



NORTH news



The Government Standard

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

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ng homes receive the CIH Excellence in Regeneration Award - Frank Miller, John Devine, Ann Marie Devlin, Margaret Layden, John Fury and Robert Tamburrini with Housing and Welfare Minister Margaret Burgess, MSP, after the presentation of the CIH Excellent in Regeneration Award.

award winning regeneration

ng homes has won an award for the regeneration work it undertakes in North Glasgow.

Housing and Welfare Minister Margaret Burgess, MSP, presented the Chartered Institute of Housing's Excellence in Regeneration award on the opening day of CIH Scotland's Annual Conference and Exhibition in Glasgow.

The award recognises ng homes' extensive programme of regeneration activities being delivered throughout North Glasgow. ng homes Chairperson John Fury was part of the group who took to the stage to collect the award on behalf of the association.

John said: "I would like to thank the judges who came out to visit us, to meet the people and hear at first-hand about how we are making a difference to our communities. Congratulations also to the other organisations shortlisted in our category - these awards showcase all the good work that housing associations do."

ng homes has been at the forefront of involving local people throughout the process to drive forward long lasting change. ng homes vision is to create a New North Glasgow: a great place to

live, learn, work, visit and invest.

ng homes Chief Executive Robert Tamburrini said: "We are absolutely thrilled that the judges have chosen ng homes as the winner of the CIH Excellence in Regeneration award this year.

"It's fantastic that our housing and

"...making a positive difference to the lives of local families and the wider community"

regeneration work, which go together hand in hand, has been recognised at national level.

"Our work, like the work of other housing associations throughout Scotland, is making a positive difference to the lives of local families and the wider community.

"This award is testimony to all the hard work of John Devine and the team at ng homes who along with our partner organisations are helping us to achieve our vision of a New North Glasgow."

The range of activities instigated by ng homes was considered by the award judges to be extremely impressive.

ng homes view regeneration as having three main strands: physical,

social and economic and the broad range of activities covered includes improving the quality of housing, environmental projects, training and employability programmes, community health and wellbeing initiatives, recycling and waste initiatives, partnerships with schools, youth work, art and sport projects, and community safety programmes.

Along with the community itself, the Association's many partners in the regeneration work have included Glasgow City Council, Glasgow Regeneration Agency, schools, colleges,

football clubs and other sports bodies. Elaine Gibson, Chair of CIH Scotland, said: "The judging panel felt it would be difficult to imagine a better example of a housing body acting as a community anchor. The Association is constantly looking for and acting on opportunities to get people and organisations working together. For ng homes, the economy of the area is the number one priority and everything else that happens stems from that.

"It was clear that ng homes sees regeneration activity as worthwhile only if it's sustainable in the longer term - they aren't interested in temporary fixes."



Making a big splash

see p7

Kayla Desson from Possilpark



6 Free sports activities in North Glasgow



8 Song, shimmy and sausage roll

A SAFER POSSIL

Staff from ng homes have been presented with an award by Police Scotland for their commitment and dedication to tackling all types of anti-social behaviour in Possilpark.

ng homes staff including Sharon Hazlett, Lynne Cooper and Caroline Wilson are at the forefront of driving forward the Safer Possil initiative - a partnership between ng homes, Police Scotland (Operation Volta), and other partners, tackling criminality and all types of anti-social behaviour in the Possilpark area of Glasgow. ng homes have been organising a number of events to involve the community in the Safer Possil initiative including awareness sessions for residents and competitions for local schoolchildren. The ng homes staff meet regularly with the Police, raise issues and decide on focused courses of action.

Police and housing staff also visit

people engaging in criminality and anti-social behaviour and since the beginning of the partnership in the summer have undertaken an incredible 475 joint visits.

The award was presented by Chief Superintendent Wayne Mawson, Divisional Commander for Glasgow North East and East Dunbartonshire. He said: "Community involvement and partnership working has been and continues to be paramount to the success of Safer Possil and ng homes staff have been heavily involved in setting up the partnership, engaging with our officers, the local community and other agencies."

ng homes Chairperson John Fury said: "I'm delighted that Police Scotland recognised our Housing Services staff with this award. Despite the often difficult situations faced they continue to work enthusiastically and with a genuine desire to improve the quality of life for

our tenants and make North Glasgow a great place to live."

Ann Marie Devlin, Depute CEO of ng homes said: "It's great to see the contribution of our housing staff recognised by Police Scotland for their work on Safer Possil. They have built up excellent working relationships which can only improve and benefit the local community."

Sergeant Ryan McMurdo, who led the Volta Team, said: "The ng homes staff richly deserve this award for their commitment and dedication to working in partnership with Police Scotland to improve the lives of those living in a vulnerable community."

ng homes staff are pictured receiving



Police Scotland present ng homes Staff with an Award for their Commitment and Dedication to a 'Safer Possil'

their certificate of appreciation from Chief Superintendent Wayne Mawson and Councillor Philip Braat, Convenor of the Joint Police Board, at a ceremony held in the Force Training Centre at Jackton, East Kilbride.

customer service excellence award

Staff and Board members from ng homes were joined by MP William Bain and MSP Patricia Ferguson at a ceremony to mark the successful re-accreditation of our Customer Service Excellence Standard.

The Certification is valid for three years and John Thurgood, who conducted the assessment at ng homes, made the formal presentation to Chairperson John Fury and Chief Executive Robert Tamburrini.

The Customer Service Excellence Standard is recognised across the UK and it lies at the heart of a strategy to provide customers with services that are efficient, effective, excellent, equitable and empowering.

Delivering services in line with the Standard provides real benefits for organisations and their customers as it is totally aligned with the five key drivers of customer satisfaction; delivery, timeliness, information, professionalism and staff attitude.

John Thurgood highlighted a number of examples of the positive feedback he had received from customers during the assessment. He also pointed out the business benefits that ng homes have achieved from adopting the Customer Service Excellence Standard.

He said the Standard acts as a driver for improved customer service, promotes the concept of continuous improvement and it delivers the benefits of staff recognition and celebration.

William Bain, MP for Glasgow North East, said: "Community-based housing associations like ng homes make a massive difference to improving the

welfare of people in the areas they serve.

"They are often the first port of call for local people for advice on money matters, benefits and tax credit issues, as well as accessing other public services.

"That quality of service has been recognised by receiving the award on Customer Service Excellence. Housing, welfare, financial, education and health issues are increasingly linked in terms of their effects on ordinary people - the people of North Glasgow know they have great support from ng homes in improving the lives of people in the community."

John Fury, ng homes Chairperson stated: "Our customers are at the heart of our business and we are very proud of this recognition, in the report tenants speak highly of the quality of homes provided and the proactive way the Association responded to their needs. The Standard supports us in ensuring that we maintain our high levels of performance."

Tony Sweeney, Head of Organisational Development at ng homes, said: "This award recognises the hard work and commitment of our Board, Committee and Staff Members who are making a difference for our tenants and customers. It also reinforces the importance of developing effective partnerships and we are very fortunate at ng homes to be working with some excellent partner organisations that are supporting us in achieving our vision to create a New North Glasgow."



Just Champion!

Several members of ng homes staff have been hailed as Glasgow Community Champions.

The awards, organised by the Evening Times, are designed to recognise people across Glasgow whose work is making a difference in their community.

Our Sports Legacy programme, established in May last year, to encourage people living in our area to feel more connected to the Glasgow 2014 Commonwealth Games, was a finalist in the Sports Category.

ng Sports Legacy Co-ordinator Greg Cann is pictured with Evening Times Assistant Editor Graham Shields.

The Safer Possil Initiative, established last June with local police to help tackle anti-social behaviour, crime and disorder in Possilpark, was also a finalist for the North Glasgow area in the Public Service Award category (see story above).

Young People's Futures, which has featured often in North News, won the category and one of their projects, the Possilpark Community Choir, performed at the awards ceremony in North Glasgow College.

Cook 'n' Care, which ng homes supports, was a winner in the Team Award.

ng homes in the Sunday Times Top 30 Best Companies

Sunday Times Best Companies award. Best Companies Director Glenn Dimelow with ng homes Chairperson John Fury and Vice Chair Frank Miller.

ng homes has been named as one of the best companies to work for in the UK in the prestigious Sunday Times 100 Best Companies list for 2013.

The social landlord was first named in the list in 2012 and this year has improved its placing, making the Top 30 in the listings for UK not-for-profit organisations.

ng homes Chief Executive Robert Tamburrini said: "To make the top 30 in the Best Companies list is a remarkable achievement and a great tribute to our hard working staff.

"We recognise the excellent work that our staff do and we value their contribution in achieving our vision to create a New North Glasgow. This is an excellent result for the organisation particularly as it comes during a period of change at ng homes."

Tony Sweeney, Head of

Organisational Development, said: "It is great to receive this recognition as it is based entirely on the evaluation of results from a staff survey.

"It measures our level of employee engagement across eight key factors: My Manager, Leadership, My Company, Personal Growth, My Team, Fair Deal, Giving Something Back and Wellbeing.

"The survey answers demonstrated that our staff felt engaged and valued and that they are proud to be able to give something back to the community."

ng homes Chairperson John Fury and Vice-Chairperson Frank Miller picked up the award on behalf of the Association.

John Fury was delighted with the honour and said: "I believe that staff are happy working for us and will continue to deliver truly great customer service for our tenants."

New Business Centre is taking shape

Major works have started in Saracen Street, Possilpark, that will see the construction of a two storey commercial building for Jobs and Business Glasgow and ng homes.

It is next door to a new health centre and the site started in January with ground works and piling for the foundations of the steel frame.

It won't be long before Saracen House takes shape and as you can see from the artist's impression, it will be a stunning new addition to the street when complete.

The main construction work is being carried out by Cruden Building and Renewals with the architecture

Robert Tamburrini, CEO of ng homes, said: "We are all very excited about the development of Saracen House. It will be a very impressive building when complete and the architect and designer have gone to great lengths to make sure it fits in with other properties in the area."



and design a joint initiative involving Murray Russell and Arka Design. Both companies have previously worked on a number of projects for ng homes that have produced superb results.

In keeping with other property in the street, Saracen House will have a red sandstone finish with stone sourced in Cumbria.

Murray Russell said: "My belief is that natural stone is a Glasgow material. People associated stone with quality.

"The Library in Possilpark is Listed grade 2 and is probably the best building in the street. Its quiet quality and simplicity was the starting point for our design together with a brief that the building should be designed for 'long life - loose fit' meaning durable and capable of change over time."

The builders have been given permission to use part of the pavement for scaffolding but will take all precautions to keep disruption to a minimum.

They have also pledged to work closely with the local Job Centre Plus in targeting youth employment opportunities through their sub-contractors.

Cruden Building and Renewals are associate members of the Considerate Constructors Scheme. The organisation's aim is to improve the image of construction by promoting good working relationships with all parties on the project.

Priority is given to minimising the impact on the community and a monitor from the CCS Scheme will visit the project to assess and score it for compliance.

happy at barloch street

Tenant Andy Watt used to live in a top floor flat in Fruin Street but four years ago moved to Barloch Street sheltered housing.

Mr Watt says: "I didn't realise with sheltered housing that you can

still have your own house and your independence but at the same time you have the warden only a phone call away if you need anything. It's great. I love living here. It's so handy for everything."

Now things have got even better with the installation of a new kitchen, bathroom and heating.

Mr Watt, pictured with ng homes Technical Officer John Campbell in his new kitchen, bathroom and heating are first class."



Mathew Duffy and his Supervisor Davie McIntyre with his van and jet-washing equipment.



ng2 join the Water Jetting Association



Mathew Duffy, colleague Martin Baker and Supervisor Davie McIntyre proudly display certificates from the Water Jetting Association.

ng2 are now full members of the Water Jetting Association (WJA).

Acceptance as members confirms that ng2 meet all of the professional standards set by the Water Jetting Association in terms of:

- **Legality & Fairness**
- **Competence & Professional Standards**
- **Honesty & Integrity**
- **Compliance with Codes of Practice**

In addition our Jet Washing specialist Matthew Duffy attended Cardonald College and gained the PTTLs teaching qualification.

This means that Matthew can now teach his ng2 colleagues how to use the Jet Washing equipment safely and to the high professional standards set by the WJA.

Pat Bradley, Enterprise & Employability Manager, said: "Jet Washing can make a really positive impact in areas like pathways, back

courts and the areas around our multi-storey flat developments.

"Our membership of the national Water Jetting Association proves that we meet the high standards they set and our residents can be assured that all work is done with their safety in mind and in compliance with all relevant legislation.

"The fact that we have a professionally qualified Jet Washing teacher means that we can train and develop our own staff and expand on the range of services we deliver across North Glasgow."

Ronnie Rodden, Chair of ng2, said: "I'm really proud of the way ng2 develops its own people in terms of making sure that they are given every opportunity to gain professional qualifications that support the skills, knowledge and experience they gain in the course of their employment."

ng2 annual business review

ng2 held its second Annual Business Review at Up On The Hill in February.

Since its inception in March 2011 when it employed its first staff, the business has grown dramatically.

It currently provides full-time employment for 58 people covering a wide range of services for ng homes including:

- **Close Cleaning and Back courts maintenance**
- **Environmental 'Hit Squad'**
- **Void properties and day-to-day works**
- **Electrical services including stair lighting and controlled entry doors**
- **Painter work**
- **Window safety Catch checks**
- **Concierge recruitment and deployment**

In addition to delivering a range of commercial contracts, ng2 is heavily involved in community development and regeneration activities across North Glasgow including:

- **Recycling and Waste Improvement**
- **Sports Legacy Development Programme**



Michael Kam is a PATH trainee working with the association. Michael has been putting his language skills to good use by interpreting for our Chinese customers. Michael and Bola Akintoye, Housing Officer are pictured with Mrs Hong Lin, daughter Candy and son Owen.



ng2 get jobs award but young people are the real winners

Our Social Enterprise Company, ng2, which employs local people in North Glasgow won a national award for Best Practice in Community Regeneration.

The success came in the YESS to Jobs (Youth Employment Skills Service) category at the SURF Awards 2012.

Each year, the Scottish Urban Regeneration Forum (SURF) and the Scottish Government present SURF Awards to regeneration projects that are independently judged to be making a real difference in disadvantaged communities across Scotland.

ng2, based in Springburn was setup in 2011 with just eight employees and contracts to the value of £140,000. This year ng2 appointed its 58th member of staff and is heading for a turnover in excess of £1.3M.

The award was announced at a presentation dinner in Glasgow in December and winners were presented with SURF Award certificates by Derek Mackay, MSP, the Minister for Local Government and Planning.

Speaking at the event Mr Mackay said: "These awards are a great example of empowered communities working together to meet the challenges they face. This type of community-led regeneration delivers long term sustainable change in disadvantaged communities. I congratulate all SURF Awards participants."

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.

Chairperson of ng homes John Fury said: I'm absolutely thrilled that ng2 have won this award, it's a major achievement – thanks must go to John Devine, our Head of Regeneration and ng homes CEO Robert Tamburrini who conceived the idea of creating a social enterprise in North Glasgow. Pat Bradley must also take great credit for steering the company from 8 employees to over 50 employees in just two years."

Ronnie Rodden, Chairperson of ng2 said: "It's great that ng2 and the staff team have been recognised with this award. Everyone has worked so hard to make ng2 a success and I'm sure ng2 will continue to deliver quality services and grow and develop in the years to come."

On stage to collect the award were four young men who started as trainees two years ago and along the way have learned new skills and gained full time employment thanks to ng2 and its partners.

Martin Baker, 22, an ng2 Estate Operative said: "I'm really pleased that ng2 has won this SURF award. I had been unemployed for some time after leaving school and was finding it difficult to get a job but my life has been transformed through working with ng2. As a result I believe I'm doing something worthwhile and my confidence is much higher now."

Since its formation ng2 has worked with a range of partners who have played a key role in their success including The Scottish Government, City Building Skills Academy, Glasgow City Council Land and Environmental Services, SCVO, The WISE Group, Celtic Football Club and Jobs Business Glasgow.

Also shortlisted in the YESS to Jobs (Youth Employment Skills Service) category were the Scotland-wide Creative Pathways Programme and DEAP Ltd based in Dundee.



THE GREAT WALL OF SPRINGBURN?

It's passed by hundreds of motorists and pedestrians every day and appears to have very little purpose in 2013.

But the old wall at Wellfield Street/Croftbank Street/Edgefauld Road has ng2 staff intrigued.

The Jet Washing Division recently carried out remedial work on the wall and some of them asked what purpose it had served.

So we're asking our readers to help by giving us any information you have on the history of the wall.

For example: Was it connected to housing?

Was it your school, church, work or some other place of interest?

Do you have any old photos of the site/location?

Did you live there?

Prizes are available for information on the wall. Please contact Brian Davey on 0141 560 6000 or email northnews@nghomes.net

new look for the flats at croftbank street and edgefauld road

Work has started on site to refurbish the 2 blocks at ground floor level internally which will provide new usable communal space, concierge stations, office facilities, new signage for the blocks and new front entrances.

In addition new internal wall partitions, glazed partitions and windows will be installed where required. There will also be newly formed external wall areas and new lowered ceilings and wall tiling to the entrance lobby, foyer, lift and stair vestibules.

Electrical installation will be re-designed and adapted to suit the new layouts.

On the outside of the buildings new sandstone cladding with a zinc cope will be applied to the columns and existing brick infills at ground floor level. The retaining walls at the car parks are to be repaired, new sandstone facings applied and new railings provided.

As the blocks will remain occupied the works will be phased to ensure the safety of tenants and visitors. The work started on 25th March and is expected to take 16 weeks. As with any proposed work our tenants are consulted at each stage of the project. We are sure you will agree looking at the artist's impressions here that once this work is complete it will make a dramatic difference to the flats.



LEGACY SERIES BRINGS MINI COMMONWEALTH GAMES TO NORTH GLASGOW

ng homes will stage a series of activities for residents in North Glasgow as part of its legacy series, culminating in a mini commonwealth games event later this year.

We have run a variety of different community activities as part of the on-going regeneration of North Glasgow and two of our programmes have been granted Commonwealth Games Legacy Status.

The projects recognised by Legacy 2014 are an Events Management Training and Volunteering Programme for local schools which gave young people from North Glasgow the opportunity to learn about the events industry and gain practical experience of running an event in the local community.

Arlene Rush, ng homes Events Co-ordinator, said: "The young volunteers helped run our 'Making a Difference' roadshows in Springburn and Possilpark and they are now working on the final stage of their Skills in Volunteering award, which we are sure will help them when they enter the job market or seek further/higher education."

Another project is designed to connect residents in the North of the City with the ongoing Glasgow 2014 Commonwealth Games Legacy initiatives.

Sports Legacy Co-ordinator,



Greg Cann, said: "The specific aim is to increase participation in sport and improve health and wellbeing as we look forward to Glasgow 2014".

This year these projects will work together to deliver a mini commonwealth games for members of the community of all ages, which is planned to coincide with the "one year to go" countdown to Glasgow 2014.

As well as sport and events training forming part of the 'ng Legacy' ng homes has also been running a range of green activities with the help of their Climate Challenge Officer Sarah Robinson.

Sarah said: "I've been working with our partners Zero Waste Scotland arranging Love Food Hate Waste cafés and other community events aimed at raising awareness of recycling."

Chairperson of ng homes John Fury said: "These and a host of other activities throughout the year will

help us to make a huge impact on the regeneration of North Glasgow and the positive legacy that we wish to achieve here in this part of the city."

CEO of ng homes Robert Tamburini said: "We really appreciate the recognition from Legacy 2014 for our projects and ng homes will support the Glasgow Commonwealth Games by participating in significant milestones towards the games such as promoting volunteering, the 500 days to go activities and the Sport Your Trainers events with our staff and local schools."

The ng legacy series is aimed at supporting and inspiring communities across North Glasgow.

Helping to launch the series was Cllr Archie Graham (Depute Leader of Glasgow City Council and Executive Member for the Commonwealth Games) along with Zack Ashburn and Darryl McMurtrie from Springburn nursery.



ng homes in partnership with Scottish Swimming have launched two exciting swimming programmes at Springburn Leisure Centre.

The 'Learn to Swim' programme sees ng homes and Scottish Swimming engaging with two local nurseries, Red Road and Keppoch, to provide pre-school children with a block of six weeks of free lessons.

By providing an opportunity to swim in the early years it is hoped that this will help address an issue highlighted in a recent report published for the Scottish Government. It stated that 25% of children leave primary school unable to swim and that in

Jamie Cunningham and Jay McColl enjoyed the free swimming over the Easter holidays.



poorer areas participation was found to be 30% lower than in more affluent areas.

The second programme called Swim 4 Change is a Scottish Swimming leadership programme for young people aged 15 - 24 years who are not in education, employment or training or are in danger of falling into this category.

Young people taking part gain nationally recognised qualifications with mentoring support which will provide entry level qualifications into the leisure industry (aquatics) or a sport and leisure further education course.

ng sports legacy co-ordinator Greg Cann, who was involved in putting the swimming programme together, said: "We identified a need for a learn to swim programme in North Glasgow and by teaching

children who are still at nursery how to swim they can pick it up early.

"Also by engaging with people in the 15-24 age group we are equipping them with teaching skills and experience which will help them gain employment or further education."

ng homes Chairperson John Fury said: "I think its first class that we are responding to the needs of our communities by offering these opportunities. The Swim 4 Change programme is another example of how our vision of a New North Glasgow is making our community a great place to live and learn."

Scottish Swimming Participation Development Officer Fiona Paterson said: "The Learning to Swim and Swim 4 Change initiatives support Scottish Swimming's vision that everyone is given an equal opportunity to participate in quality swimming programmes regardless of age or ability. Swimming really is a sport for all and learning to swim at an early age sets a positive foundation towards a lifetime of participation and enjoyment in a variety of water sports and aquatic activities."



Easter fun with FREE sports

TWO weeks off school at Easter flew in for loads of young people across North Glasgow.

Over 100 children aged 7-13 took part in a range of free activities including swimming, football, basketball and cricket.

The events were held at local venues Springburn Leisure Centre, Springburn Academy and Firhill Stadium, home of the SFL First Division champions Partick Thistle FC.

Young people who had further to travel to get to the venues were taken to and from the venues in the new ng homes community bus.

All the events were free and provided by ng homes as part of the ng sports legacy programme.

As you can see from the smiles on the faces of the boys and girls taking part the fortnight of free

fun was a great success and we are sure the mums and dads were happy too!



Now, even though the school holidays are over, ng sports legacy is also supporting continued FREE activities in the area.

Opportunities include:
MONDAYS
Football for 8-16 year olds with Partick Thistle Community Trust, 4pm-6pm @ Petershill Leisure Centre. Table Tennis for 12-16 year olds, from 4pm-5.30pm @ Springburn Academy.

TUESDAYS
Rugby for 10-14 year olds with North Glasgow Giants, 5pm-8pm @ Red Road Flats.

WEDNESDAYS
Football for u14 GIRLS with Glasgow City FC, 4pm-5pm @ Petershill Leisure Centre.

Table Tennis for u14, 4pm-5.30pm @ Tron St Mary's Church (Red Road).
Cricket with Glasgow Bravehearts, 5pm-8pm @ All Saints Secondary.

FRIDAYS
Football for 8-16 year olds with Partick Thistle Community Trust, 6pm-8pm @ Springburn Academy.

SATURDAYS
Basketball for u14 with Glasgow Storm, 11am-1pm @ North Glasgow College.

For dates and more information follow us on Twitter (@ngsportslegacy) or via our Facebook page (www.facebook.com/ngsportslegacy)



ng homes supports elmvale primary pupils in becoming bike ready

Pupils from Elmvale Primary are becoming "Bike Ready" thanks to a new programme supported by ng homes aimed at improving young children's confidence and ability to ride a bike.

Over a six-week period the primary school pupils (P1-P3) will be assessed by cycle trainers from ED's Cycle Co-op. Each child will be assessed individually as a potential bike rider, a balance bike rider or a pedal bike rider.

The Bike Ready programme is supported and facilitated by ng homes and forms part of its recently launched ng legacy series.

Glasgow City Council's Community Action Team will further support the programme with Bikeability (proficiency) Level 1 training for P5-P7 pupils. Three teachers from the school and local ng sports legacy volunteers will also be put through their paces on a Cycle Training Assistants course so they can help out with the programme.

The aim of the Bike Ready programme is to improve the ability of local children to cycle, a core skill identified for physical



and social development and to build pupils confidence in riding a pedal cycle.

Once each child has been assessed, the trainers will work with them to develop their potential to become a full pedal bike rider.

Mark Kiehlmann from ED's Cycle Co-op said: "Our aim is to promote cycling to children and adults and over the course of the 6 sessions we will prioritise those children that need more time to become a pedal bike rider and we will have plenty of activities to keep them interested and develop their skills further."

Greg Cann, ng Sports Legacy Co-ordinator said: "Last year was a fantastic year for cycling in Scotland with the success of our Olympians and the opening of the Sir Chris Hoy Velodrome in Glasgow.

"This has led to a lot more interest in cycling both for recreation and as a way of getting around so we wanted to support this programme and help get local children bike ready."



STREET RUGBY

In partnership with Glasgow Life Rugby Development, May is RUGBY MONTH, with FREE street rugby sessions at two local sites.

Every Tuesday from 30th April @ Eastfield Park/ Carron Estate & Thursday from 2nd May @ Red Road flats (Petershill Road) - both sessions between 6pm & 7.30pm for 10-16 year olds (sessions will be split if needed!).

Come along and take part in some basic fun rugby skills & games with high quality professional development staff and local School of Hard Knocks coaches, and work towards the STREET FINAL, with a game between the sites on 30th May.

For more information, check out Facebook page (/ngsportslegacy) or email mycommunity@nghomes.net





Credit Union

Pollok Credit Union (PCU) is one of the largest credit unions in Glasgow with 6,000 members. Established in 1993, PCU opened a branch in Possilpark in May last year working in partnership with ng homes. The office is open from 10am to 3pm Monday to Friday. The knowledgeable and helpful PCU staff are on hand to assist customers and they receive on average around 40 membership enquiries per week. The main barrier to membership is the requirement for photographic identification. To counter this they are able to take photos and the potential member is then responsible for getting these signed by an appropriate professional person such as a doctor, lawyer, dentist, housing officer Priest or Minister. The total number of members who have joined since May 2012 is 613 with £89,500 held in shares/savings and loans of £68,000 made.

Parent & Toddler Group
 Glasgow Life has started a Parent and Toddler group at the Balgrayhill Community Centre. It meets every Friday at 10am. For further info call 0141 557 0475

focus on HEALTH DIABETES

Diabetes is a common condition that can affect adults and children. It occurs when the pancreas doesn't produce enough insulin which converts the glucose in food into energy. Symptoms can include increased thirst, frequent visits to the toilet especially at night, tiredness, weight loss, thrush and blurred vision. Some people show no symptoms and when through blood or urine tests the condition shows up they are often shocked. Diabetes cannot be cured but can be managed through diet or medication.

There are two types. Type 1 diabetes is where the body stops producing insulin. It mainly develops in children and young adults but can occur at any age. It is treated with insulin combined with healthy eating and exercise. Type 2 diabetes, which is often referred to as adult onset diabetes, is when the body still produces insulin but not enough for the body's needs. Three in four diabetics have Type 2 diabetes and there is a strong link with being overweight. You are more likely to get this type of diabetes if there is a family history of the illness, if you are Asian or of African-Caribbean origin or overweight. Treatments include healthy eating, exercise, tablets and insulin and patients may need a combination of treatments to manage their diabetes effectively. At least 2.5million people in the UK have diabetes and it is estimated that another half million have the condition but don't know. With poor diabetes management there is an increased risk of complications such as heart disease, stroke, high blood pressure, circulation problems, nerve damage and eye damage. Smoking, while generally bad for your health, is especially bad if you have diabetes. National standards are being laid down to ensure that diabetic patients everywhere in the country receive the same care and have regular check-ups. There are some restrictions with driving heavy vehicles if insulin dependent and insurers should be informed on the condition, particularly with travel insurance. If diabetes is managed effectively and patients try to follow certain guidelines in most cases they are able to continue to work, travel, have a family and enjoy a full and active life.

SCOTCASH CAN HELP

Low-income families can get access to bank accounts and affordable credit at a fair price via Scotcash. The not-for-profit social enterprise, launched in January 2007, also provides free money advice and support. It has opened almost 1700 bank accounts and made over 7000 loans for £4m to vulnerable families. With the introduction of Universal Credit, having access to a bank account will be crucial in receiving payments and could help in managing rent payments. Scotcash offers direct access to the bank accounts via partnerships with the Royal Bank of Scotland and Barclays Bank. Staff are authorised to complete the necessary checks and paperwork on behalf of customers which helps those who need extra support. The service, based at 55 High Street and in ng homes offices in Springburn and Possilpark, aims to help break the spiral of financial exclusion and poverty. Scotcash also helps people save for the future by working in partnership with Glasgow Credit Union. Scotcash Business Development Manager Sharon MacPherson said: "Many people who will be affected by the introduction of Universal Credit do not have a bank account and without assistance may face real problems paying rent, utilities bills and other essential payments". To find out more about Scotcash, call 0141 276 0525 or go to www.scotcash.net



bedroom tax

How can ng homes help? ng homes staff are dedicated to offering advice to our tenants and will be able to provide information to you regarding the bedroom tax. We work in partnership with key organisations who offer services to our tenants who may need benefit and money advice, especially those who will have changes to their benefits based on the bedroom tax. Our tenant services include: **SCOTCASH** ng homes have a dedicated loan officer working full time from our offices. To make an appointment please contact Scotcash on 0141 276 0525. **GEMAP** GEMAP offer a free and confidential service on all aspects of debt and money advice. To make an appointment with a GEMAP advisor, please contact our office on 0141 560 6000 (Springburn) or 0141 336 1300 (Possil). **POLLOK CREDIT UNION** Pollok Credit Union provides a range of loans and savings products for its members. Pollok Credit Union are situated next to our Possilpark Office at 264 Saracen Street, G22 5HJ. To make an enquiry or join, visit the branch for more information or call 0141 880 7888.

Widely publicised changes to benefits were introduced in April which are likely to impact on tenants of working age living in social housing and receiving Housing Benefit (HB). New rules, dubbed the Bedroom Tax, mean that Housing Benefit will only provide support for the number of bedrooms claimants need. So if, for example, your family has moved out and you have an empty room it is likely you will face a benefit cut. The Government have laid down rules that indicate: one bedroom for a couple; an additional room for a person aged 16 or over; one bedroom for two children under 16 of the same sex; one bedroom for two children under 10 with boys and girls requiring to share; one further bedroom where a disabled person in the household needs an overnight carer. If you have 1 spare bedroom your Housing Benefit will be reduced by 14%, if you have 2 or more spare bedrooms your Housing Benefit will be reduced by 25%. If the new rules apply to your household circumstances there will be a reduction in your current HB payments to your ng homes rent account. This reduction will apply to those who receive full or part HB. Tenants are responsible for ensuring the balance is paid in full to ng homes. If you have not been contacted by a member of the ng homes team and think you may be affected by the bedroom tax please contact us immediately on our Freephone number 08000 46 38 12.

BEWARE BOGUS CALLERS...

Police Scotland have warned that bogus callers are operating in the North of the city. To help tenants stay safe, they have issued some helpful advice on how to deal with bogus callers. Tenants should check ID badges and if not expecting a visit don't let callers in or ask them to call another time and arrange for a friend or family member to be with you. Use a door viewer before answering the door and never agree to pay for goods or give money to strangers at the door. Don't keep large sums of money at home and if someone refuses to leave your door, dial 999 and ask for the police. For more advice on bogus callers, visit: www.scotland.police.uk/keep-safe/safety-advice-ij/personal-safety/bogus-callers/

upgraded concierge control room

Our concierge services are being improved with a new and expanded Lenzie Control Room. The aim is for concierge staff to be even more responsive to tenants needs both day and night throughout all of our high rise estates. Highly trained officers will use new CCTV cameras and other technology to focus on the services that tenants say are important to them, namely to feel safe and secure in their homes and communities. Concierge services and particularly the person present on site will continue to be an important part of ng homes support for the community. In addition to monitoring the multi storey flat areas, the new control room will also monitor all sheltered housing complexes. This room also doubles up as our call centre and call centre staff will be positioned in these work stations.



Ann Marie Devlin, Depute CEO, said: "We always listen to our customers before we make any changes to services or improvements to their homes. When complete this station will have a control room equipped with the latest technology monitored by professional staff and will make a real difference to the service provided to our customers."

GREEN CORNER

PUPILS CLEAN UP Elmvale Primary School p4/5 pupils participated in Climate Week activities at Balgrayhill in partnership with sports legacy volunteers, ng homes, Zero Waste Scotland's Love Food Hate Waste campaign and Glasgow Community and Safety Services. Pupils worked hard in freezing cold conditions to complete a recycling litter pick around Balgrayhill Community Centre, collecting two bags of rubbish and three bags of recycling. Later they learned how to reduce food waste, save money and keep their fruit and vegetables fresher for longer and also planted seeds in plant pots to take home to grow. Staff at ng homes are also working hard to reduce and recycle waste in the offices and have been collecting cans, recycling ink cartridges and reducing paper waste. We are currently introducing our own Office Green Champions who will be involved in reducing waste, increasing recycling and reducing energy use. Watch this space for more details. Well done everyone at Balgrayhill for your efforts to recycle which have achieved a great carbon saving so keep up the excellent work. We are in discussion with the council about rolling out recycling to other properties so watch this space for future recycling opportunities.

CHUTE RECYLING DAY Since introducing the Waste Improvement Plan late last year, tenants at Balgrayhill have been recycling crazy. The chute recycling day (every Friday) on average fills 12 large Taylor bins per week, the clothing banks have recycled 350kg and the glass and bulk recycling continues at a great rate.



BECOME A GREEN CHAMPION Last year, ng homes tenants secured funding from the Climate Challenge Fund and Zero Waste Scotland to address climate change issues. A group called Community Green Champions will be formed so that local people can come together to address these issues. The first meeting is on 8th May in the Ron Davey Enterprise Centre, Vulcan Street meeting complex at 6pm. The meeting and workshops will last for a maximum of two hours. Refreshments will be provided and children are welcome. If you would like to get involved then please contact the Climate Challenge Officer, Sarah Robinson on tel: 0141 630 4281 or email: srobinson@ng2works.com

The latest group of local people to complete the community development Activate course included ng homes Chairperson John Fury.

He was joined by eleven other locals on the course delivered by the College of Social Sciences at the University of Glasgow.

The course, which is supported by ng homes, aims to build on the experience of volunteers and

hopefully enable them to be more effective in their work and voluntary activities.

The teaching is informal and participative but also



Our chair gets Activated



Chairperson John Fury with Gail Nicolson, Senior Housing Officer who also completed the course.

activists in the community by providing an opportunity to reflect on what they do and why they do it.

It looks at community work and local and global issues through discussion and group work

during the 50-hour course.

With the help of tutor Karen McNiven, the group from the North area examined different practical approaches to working in the community which will

challenges students to think more deeply about the work they are doing.

It has also proved to be a stepping stone for further education with some students moving on to a BA Community Development course at the University of Glasgow and others committed to studying at John Wheatley College.

Certificates were presented at an Activate Celebration Evening held in the Senate Room in the main university building.

Afterwards, participants were thrilled when group pictures were taken in the magnificent Bute Hall, where university graduates receive their degree diplomas.

Louise Sheridan, BA Community Development co-ordinator, who presented the certificates congratulated participants from North Glasgow,

West Dunbartonshire and Kilmarnock.

She said: "You taking part in the Activate course is about you showing your passion for things that are right."

John Fury said: "It was a very worthwhile course and I congratulate all of my fellow students on the successful completion of our work.

"Hopefully it will provide a stepping stone for some to move on to greater things."

Margaret Layden, Regeneration Co-ordinator for ng homes, said: "The response to the Activate courses has been very positive. They are open to anyone over 16 years of age and there is no upper age limit."

If you are interested in joining an Activate course contact Margaret Layden on **0141 560 6000** or email: mycommunity@nghomes.net



An exciting new project to promote self-empowerment and self-care for women will launch in Springburn in July.

MsMissMrs has already secured a funding award through a partnership initiative run in conjunction with ng homes, Scotland Unltd and Firstport.

Sylvia Douglas, the founder behind the enterprise, hopes to support change in the community that she calls home.

Sylvia, 34 a tenant of ng homes, knows all about overcoming the odds with a turbulent youth of her own inspiring the development of her new venture over the last ten years.

She believes that her experiences, battling

Sylvia to launch MsMissMrs

neglect and cruelty, are indicative of the situations in which countless women become trapped without adequate guidance on how to manage their emotions.

"We often don't notice the signs of self-abuse," Sylvia explained, "and that can lead us into a vicious circle of self-doubt and toxic relationships – with ourselves as well as with others.

"MsMissMrs will support woman to explore the tools they need to move to a place of empowerment, from which they can make good decisions, based on their own aspirations and needs."

With a professional background in Community Health and Partnership, Sylvia has developed a series of workshops, designed to address such issues as self-awareness and boundaries, and provide participants with the foundations for positive, healthy mindsets.

The workshops, based on the values of self-care and self-love, are offered as a three-day intensive course or can be delivered one day a

week over five weeks to suit the individual.

Attendees are encouraged to participate and communicate with fellow learners throughout the process but the programme focuses on facilitation rather than coercion.

"It's all about personal responsibility," says Sylvia, "showing women that giving ourselves time and emotional nourishment is important."

Sylvia added: "Our pilot workshops went well and the interest I've already received in the project has been overwhelming. It's obvious, even at this early stage, that MsMissMrs has touched on something that the women of this community, my community, really lack and want to change – for themselves and future generations."

For more information on the workshop programme and how to get involved with MsMissMrs, email sylvia@msmissmrs.co.uk

Sylvia is pictured with ng homes CEO Robert Tamburrini and Regeneration Co-ordinator Margaret Layden.

HOUSE SWAP COULD BE YOUR MOVE...

HomeSwapper is a direct home swap service for social housing tenants who want a house swap, flat swap or exchange of their council house.

The arrangement is called a mutual

exchange and can cut away long waits on a housing transfer list.

HomeSwapper has arranged over 60,000 swaps in the UK and is now partnered with ng homes, meaning our tenants can use the service for free.

Registration is done on line at www.HomeSwapper.co.uk where you enter the location you want to move to, the type of property and the number of bedrooms needed.

A search automatically matches

your request to any potential swaps and you receive an email or text message giving details.

You can view details on line and if you like what you see you can arrange a visit before agreeing to the swap.

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

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