.

END OF TENANCY REWARD

This reward of £50 is for tenants who are giving up their tenancy and comply with ng homes end of tenancy procedure. See our website to determine if you qualify for this award.

All of our tenant rewards are subject to terms and conditions. Please see our website for more details – www.nghomes.net/tenants-rewards.

The tenants rewards are available to all our tenants who properly conduct their tenancy.

Join us & Play Your Part in North Glasgow's Future - It's £1 Well Spent

You can spend £1 on a lot of things this Summer from Sunglasses to Super Soaker Water pistols but did you know you can join ng homes for £1 too?

That's right – if you would like to become a member of the association and you are aged 16 or over all you have to do is complete a short form and pay £1.

So what do you get for your quid? Well, your £1 membership entitles you to:

- attend and vote at the Annual General Meeting which elects the Management Board.
- stand for election to the Management Board which is responsible for ensuring ng homes meets its objectives.
- have a say in major policy decisions which affect ng homes and the management of your home in the future.

So what are you waiting for? For a membership application form call Aileen Whiteford on 0141 560 6000, e-mail awhiteford@nghomes.net or apply online at www.nghomes.net

Our vision is a New North Glasgow – a great place to live, learn, work, visit and invest. Be a part of that vision and join us today.

'First Class' Sheltered Housing Conference

Residents from ng homes' Sheltered Housing Complexes got to grips with topics ranging from climate challenge to community safety at their annual tenants conference.

Participants warmed up with an armchair aerobics session provided by Glasgow Life before taking part in a "Who Wants to Be a Millionaire" style survey.

With workshops also provided by Police Scotland and Greater Easterhouse Money Advice Project on



There was also a picture wall where residents could look through photographs taken at previous events and order free copies for themselves, family or friends.

Chairperson of ng homes John Fury stated: "Its great to see our sheltered housing residents coming together to share their views and express their opinions. It was a great day and I was delighted to be a part of it."



community safety and fuel poverty respectively the conference was hailed a great success.

John Lennox, a resident from Kemp Street in Springburn said: "It was first class, the people, the staff, the information, the workshops, it was all just excellent and I really enjoyed it."

Beautifully decorated cupcakes and goodie bags were presented to residents and other highlights included a free raffle drawn by local Councillor Chris Kelly with prizes including an Amazon Kindle and luxury hampers.

Chief Executive of ng homes Robert Tamburrini said: "Each year I'm amazed by the energy and enthusiasm of our sheltered housing residents and this year is no different. It was great to see so many of them attend the conference and tell us what they think. I'm delighted that they all enjoyed the event."

Sheltered Housing Manager Karen Johnson said: "The feedback we have received from the residents has been very positive and I'd like to thank everyone who helped make the day such a great success."



still game...

Local residents in the over sixties age bracket proved they were 'still game' when they headed off to Celtic Park.

A busy day included a tour of the stadium, healthy eating workshops, fire and safety advice and even some light exercise.

The visit was arranged through an on-going partnership with the Scottish Premier League Trust and Celtic FC.

It's just one of the wide variety of activities organised to bring together North Glasgow residents who are 'young at heart'.

The Lecture Theatre at North Glasgow College was the venue for a special showing of The Steamie.

The New Year's Eve visit to the washhouse by Mrs Culfeathers, Doreen, Dolly and Margrit provided plenty of chat in the discussion that followed with, of course, tea all round.

Other activities included museum visits, A Little Bit of Opera (see the back page) and a visit to the Scottish Parliament arranged by Patricia Ferguson MSP.

The ng homes community bus helped to get people to the various venues and enable them to get involved.

One local resident, Gloria, who took part in a number of these activities, summed up the views of a number of residents when she said: "It has been great to meet new people to have a chat with. I have enjoyed everything and found it all very interesting. Having the community bus has been great as it would take me a lot longer to get to places. Thank you for arranging these enjoyable activities."

The Song, Shimmy and Sausage Roll monthly get together is proving to be very popular and new people are always welcome. You will enjoy fabulous entertainment, a game of bingo and, of course, a wee sausage roll.

Following up interest from people who want to find out more about the history of North Glasgow a series of 'Clicking on the Past' sessions was arranged in the local community with local historians, a creative artist, museum and college staff. Tenants were encouraged to bring old pictures and stories and get involved in finding out about the heritage of the area.

If you would like to come along to any of these activities please contact Margaret Layden or a member of the Regeneration Team on 0141 630 4288 or e-mail: mycommunity@nghomes.net



CREDIT UNION



Pollok Credit Union opened a branch at 264 Saracen Street in Possilpark over a year ago and have over 600 members locally.

The office is open from 10am to 3pm Monday to Friday and they are keen to sign up more new members.

They offer a range of savings accounts and use that money to offer affordable loans to other members.

Since opening, the Possilpark branch has gathered over £90,000 in savings and provided loans of around £70,000.

They can provide photographs of potential new members who are then responsible for getting them signed by an appropriate professional such as a doctor, lawyer, dentist, housing officer, Priest or Minister.

Sheltered housing gains 'excellent' rating

The care and support provided in the sheltered housing complexes run by ng homes has achieved the Care Inspectorate's highest two ratings of 'excellent' and 'very good'.

Inspectors regularly visit all care services in Scotland and ng homes is registered with the Care Inspectorate to provide sheltered housing to older people.

We have five complexes providing sheltered or very sheltered housing for almost 170 tenants living in North Glasgow.

In May, Inspector Jacqueline Young visited all of the units and spoke with tenants, staff and management as well as looking at various reports and procedures.

Her report concludes: "Overall, North Glasgow Housing

The Inspectorate reported that tenants enjoyed social outings, such as this one from Gourlay Street.



Association Support Service was found to be providing a service that tenants valued and held in high regard."

The Inspectorate has a rating system which runs from 1 (unsatisfactory) to 6 (excellent).

Our sheltered housing was rated as 5 (very good) in three main areas - for the quality of the care and support, the quality of the staffing and the quality of management and leadership.

This reflects a significant improvement in the care services.

In the section dealing with Quality of Care and Support, Jacqueline Young awarded a rating of 'excellent'.

She reports: "We found 'excellent' performance in relation to how the service supported people with their health and general wellbeing. We concluded this after we considered feedback from tenants, discussions with staff and information in personal plans."

She goes on: "Overall, tenants spoke about the 'excellent support we get from staff', 'couldn't ask for better', 'I'm happy I moved here, I have my independence and have peace of mind with staff being about if and when I need them'."

Karen Johnson, Sheltered Housing Manager said: "We are delighted with our latest report by the Care Inspectorate. It's good to hear positive

comments from the residents and recognition of the excellent work being carried out by our staff team."

Ann Marie Devlin, Depute CEO of ng homes, added: "Thanks to all of our staff for achieving this terrific result. Although we are delighted with the outcome of the Care Inspectorate's report we won't be complacent and will continue to deliver an excellent service for our sheltered housing residents."

John Fury, Chairperson of ng homes, said: "This is an even better result than our last inspection and is a really positive outcome for the organisation."

ng2 jobs update

Our Social Enterprise Company, ng2, has provided many job opportunities over the past three years. Here we focus on the development of some of the staff we have recruited.

Jet wash specialist Matthew Duffy is passing on his skills to Jordan Doyle having gained a teaching qualification.

When he joined ng2 as a close cleaner, Matthew already had a wealth of experience of jet washing.

His skills were quickly recognised and he was encouraged to develop them even more at Cardonald College where he gained his PTLLS qualification last year.

Jordan Doyle started his career at ng2 last year as a close cleaner and he's now grabbing the opportunity to develop his skills using high-powered, high-tech equipment on a daily basis.

Matthew is a fully qualified instructor with the Water Jetting Association and will be training more of his colleagues as the demand for jetting services increases.

This provides excellent opportunities for existing staff to develop and assist in delivering quality services that make a really positive impact on the environment in North Glasgow.

Port Dundas Business Park has been improved through the jetwashing services provided by ng2 staff.

Others have been involved in painting, joinery and electrical services.

Pat Bradley, Enterprise and Employability Manager, said: "We're proud to work in partnership with Scottish Canals and the quality of the work done at Port Dundas Business Park shows that ng2 can deliver a range of high-quality, professional services for a range of commercial partners."

Marcus Kroner, Scottish Canals Estates Manager, said: "Matthew and Jordan are familiar faces around the park at Port Dundas and have provided a professional, approachable service throughout the work undertaken."



Matthew Duffy and Jordan Doyle at Port Dundas Business Park.

Martin Baker was among the first eight trainees recruited by ng2 and in three years has gained a wealth of experience.

His first job was as an Estate Services Operative where his main duties were cleaning closes. Martin then moved on to the window safety catches programme and he is now an integral part of ng2's office staff, working on a temporary secondment as an Admin Officer.

This allows Martin to use the skills and experience he gained before joining ng2.

Martin has, among other qualifications, a National Certificate in Computing, National Qualification in multimedia computing studies and the Higher National Certificate in Software Development.

Brad Doyle also started three years ago in Estate Services and has been working with the ng2 Electricians Bernie Connelly and Hugh Laurie.

Brad has enrolled with the Scottish Electrical Charitable Training Trust (SECTT) and has just started his formal apprenticeship.

From the same starting point three years ago, Brian McGeouch and Martin Bird, have made real progress at ng2 and both have just started their apprenticeships as Painter & Decorators, having



These guys are going places: Supervisor David Macintyre with some of the ng2 staff now set for full apprenticeships.

passed their SLE aptitude test with flying colours

Both have been working on a range of projects for both ng homes and at Port Dundas Business Park and are looking forward to becoming fully qualified tradespersons in three years time. To find out more about ng2 visit www.ng2works.com

IMPORTANT CHANGES TO THE FACTORING SERVICE

A new piece of legislation has been introduced by the Scottish Parliament, The Property Factors (Scotland) Act 2011. The purpose of this Act is to ensure that all Factors provide a consistent and high quality service to Owner Occupiers throughout Scotland.

Throughout the summer months ng homes have arranged to meet with owners to consider a number of changes which are being made to the Factoring Service provided by ng homes (trading name of North Glasgow Housing Association Limited). The first of these meetings took place

on 27th and 28th June and further meetings are being arranged for over the Summer months. All the meetings will be held on ng homes premises and will last no more than 45 minutes. We would encourage owners to attend if possible but for those who are unable to attend the meetings we have made arrangements for our consultants Wider Role Solutions to call at your home to give you the information you need.

A number of small changes are being made to the service we provide to coincide with the introduction of the legislation. Full details of these changes

will be provided at the meetings but these include:

As part of the overall rebranding of the North Glasgow Housing Association Group, ng homes have registered ng property (Scotland) Limited as its Factoring arm. Owners will be asked to vote to accept this name change. If you are unable to attend then it is possible to cast your vote using a mandate which will be attached to the letter inviting you to the meeting.

ng property (Scotland) Limited will provide a new Written Statement of Service to comply with the change in

legislation and highlight improvements to the service it provides. This document will provide detailed information on the service provided, what it includes, how much it costs and timescales.

ng property (Scotland) Limited also want to encourage Owners to join an established local Focus Group of Tenants and Owners for their area or, better still, create a separate Owners specific Forum to represent Owners whose property is factored by ng property (Scotland) Limited.

For more info e-mail factoring@nghomes.net

focus on

HEALTH

Feeling low, anxious or stressed?

Feeling low, stressed or anxious are common problems. Some people recover in a few weeks on their own, while others need more specialist help and support. That's where Living Life can help.

NHS Living Life is a free telephone service based on Cognitive Behavioural Therapy (CBT). Our self-help coaches and therapists can help you understand some of the reasons why you are feeling low, address negative patterns of thinking and can teach new ways of coping.

Living Life can be accessed either through a referral by your GP or by

contacting the service directly by calling 0800 328 9655.

What type of support does NHS Living Life offer?

Living Life offers two types of telephone support:

Living Life Guided Self-Help involves guided telephone support with a self-help coach over 6-8 weeks.

Living Life CBT offers specialist support with a fully trained therapist over 6-9 telephone sessions.

What happens after phoning the service?

After contacting the service, a questionnaire is sent for completion

and return. Arrangements are then made to call and discuss the type of support best suited to your needs. For further information about Living Life call **0800 328 9655**.

Living Life

0800 328 9655
Mon to Fri 1pm - 9pm



with you every step of the way

Springburn library is the latest location for a free cancer advice and support service being offered across Glasgow by Macmillan Cancer Information.

The charity has teamed up with Glasgow Libraries to make sure that no one in the city should face cancer alone.

The drop-in service at Springburn Library is available on Fridays between 10.30am and 1.30pm.

Macmillan offers information and support to anyone who has had a cancer diagnosis in Glasgow and also to their relatives, carers and friends.

Free booklets, leaflets, audio-visual and electronic resources are available at the centres and offered in different languages and some formats suitable for people with special needs.

The charity also offers an opportunity to talk and give information of living with all

aspects of cancer. It can arrange counselling and free complementary therapy appointments including reflexology and aromatherapy massage.

Arrangements can also be made to meet with a Macmillan Benefits Adviser.

Helen Shearer, Macmillan Service Delivery Manager, says: "We are keen to raise the awareness of the services in the North East that now include Easterhouse, Dennistoun and Springburn Library."

The charity's leaflet says: "Cancer is the toughest fight most of us will ever face. But you don't have to go through it alone. The Macmillan team is with you every step of the way."

For more information visit: glasgowlife.org.uk/macmillan or contact Glasgow Libraries on **0141 287 2999** during normal office hours. Or email: macmillan@glasgowlife.org.uk



G'Day Emma!

Emma has been working with Margaret Layden in the Regeneration Team and enjoyed meeting many local people. Emma will also work with Margaret on a paper for the International Community Development Conference in June next year showcasing the joint work between North Glasgow and Melbourne.

Emma says: "I have had a wonderful experience getting to know so many people who have been very generous with their time."

"I have met with the children at the Keppoch Summer Camp and they were all extremely well behaved with exceptional manners. My football skills are terrible but I have learnt many things about recycling!"

"I visited the Possilpark Community Centre and met with a great bunch of Chancers, although I had to have that word explained to me! They hold great events and activities within the community."



"Then I stopped by the Community Cafe and Disability Community in Possilpark where I met the wonderful Ronnie Rodden, Bill Logan and staff who have shown such dedication to their work."

"I even managed to attend a BBQ in the sun." Emma added: "The commitment and passion of the ng homes staff is demonstrated in everything they do and the overwhelmingly positive response from those I have had the privilege to meet."

"I hope to stay in touch and visit north Glasgow again in the near future."

Welfare Reform

ng homes are committed to helping our tenants through the difficulties that many of them will face due to the Welfare Reform Changes and we will continue to work with our tenants and our partner agencies to mitigate the effects that these changes will bring to our tenants.

To have a clearer understanding about our tenants circumstances and how the Welfare Reform will impact on them we have been carrying out an on-going independent survey with some of our tenants. Many of the participants have expressed concern about the

changes of Welfare Reform.

At ng homes we have 870 tenants who will be affected by the Bedroom Tax. Our staff have visited all 870 tenants twice and given them the information they need. We have also contacted tenants by telephone, via text and in office interviews. As part of our discussions we spoke to tenants about Discretionary Housing Payments, Extra Room Allowances, Transfer Applications/Mutual Exchanges and if applicable Current Arrears.

We have now submitted over 300 applications for Discretionary Housing Payment

and to date we've received 171 positive decisions which covers 20% of affected tenants. We have expanded the money advice service delivered by GEMAP, which complements our very successful partnerships with Scotcash and Pollok Credit Union who offer financial advice and services to our tenants.

We have launched a new FREEPHONE Welfare Reform enquiries line for our tenants, if you would like to know more about welfare reform and to find out what we are doing to support our tenants please call us on **08000 46 38 12** or check our website www.nghomes.net

Pupils at Saracen Primary School rolled out the red carpet when the glitz and glamour of Hollywood and London Fashion week descended on the school.

Fashion designer to the rich and famous, Osman Yousefzada, who dressed Beyonce at this year's Grammy awards, took time out of his busy schedule to visit the school and work with the school dance group on their competition costume designs.

The children had created special mood boards to show Osman and in return he arrived with some of his beautiful designs and garments to show the youngsters.

Osman spent the afternoon with the children and worked with them giving them



Saracen on the catwalk

hints and tips about how to dress-up their outfits.

Evelyn Gibson, Saracen Primary headteacher was really excited about the visit and explained that the children had been busy in preparation for the visit.

She said: "This is such an amazing opportunity for our children and we've already had a very productive video conference with the designer."

The school dance group wore the Osman inspired outfits when they competed in the Glasgow Dance Championships at the Emirates Arena in June.

The school headteacher added: "To have help with their costumes designs by a world famous designer was truly outstanding. In honour of the designer's visit they called themselves Osmania."

Perhaps it inspired them because they have

qualified for the finals, to be held in August, and on the night were placed 5th overall in the primary school section.

Pupils were supported by over 100 parents, all wearing custom made T-shirts.

Osman Yousefzada has dressed many famous celebrities including Leann Rimes, Kristen Stewart, Selena Gomez, Lady Gaga, Thandie Newton and Gwyneth Paltrow to name but a few.

Scottish Opera's Pirates Perform in Possilpark



The very model of a modern major general visited North Glasgow when Scottish Opera performed a little bit of Pirates of Penzance to residents from ng homes sheltered housing complexes.

Scottish Opera's a Little Bit of... performances bring opera out of the theatre with full-scale shows cleverly re-written into lively 20-minute versions.

Based on a form of Japanese storytelling, the stories unfold to a series of colourful illustrations, brought to life by a storyteller, singer and two instrumentalists.

The ng homes residents were captivated by Gilbert and Sullivan's Pirates of Penzance, with the narrator always encouraging them to join in with the performers in singing the songs.

Rena Fox, from Hawthorn Street, Possilpark, said: "The singing was lovely, the musicians were excellent and the narrator told the story really well with great patter. I can't wait until the next one."

After the show the performers posed for photos and chatted with some of the residents before dashing off to their next performance.

Regeneration Manager for ng homes



Margaret Layden said:

"From speaking to the residents it's clear they thoroughly enjoyed the performance. We want to do more of this in North Glasgow and I'd like to thank Scottish Opera and the staff who helped out to bring the Pirates of Penzance to life in our community."

After the opera the residents tucked into Fish Suppers before being entertained by local entertainer Tommy Twigg, who had the residents singing and bopping away as he ran through his repertoire of popular songs.

Sheltered Housing Manager Karen Johnson said: "Everyone thoroughly enjoyed the opera and the dancing afterwards – it was a great day in thanks to Scottish Opera, Tommy Twigg and all the staff and residents who were involved."

For details of Scottish Opera's full length performances of Pirates of Penzance please visit: www.scottishopera.org.uk or contact Scottish Opera on 0141 248 4567.

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