



# NORTH news



Our Vision: A community where people can flourish and prosper

ISSUE 53

# Celebrating the Year of Young People 2018

**A**h, to be young! Those late nights without a care in the world, the exuberant energy, plooks, tantrums, having all your teeth. What a great time to be alive.

That doesn't mean it's easy being a young person these days, or that it ever was. Our youth are faced with some of the biggest changes and challenges planet Earth has ever seen - and that's before they've even had their breakfast!

But like never before our youngest citizens are taking up their responsibilities and committing to making a difference in North Glasgow and beyond, and we want to celebrate them.

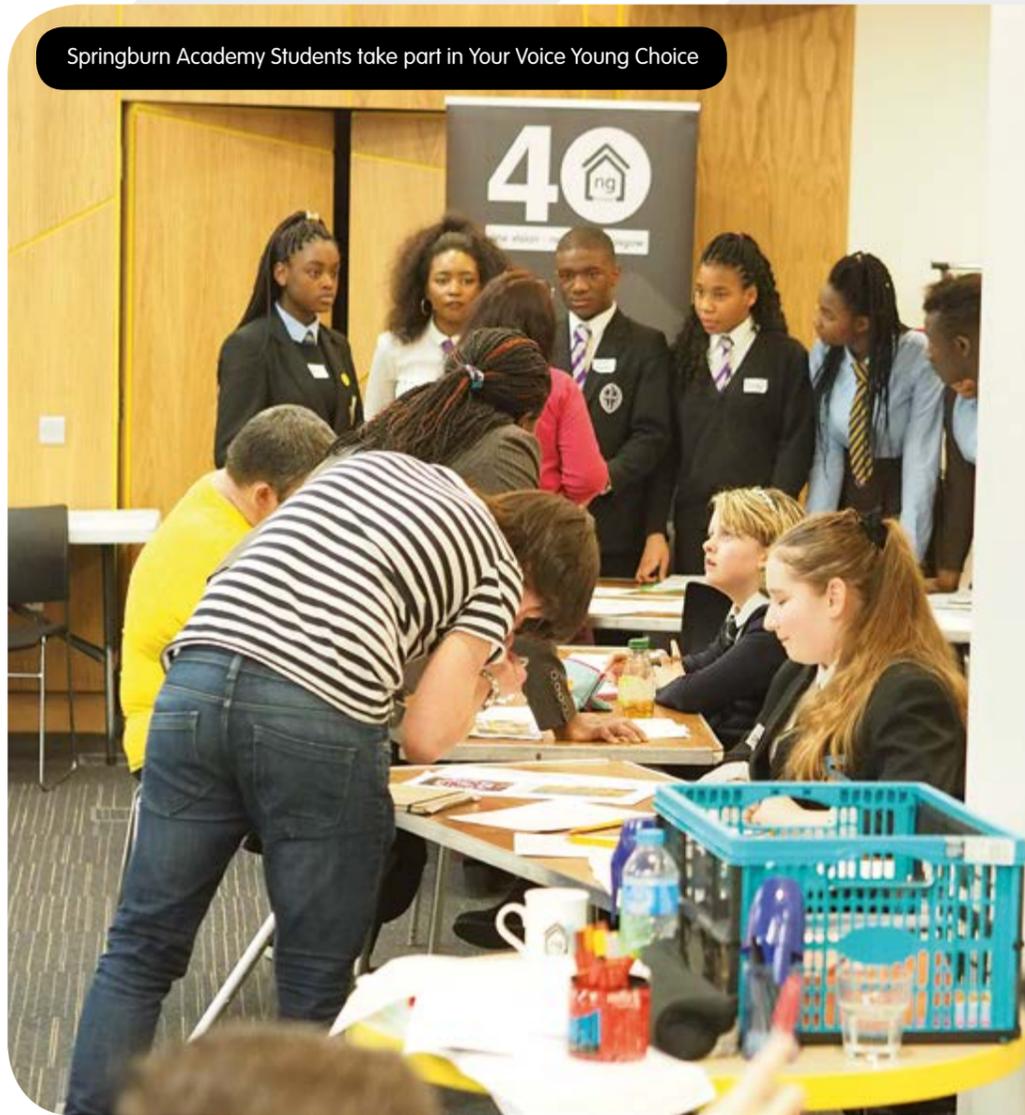
It's all part of the official Year of Young People (or "bliadhna na h-Óigridh" if Gaelic is your thing). This is a Scottish Government led initiative that promises a range of events and projects which celebrate and showcase the contribution of young people from all across the country.

**The Year of Young People 2018 is an opportunity for generations to come together and celebrate our nation's young people. It is a platform for our young people (8 to 26). It will give them a stronger voice on issues which affect their lives, showcase their ideas and talents, and ultimately, aim to challenge the status quo and create a more positive perception of them in society."**



It got us thinking - there are already so many amazing initiatives, events and young people making a difference in North Glasgow, so we should embrace this inspirational message. So embrace it we have. Over the next few pages we'll

Springburn Academy Students take part in Your Voice Young Choice



introduce you to some of the amazing initiatives we're supporting and some of the amazing young people without whom it would not be possible.

From unique, inclusive projects in North Glasgow to stirring, inspirational trips to Africa, our young people are doing so much to make a difference, and it's something we can all be proud of. In all of our research and reflection, and through all of the responses, we came to one

unifying conclusion. If these young people are the future of North Glasgow, then the future of North Glasgow might just be brighter than ever before.

The celebratory year will cover 6 themes developed by the young people themselves; Enterprise and Regeneration; Equality and Discrimination; Culture; Education; Health and Wellbeing; and Participation.



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# WHAT'S HAPPENING

## Chief Executive's Message

Welcome to the summer edition of the North News We've got a huge year ahead planned for the Association as we press on with regeneration in North Glasgow, increasing support in our services and providing the best possible homes in the best possible areas.

This year is also our "Year of Young People" as we celebrate the contribution of young people to the past, present and future of North Glasgow and increase opportunities for them to get involved with the community. Young people are the future, and they are one of many important groups which deserve this sort of recognition and support. The Scottish Government backed initiative

is a great opportunity to get together and recognise the amazing work young people do to support the area.

The edition is also filled with local news, views and stories from within the organisation, as we celebrate yet another successful Gold Investors in People review and my good friend and colleague Andy Lyttle turns 70.

To all of our tenants, we wish you an exciting and prosperous second half of 2018, and we look forward to sharing in a bright future together.

**Robert Tamburrini**

Robert Tamburrini, Chief Executive, ng homes



Robert Tamburrini, Chief Executive

## Comments, Compliments & Complaints

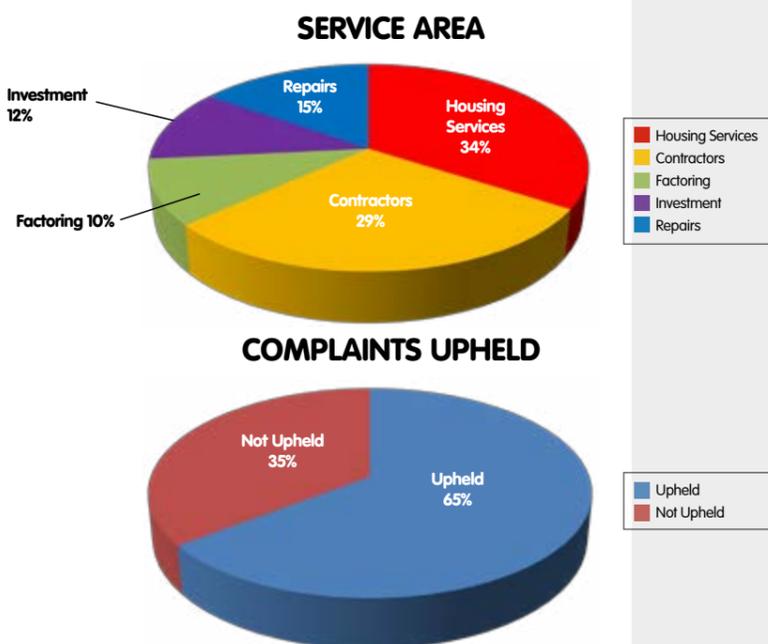
### 1st January 2018 – 31 March 2018

We know we are not perfect however we are striving to achieve excellence in all aspects of customer service. We recognise that from time to time some things can go wrong, we're only human after all, but our aim is to rectify things quickly and effectively, and permanently improve our services in the process.

Number of complaints responded to in the period = **79**

**94%** of complaints were responded to within our target timescales

#### Complaints 1st January 2018 – 31 March 2018



Our Complaints Handling Procedure was developed by the Scottish Public Service Ombudsman in partnership with the housing sector. A guide to our complaints procedure is available at our offices and you can phone us and ask us to send you one out.

Compliments during the period included thanks for:

Exceptional kindness and help during recent improvement works with special mention to the Hit Squad and various members of ng homes housing services and investment staff.

Thanks for lifting tenant's spirits at a difficult time of her life by installation of new kitchen and bathroom.

Thanks to Technical Officer for fast processing of work, responsible attitude and tailor made service which gained tenant's respect and gave him trust in ng homes.

Thanks for helping tenant mentally and financially.

Thanks to ng2 for fantastic work in the garden.

Thanks to all ng2 workers for all their help over the last few weeks.

Nephew of tenant thanked ng homes staff for being so helpful and kind when dealing with him on behalf of his aunt.

Thanks to Facilities Officer and staff for help with Bob Allan Conference Bookings.

Appreciation for everything Housing Officer has done for him as everything they have spoken about has been actioned.

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# A tribute to Baron Michael John Martin – politician, speaker and friend – founding member of the Association

**M**ichael John Martin, (who would later become Baron Martin of Springburn) was born on 3rd of July 1945 to humble beginnings in William Street in Glasgow.

In a parliamentary career spanning four decades, Baron Martin's political and Trade Unionist past made him the perfect choice to represent Glasgow Springburn as Member of Parliament (MP) when he was first elected in 1979 – a role he would passionately serve in until 2005, before serving Glasgow North East as MP for another four years. He also co-founded the Housing Association known today as ng homes.

Michael was the son of a merchant seaman and a school cleaner. One of five children, he was brought up in a tenement community in Anderston; Moving to Springburn when he was aged fourteen. He attended St Patrick's Boys' School, leaving a few days before the age of 15 to become an apprentice sheet-metal worker in a factory. He later worked at a railway yard in Springburn for the locomotive engine makers North British Caledonian Railways.

He then became involved in the National Union of Sheet Metal Workers and Coppersmiths, before joining the Labour Party when he was 21. He was a sheet-metal worker with Rolls-Royce between 1960–1976 working at the plant at Hillington, and by his mid-twenties he was a full-time shop steward with the Amalgamated Union of Engineering Workers.

At the age of 26, in 1973, Michael, who believed in good housing for local families, was elected as a Labour councillor of the Glasgow Corporation, representing Fairfield ward. In 1974 he was elected to the City of Glasgow District Council, representing Balornock ward. He was a trade union organiser with the National Union of Public Employees (NUPE) between 1976 and 1979, and in 1976, Michael, along with Ron Davey and several other local residents formed Mansel & St Monance Housing Association because they were proud to live in the area and wanted to fight for its future. In 1979 this became Springburn and Possilpark Housing Association, rebranded in the early 2000's as North Glasgow Housing Association and now known as ng homes.

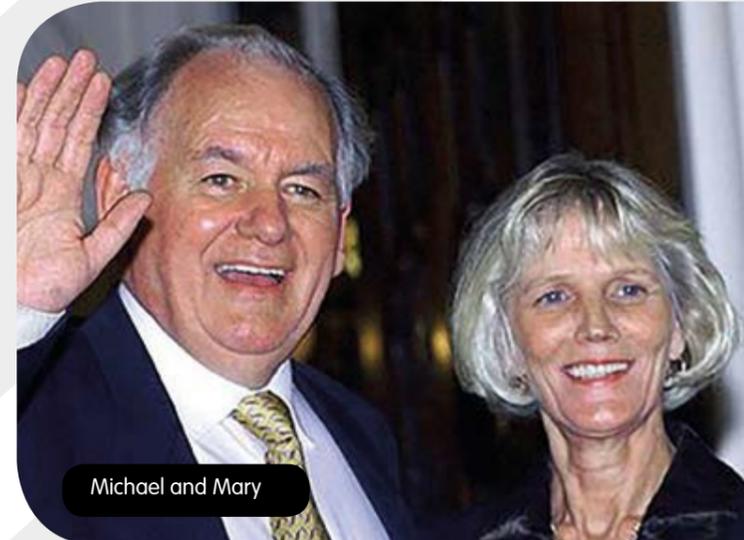
In the 1979 general election, Michael was elected as Member of Parliament for Glasgow Springburn. He served as Chairman of the Scottish Grand Committee from 1987 to 1997 and sat on the Speaker's Panel of Chairmen 1987–2000. He was appointed as First Deputy Chairman of Ways and Means (one of three Deputy Speakers) in May 1997.

In July 2000 Betty Boothroyd announced that she would retire as Speaker. An election was held in October of that year and twelve MPs put their names forward as potential successors. The contest was determined by a series of votes and he was elected as the 156th Speaker on 23 October 2000, becoming the first Roman Catholic to serve in the role since the Reformation. In accordance with a long-standing convention, Michael resigned from the Labour Party.

Michael was a very humble and practical person and did not adopt some of the traditional clothing



Baron Martin served as Speaker of the House from 2000 until 2009



Michael and Mary



Michael, the young politician



Michael back in North Glasgow with his grandson Ryan

associated with the Speaker role, instead appearing without wig, silk stockings and knee breeches. That is the character of Michael the man, he was proud of being a Glaswegian, he was proud of the city and he wanted the best for local working class families everywhere.

He was re-elected as a MP in the 2001 General Election. In the 2005 general election, he stood in the new constituency of Glasgow North East and was returned to Parliament.

In 2009 he was made the Steward and Bailiff of the Manor of Northstead. Speakers are traditionally elevated to the House of Lords when they retire and Michael was created a life peer on 25 August 2009 as Baron Martin of Springburn, in the City of Glasgow. He was introduced in the House of Lords on 13 October 2009. Like previous Speakers elevated to the Lords, he sat as a Crossbench peer.

Michael took a leave of absence from the Lords on 13 September 2017. After a short illness, he passed away on the morning of 29 April 2018. Glowing personal tributes were paid by many notable current and ex-politicians, including Labour leader Jeremy Corbyn, current Speaker John Bercow, and former Prime Minister Gordon Brown. He will also be remembered by the many families and local causes he fought for passionately in his time as a Trade Unionist, and local and national politician.

Michael was also a great family man. He was

married to Mary McLay in 1966, going on to have a son and a daughter. His son Paul Martin was the Labour Member of the Scottish Parliament (MSP) for Glasgow Springburn from 1999 to 2011, then for the Glasgow Provan constituency from 2011 until 2016. Like his father, Paul believes in the importance of local community.

Michael's service to his fellow workers, his constituents and the wider Springburn and Possilpark Community over many decades speaks for itself. He was a great role model for today's young people. Despite being faced with numerous obstacles throughout his public life Michael stayed true to his belief in local people and the value of community. ng homes, which has grown from a few dozen houses in 1976 to the largest community based Housing Association in Glasgow today, is testament to his lasting legacy in North Glasgow.

Robert Tamburrini, ng homes Chief Executive, said: "Michael Martin's contribution to North Glasgow was outstanding. It was very clear that he cared passionately about people and the community. We will always remember the key role he played in founding the Association and his commitment to the area over the years. We are immensely grateful for the tremendous legacy he leaves behind in North Glasgow and beyond. He will be greatly missed and we send our condolences to his wife Mary and their family."

# North Glasgow's got Talent

## Your Voice, Young Choice

**L**adies and Gentlemen. Boys and Girls. Roll up and be amazed at this exciting initiative guided and led by some of North Glasgow's most talented young people!

Supported by the Scottish Government's Community Choices Fund, led by ng homes and facilitated by Space Unlimited, the Your Voice Young Choice initiative put the decision-making responsibility in the hands of 37 10-16 year-olds, who thought up concepts and projects which could promote positive change and social inclusion in their communities.

These ideas and projects were then showcased at a community event in March last year before being voted on by the community,

with £60,000 of funding being shared out amongst a total of eleven projects.

Richard Porter, ng homes Vice-Chairperson, said:

"ng homes' Community Choices gives our young people from North Glasgow the opportunity to make significant change allowing them to bring their ideas to life."

Linda Hamilton, Head Teacher, Springburn Academy, said, "This partnership working has provided a real-life situation for these pupils to actually develop their capacities as effective contributors, successful learners, responsible citizens and confident individuals."

So, the moment you've all been waiting for.



Take a look at some of the projects on this page as we profile their success, and please join us in congratulating and applauding the talented young people of North Glasgow.



**T**he Climb Up group wanted to explore Scotland, with a blend of hill-walking and outdoor excursions. Trips are being planned to visit the Cairngorms and Dunoon.

Sessions have been conducted by an experienced mountain leader covering; walk planning, map-reading and understanding the effects of weather and how to deal with emergencies.

The group has a high level of diversity

including Scottish, English, Pakistani, Nigerian and Hungarian participants.

One participant said, "We have learned that exploring Scotland is important to the group, with a chance to see more than just Possilpark, and hillwalking will be part of that experience.

"The trips will be used to encourage people to get into the outdoors more and have the right skills for that."



**Y**our Space is a shared community area where people young and old can relax, socialise or just take five. It's somewhere that people can come together and escape from the pressure of their busy lives.

The support beams for the space are now up and the outdoor classroom is nearing completion. The launch date is the 2 and 3 of June (the Glasgow Garden Festival's 30th anniversary in the North of the city).

The group is looking to expand to get more young people involved to help run activities from the classroom not only during school, but also during the holidays. In addition the group is also encouraging the classroom to be inter-generational so are inviting people of all ages to get involved in the project.

Please email [rdocherty@nghomes.net](mailto:rdocherty@nghomes.net) if you want to get involved!



**M**DA is a project inspired by the young people's desire to become involved in music, drama and art.

Pupils from Springburn Academy have been learning skills in acting, singing and dancing to support them in creating their own version of the hit musical Grease. The pupils have an opportunity to make costumes and design their own set for a performance which will take place before the summer holidays.

The group has attracted around nineteen participants and has produced ten 'workshops'. They are hoping to attract even more members. The impact which this project has had on the teenagers' confidence, self-esteem and team-work has been invaluable.

One participant said, "I'm so excited to do a show. I love coming here every week. It's so much fun".



**C**hat, Chill, Play is a scheme whereby 12-16 year-olds can meet every Wednesday in the Peugeot Ashfield Stadium (Glasgow Tigers Speedway) to take part in a wide range of fun activities.

Over the past eight weeks fifteen enthusiastic young people have designed an exciting programme of activities.

These include arts and craft, sports, games, movie nights, dancing and cooking. The participants have also been preparing a hip-hop routine to be performed at the opening of the Tigers Speedway event in June.

The idea is to create a space where young people can relax and socialise in an environment that promotes inclusion and taking up new activities.

One participant even said, "This is the best club I have ever been to."

# From Springburn to Malawi - Young Leaders project is changing lives

**A Springburn Academy and Scotland Malawi Partnership programme has offered young people from North Glasgow the opportunity to travel to the African nation and improve the educational facilities of some of the most impoverished people in the country.**

This eye-opening project sets out to improve the educational facilities of children in Malawi, with the ultimate ambition of helping disadvantaged youngsters use education as a means to escape poverty. Beyond that, it serves as a unique opportunity for youngsters from North Glasgow to get a humbling insight into one of the poorest countries in the world.

This will be the fifth year young people have been involved in the project which is co-ordinated by Pauline Coyle Deputy Head Teacher, Springburn Academy. She said: "Malawi is often called the 'Warm Heart of Africa' and that has certainly been my experience over the years. There is always a warm welcome and we have made many friends over the years.

Our project is completely self-funded and last year we raised £18,000 to cover the cost of our visit. This is a challenge to many of our young people and raising the money to visit Malawi is part of their leadership training".

While in the country young people paint local classrooms, visit the much-loved STEKA orphanage (where last year they introduced access to reusable

sanitary protection) and often work with established Scottish charity Mary's Meals to paint nursery centres where children get two meals a day. They also get the chance to meet with local children and discuss the differences, and similarities, in their lives.



Making friends in Malawi



The group pose for a photo



The youngsters wear the national dress

- Amy Daly is a 17 year old pupil at Springburn Academy who will be visiting Malawi this year. She said "I wanted to go to Malawi as it is an opportunity I may never get again. Being able to go there and make a difference to someone's life and education is something not everyone can experience."
- Craig Bell visited Malawi in S6 last year but is returning this year. Craig said: "Inspirational would be the word I use to describe my experience of Malawi. The people we work with appreciate greatly what we do and it's about trying to make their lives a little bit better.
- Abbie McClafferty is one of the group this year. Abbie said "Visiting Malawi will allow me to see different cultures and helping out children in education. I am planning to bring over donations of clothes and stationery to distribute.

This year there will be seven people taking part and if you would like to support these inspirational young people you can make contact with Pauline Coyle at Springburn Academy. Details of Just Giving Page can be found below.  
[https://www.gofundme.com/springburn-malawi-2018?pc=fb\\_d\\_g&rcid=r01-15183805893-f50483dddc934418](https://www.gofundme.com/springburn-malawi-2018?pc=fb_d_g&rcid=r01-15183805893-f50483dddc934418)

# Margaret takes on West Highland Way for Malawi Project

**As part of the fundraising drive for Springburn Academy's Malawi project our Head of Regeneration, Margaret Fraser, took on the West Highland Way Challenge - raising a whopping £827!**

When Margaret heard from one of the parents who attend the Springburn Family breakfast club that her daughter was one of seven pupils from Springburn Academy heading to Malawi, she was inspired to find out more and to help out.

She met with the young people and the Teacher heading up the project, Pauline Coyle, who explained that they were travelling out to Malawi to work with the children and families in the community. Margaret said:

"I was really inspired by the young people who have been

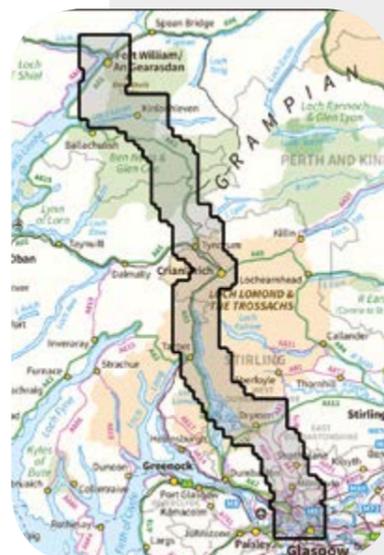
taking part in this project for the last few years. I am sure they will really make a difference and at the same time will learn so much from this challenge that they are setting for themselves.

I am pleased to be able to support them in a small way and would like to thank those at ng homes and ng2 and the many other people who have supported this with their donations. This is the first time I have walked the West Highland Way and supporting this project gave me the extra incentive that I needed to keep going over 96 miles!"

The world famous West Highland Way is a 96 mile walking route from Milngavie to Fort William, and is one of the country's best loved and most revered challenges. On behalf of everyone at the ng group, we

want to say a massive well done to Margaret for completing the challenge and raising so much money for such an amazing cause.

Please get in touch with your Housing Officer if you're interested in making a donation to the project.



Out in the hills during the Way



Margaret reaches the finish line!

# WHAT'S HAPPENING

## Annual CSE Review

“delivers for customers”

**T**he Association's annual review of the Customer Service Excellence (CSE) Standard took place on 12 December 2017. The CSE review is an important event at ng homes as it allows the Association to identify good practice and any areas for continuous improvement to enable it to maintain its focus on delivering a first class service to tenants and other customers.

During the review, the external Assessor explored a number of “customer journeys” within the services that he had selected. These were:

- Tenant Engagement (with particular focus on the Multi-Storey Flats in light

CUSTOMER SERVICE EXCELLENCE



- of the tragic event at Grenfell Tower).
- Regeneration Services - The Pitstops Project.
- Retirement Housing (the Assessor was interested in how the Association has managed the change from Sheltered Housing to Retirement Housing and the background to this).

At the outset, the Assessor emphasised that he was keen to learn about ng homes' approach in each of the services, to understand how staff interact with and support customers along the way and to hear about examples of successful outcomes for customers.

The assessment process was comprehensive and involved the Assessor reviewing the Association's performance, speaking to staff and support agencies and also speaking to tenants and other customers.

Overall it was a very positive review and a great result. The outcome report identified 52 points of good practice and five areas of compliance plus.

The Assessor noted that it was very apparent that ng homes is an organisation that really wants to deliver for our customers.

The review was a very positive exercise with the Assessor being able to identify excellent examples of successful outcomes, whilst also suggesting areas which can be improved upon as part of our ongoing focus on customer service.

# Re:markable Review of Gold and Health and Wellbeing Awards

## Investors in People: Double Delight

**T**he Association has achieved a successful annual review of its Investors in People Gold status and the Investors in People Health and Wellbeing Award.

IIP Specialist, Alix Malcolm who visited the Association in April and conducted the review stated “I was very impressed by the ongoing commitment to continuous improvement to ensure that ng homes is a great place to work.”

The Assessor was very interested to hear about the work that is being done across the organisation and identified a lot of examples of good practice including the focus on

employee engagement and the Association's continued investment in developing young people through its Apprenticeship and training programmes.

Tony Sweeney, Assistant Director (Corporate Services) at ng homes commented “The review was very positive. I was delighted to hear our Assessor, Alix Malcolm praising the contribution of our staff and recognising the importance placed on staff development within the Association.”

John Thorburn, Chair of ng homes said “This is great news, both awards reflect the Association's commitment to

developing and supporting our staff to be able to provide an excellent service to our tenants and customers. The result of this review is testament to the continued focus on investing in our people.”

Investors in People (IIP) Scotland, which has recently rebranded as Re:markable, celebrates organisations that meet the world-recognised IIP Standard and reflect the very best in excellent people management. ng homes has been accredited as an IIP organisation since 2002 and has been recognised with the Gold level and the Health & Wellbeing award since 2014.

## Leave disabled parking spaces clear

**P**arking spaces set aside for disabled tenants must be left clear for those who desperately need them, reiterates Housing Minister Kevin Stewart MSP.



Registered Social Landlords have a statutory duty to ensure that disabled tenants have access to these spaces under the Disabled Persons' Parking Places (Scotland) Act 2009, and as such we're putting a huge emphasis on ensuring tenants in need have access to these spaces.

We ask all tenants to be more vigilant with disabled parking spaces and to report anyone who is abusing the spaces and is not disabled. Ensuring our disabled community members have access to parking spaces is essential for their quality of life and we thank everyone for supporting this initiative.

Our staff have the right to be treated with respect and dignity at all times.

Most people respect this.



Thank you for being one of them.



Re:markable

# ng homes apprentices take part in SFHA Apprentice Challenge 2018

**F**our ng homes trainees took part in the SFHA Apprentice Challenge event held on 12th April 2018. Two of our trainees, Lucy Brown and Alan Nicolson, were chosen as part of a group of seven housing apprentices who facilitated the event whilst Robyn Somerville and D'Arcy Bolam, who are also trainees with the Association took part as participants.

The Apprentice Challenge was showcased at the Housing Scotland Apprentice Event on Thursday 12th April at the Riverside Campus of City of Glasgow College. The event focused on informing individuals about the unique housing apprenticeship opportunities available and highlighting the diverse range of skills and ideas apprentices bring to an organisation.

Together with Skills Development Scotland's NTP Partnership Intern, Josephine Grant, and the SFHA's Business Development Intern, Mollie Stephen, the apprentices also helped

to organise and promote the SFHA's Apprentice Challenge by creating a video encouraging other apprentices to get involved in this year's challenge. It is available on Youtube.

Josephine Grant said:

"I met up with the apprentices regularly to discuss, shape and organise the event. They were a great help and came up with some really insightful ideas. Not only was the housing sector able to find out about apprenticeships at this event, they were able to meet apprentices and witness them in action during the Apprentice Challenge."

Tony Sweeney, ng homes Assistant Director (Corporate Services), said:

"We are very excited that all four of our apprentices embraced the Housing Scotland Apprentice Event. We were delighted that Lucy and Alan were chosen as facilitators and it was great to see Robyn and D'Arcy participate in the teams. The event was a great opportunity for the apprentices to showcase their



The Apprentice Challenge facilitators pose for a selfie

skills and talents and share what they've learned at the Association, and we were very proud to see them all playing such a key role at this important event."

ng homes continue to support apprenticeships in the housing sector and to promote training and work opportunities for local people in our communities.

## Regulator launches national discussion on the future of social housing regulation in Scotland

**T**he Scottish Housing Regulator recently invited tenants, landlords and others with a vested interest in its operation to supply feedback and ideas on the future of social housing regulation

in Scotland. Following the publication of a Discussion Paper the regulator sought to collect input from across the community by the end of March 2018.

The Discussion Paper sets out

the Regulator's early thinking on its future approach, its regulatory priorities and how this approach will work. The Regulator will use the feedback on the paper to develop its detailed proposals for a new

Regulatory Framework, with plans to consult on the new Framework later this year. We will keep you up to date on any developments.



## ng homes Governance Self-Assessment process proves positive

**F**ollowing the lead of the Scottish Housing Regulator, self-assessment was identified as a key strategic objective by ng homes Board Members and senior staff during the 2017 business planning process. As such, we recently completed a comprehensive governance self-assessment process.

Alongside support from experienced external consultants, the process culminated in the production of a final report for review by the Board. It considered areas of the Association where we have been

performing well and an action plan focusing on areas for improvement.

A highly productive session for Board Members was held in January, with Members reviewing the self-assessment work done to date and providing additional information to the consultants. As part of the process, the consultants also completed an independent audit and assessment of key strategic documents, policies and processes related to governance.

Overall the outcome report was very positive and highlighted our key strengths as a RSL whilst identifying

some areas for action. John Thorburn ng homes Chair said:

"Governance self-assessment is critically important for RSLs. Our review has been very useful, it provides an independent view, from experienced people, on how we are performing against the SHR's Regulatory Standards of Governance and Financial Management. The result was very positive and it has delivered an action plan for us to focus our efforts on. Self-assessment will be a regular feature for the Association going forward to support continuous improvement."



# Connecting Cultures across North Glasgow



Chinese dancers entertain the crowd at Glasgow City Chambers



The Police Scotland Pipe Band play in George Square at cultural event

**O**ver the past six months we have carried out a variety of multicultural events in Springburn and Possilpark to share a wonderful fusion of music, friendships and food with families and people across Scottish, African, Chinese, Afghan and Syrian backgrounds.

People have been really getting to know each other and have shared many of their important festival events. Over the Festive period there was a fantastic community spirit as local tenants helped each other by organising Christmas lunches and gift giving. There was a multicultural Christmas event organised by African Challenge Scotland held at Keppoch Campus with all children receiving a gift.

This was followed by a multicultural Burns night event where local community members enjoyed a wonderful mix of Scottish, Afghan and Persian dance and music complete with a Piper and the traditional addressing of the haggis.

We then took part in Chinese New Year celebrations with a large event held at Glasgow's George Square and City Chambers, where over a thousand people enjoyed the colourful display of Dragon Dancers, the Police Scotland Pipe Band, African Drumming, Scottish Dancing display, Oriental Dance and even a display from our very own Possilpark Rockers Line Dancers and Oriental Fan Dancers.

This was followed by a large community event for families held at Keppoch Campus and once again there was a mix of entertainment and a variety of activities for the children.

The most recent celebration was in partnership with Glasgow Afghan United who held their New Year Festival, Nowruz, at the Petershill Club. This was an opportunity for cross cultural activities and was attended by the Ambassador from Afghanistan and the Chief Executive from the Scottish Refugee Council Sabir Zazai who spoke passionately about the importance of friendship and family reunification.

ng homes Chair, John Thorburn said:

"We welcome the diversity within our community and events such as these create a friendly space for us to learn from one another, make positive connections and build friendships. We are also pleased to see the variety of cultural groups making connections with each other and will continue to support these activities."

ng homes are delighted to play such an important role in bringing community members from all walks of life together and are committed to promoting diversity, inclusion and opportunity in North Glasgow.

## Springburn Community Council: Springburn Focus

**It's finally Summer, and with all this good weather we've been having, it's time for an update on some of the community council news in your area.**

We've a large community council made up of dedicated and experienced residents of Springburn and we've been super busy these last few weeks. We're planning some community events including a comedy night, self defence training, a few litter picks and some other fun activities (think Gala, Halloween and Christmas - it's all in the pipeline!).

We're in the process of working with some pupils at Springburn Academy in setting up our own Springburn Youth Forum where young people of Springburn (and the immediate areas around) will have a voice in the decisions made that affect them, their health, wellbeing and their future. A big thanks to Jay Thomas from Springburn Parish church and the regeneration team of ng homes for their support with this.

Friends of Eastfield Park are working hard to revitalise our 'back park'. We'll be finalising repairs to the drainage system on the playing field and to get the dual-purpose poles (rugby/football poles) installed. We've also submitted an application

for funding for a 'Design a Logo' competition for the children at Elmvale Primary. Have a walk through the park - you'll see a big difference, the undergrowth has been cut right back and it's looking better than it ever has, just in time for the good weather!

One of our keen supporters and friends, Springburn Parish Church, recently received funding to hold a small participatory budgeting event in Springburn.

Some 16 local groups and organisations applied for funds and voting took place at a community event held in Springburn Parish Church Hall on Saturday, 7th April. Jay Thomas, Youth and Community Worker for the Church states, "Local people are the ones best placed to determine local priorities." The Church is also looking for some young budding guitar players, offering free guitar tuition every Friday. Check out their Facebook page for details.

And finally, Springburn Regeneration Forum met up on Monday, 19th March. We spoke with the agents of the new owners of the shopping centre



Eastfield Park is getting a makeover – go down and see for yourself!

and it's all good! The owners want to work with the community and surrounding businesses. We're also moving towards carrying out community engagement events in the area. We want to hear what you think about Springburn; what you like and what you dislike. What would you like the 'Future Springburn' to look like?

There's a lot happening and it's time for change. Keep your eyes open for further information on all of the items mentioned above.

Check out Springburn Community Council's Facebook page: <https://www.facebook.com/SpringburnCommunityCouncil/>

# Andy Lyttle – Wee name, big heart

**I**n 1982 Andy Lyttle took his first steps through the doors of Springburn and Possilpark Housing Association. Now, 36 years later, the man with the wee name and the big heart has turned 70. Not that it's ever stopped him stepping through them almost every day.

Andy was originally our on-call handyman and tradesman for almost four decades but is now a valued employee of ng2. Originally working in a self-employed capacity, Andy has been a vital part of this Association for decades, both in his contribution and skill as a tradesman, and as a person harnessing his relationship with local people. His influence on our group is legendary, his modesty in giving it humbling. His passion for the area is still as strong and evident now as it was back in the 80's.

"I might've originally been born in Port Dundas, but I was brought up in Possil," beams Andy. "I now live in Cumbernauld but I still have so many roots here; a couple of sisters, nieces and nephews. Although I've seen so many changes over the years, they're not all bad. This is still a great place. I've got so many friends here, and know loads of people through this job. It's always been like that. I remember the Murphys. When I was younger, I used to go up for some soup at lunchtime. Mrs. Murphy was like a second maw!"

Andy's full of these wee anecdotes. From going out on call to a locked-out damsel in distress because no-one else could, to collecting old

football programmes when clearing out voids, to the time he was at Ayr races and much to the surprise of his wife, he knew so many people there – all because they were tenants on a day out from Glasgow!

For 36 years Andy has put blood, sweat and tears into ng homes, other local businesses, and by proxy, North Glasgow. His work ethic is infectious, his smile equally so, and his experience and knowledge has proved invaluable during our past, in our present and will do for our future.

Robert Tamburrini, CEO of ng homes took some time to reflect on the amazing commitment and work that Andy has done for ng homes over the years:

"Since 1982 Andy has played an essential and major part in the service we've provided to our tenants. As long as Andy is fit enough and has the desire to get up and go to work, and he wants to be here, he will always have a place at this Organisation. He continues to do an amazing job and show amazing commitment to the ng Group, and to North Glasgow."

Nowadays Andy fulfils a slightly different role in the Association. Before, he was the first and only port-of-call when it came to emergency maintenance. Now, we've got a whole team of people across ng2 and ng homes who collectively work together to maintain and build our communities, and there's no-one better served to pass down advice to them than Andy himself.

"Being able to pass on the knowledge I've developed over the years onto newer people is a big part of what I'm doing now," explains Andy. "Paul, the guy below me, started out with ng2 cleaning closes, then he got brought in to work with me, and he's serving his time, and he's working hard. Listening is important. A lot of people don't. I've been here that long, I've learned by mistakes. People often ask me 'How do you think like that?' Because I've made the mistake before."

Working with ng2 has also opened up something else for Andy – the chance to see the world. Andy went 19 years without a holiday. He sweated, worked and helped out everywhere he could. A sacrifice he made himself of course. He was our on-call guy, but now, he has set shifts and can plan around them, meaning he and his other half can take advantage of holidays. The hard work really does pay off.

For Andy, these last 36 years have been mixed with friends, family, ups and downs and most importantly to him, hard work. Reflecting on reaching the milestone of 70, he has spent most of his life serving and supporting this community, and it's with great pleasure we celebrate that now. He thanks his family, his kids, Robert Tamburrini and everyone at ng homes and ng2.

To the man with the wee name and big heart, from everyone at the ng Group and in North Glasgow, a very big thanks for everything!



Andy is our in-house, on-call handy man and is available for help and support

# WHAT'S HAPPENING

## Pitstops cohorts 5 & 6 come to a successful end...

**The Pitstops personal development programme, the successful collaboration project between ng homes and School of Hard Knocks, funded by Big Lottery Scotland completed its 5th & 6th delivery cohorts since North News last went to press.**

Based at the Ashfield Tigers Speedway stadium, 40 participants initially engaged with the programme, which offers the opportunity to gain five vocational qualifications and follows the unique School of Hard Knocks employability methodology, including playing touch and contact rugby.



All smiles as Cohort 6 graduate at Saracen House



30 dedicated people stayed the course and graduated after 8 weeks, focusing on their physical fitness, team building, employability and job searching skills. As well as reporting improved levels of personal confidence and mental health the graduates also managed to achieve these impressive tangible outcomes. Examples of some of the successes of the 2 cohorts include:

- 4 moved into employment during or within 6 months of completing the course.
- 5 completed further certificated training courses.
- 2 entered education with partner provider, Glasgow Kelvin College.
- 1 started formal work experience
- 1 began volunteering with a local hostel offering homeless accommodation.
- All graduates (30) achieved at least 1 qualification with a number gaining the full house of 5.

Course highlights included playing a full 15 a side game of contact rugby against East Lothian College at Livingston Rugby Club and spending a day shadowing the life of a professional rugby player with the BT Scottish Rugby Academy at the Ravenscraig sports complex. They also took to the water at the Pinkston Watersports Centre where they mastered the art of canoeing and solved a range of challenging team building problems. Both groups completed 1st Aid & REHIS qualifications as part of their development. Cohort 5 also visited Edinburgh to play their School of Hard Knocks counterparts in a highly competitive challenge match, representing North Glasgow and finishing comfortable winners.

Final matches at the Ashfield Stadium taking the form of 7s tournaments against established sides the Glasgow Alphas, Bishopton Rugby Club (male & female sides) & Hillhead Womens RFC, followed by graduation ceremonies at ng homes' own Saracen House which provided the icing on the cake to a very productive and beneficial course for everyone taking part.

## WHERE ARE THEY NOW? Focus on graduate Catherine Yuill...

**I first met Greg Cann when my son Callum attended a Friday night sports club run by ng homes. Following attendance at a community breakfast meeting representing parents from local Elmvale PS (Callums school), I heard a talk about a boxing program through School of Hard Knocks. In 2015 I took part in the SOHK boxing program along with about 15 males and one other female - this was one of the hardest challenges I have done as I hadn't exercised in over 20 years and, I was the oldest on the program. I had many barriers, no confidence around strangers and was overweight, while also at the time being a single mum to 2 boys.**

During the last week of the program I got accepted for a place at Glasgow Kelvin College doing business and administration IT at level 5, which I went on to complete. In May 2015 after I completed the course I took part in the Activate course, which also led me to completing my first aid and food hygiene courses. These were things that I would never have got involved with before the SOHK program due to my lack of confidence, but completing the course with the support and encouragement I received made me believe in my ability to return to education.

Once I completed the course I felt I wanted to get more involved in my community and gain my confidence back so I became a volunteer with the local disability centre Possibilities. A vacancy became available for 'Cook and Care' and I had the courage to apply for it, attending my first job interview in 13 years. I knew I wouldn't get the position but it gave me the experience of going to an interview again after so long. I didn't get the job but got some great feedback on my interview.

I then decided I wanted to volunteer for the new Pitstops course, and Greg gave me the opportunity to do so in 2016. My role involved taking some pictures of the participants training and helping individuals with paperwork and administration type work. This led to me completing my Community Achievement Award at level 5- yet another qualification!

Whilst volunteering with the female Pitstops course in 2017 I decided to apply for an 'Introduction to Community Work (PDA)' college course, which I completed in March 2018. I am now currently continuing as a volunteer with Pitstops and enjoy watching everyone's journeys and I'm hoping I may be able to go back to college again and complete my HNC in community work."



Catherine is a great example of someone gaining valuable self confidence and believing in her own abilities through participation on our personal development courses and we wish her all the best in her continued journey. She is a credit to herself and her boys and continues to give back to her local community in so many ways.

**CONGRATULATIONS  
CATHERINE - keep it up!**

Catherine is a dedicated and passionate volunteer of Pitstops, but an even better friend of ours



# Starting an EPIC Savings Journey



**T**hey say the hardest part of a journey is starting it, and that couldn't be more true when it comes to saving money. EPIC 360 are professionals at helping you do just that and save up your hard earned cash.

This may be for a holiday, driving lessons, Christmas or just for a rainy day. Angie, one of Epic 360's friendly Financial Capability Officers, recently started working with Peter & Rebecca, who wanted to start saving a bit of money, but weren't sure where to start. This is their story.

"Peter and Rebecca\* were referred to Epic 360 as they just received their first tenancy in 11 years, they had been travelling and living in their truck for this period.

Rebecca works full time as a night shift support worker and has a steady income, Peter however, is a self-employed bespoke joiner and as such can go weeks without an income.

I supplied them with the number for G-HEAT as they have storage heaters and are unsure of how they work. I have also explained to them the importance of setting up their council tax payments and the possible consequences of not doing this, they said they will call them ASAP to sort this out.

Both Peter and Rebecca are keen to have some savings behind them for emergencies. I explained about different savings accounts, i.e. a savings account with their bank, the Credit Union or putting money away in a tin at home.

I also mentioned the benefits of home contents insurance to them and how they may be able to have a low cost premium through their social landlord should anything happen at home.

Peter is keen to find someplace that he can be working from, like a co-operative workshop. He had been told a little bit about the Lambhill Stables, I gave him more information regarding this and he said he will go along and check it out. Since our first appointment I have found out from my colleague Janine about a few other organisations which may

offer workshop space, I passed on this information to Peter at our next appointment.

I think with a little guidance and support Peter and Rebecca can have a sustainable, affordable tenancy and I look forward to assisting them towards this at our future sessions together."

\*Names have been changed.

If you or someone you know would like help with saving money, opening a bank/Credit Union account, reducing waste or managing with a new tenancy – please contact EPIC 360 on 0141 630 4324 or make a referral on our website at [www.epic360.co.uk](http://www.epic360.co.uk)

Susan McAllister is based at our Springburn Office and is here to support and advise on all things financial



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Number of Repayments	52	52
Total Amount Repayable	£705.28	£936.00
APR	**113.4%	*299.3%
Total Saving	<b>£230.72</b>	-

\* Loan featured on [www.providentpersonalcredit.com](http://www.providentpersonalcredit.com) at Feb 2018.  
 \*\* Rates may vary (All loans subject to status, terms and conditions apply.)

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Scotcash is regulated by the Financial Conduct Authority. Our FCA register number is 672746.

# North Glasgow leads the Way on climate change

**O**ver the past 5 years ng homes has been leading the way on Climate Change issues through funding support from the Scottish Government's Keep Scotland Beautiful Climate Challenge fund.

The project was initially driven by community members and over the years we have had some great times with creative programmes in schools and in the community.

We were even recognised with ng homes winning the Panel Choice at the Climate Challenge Fund (CCF) awards for their project 'Embedding North

Glasgow's Green Legacy'.

This award is in recognition of the collective work of staff, community and members of the Green Champions group – all of who want to make a difference in the community.

The main aim of the Climate Challenge fund is to raise awareness and change attitudes towards Climate Change issues. We also set a target at the beginning of the project of the carbon emission savings we aim to make – so far we've saved a massive 219.8 tonnes of Co2e!

So let's look back over the year to get a flavour of what has been going on:

## Distribution/Recycling Centre

ng homes' new and improved furniture distribution service has proved a great success. The service is on hand to offer any tenants struggling financially

and therefore unable to buy furniture of their own, with getting a start on filling their home. The longer an item remains in use as opposed

to being thrown in a dump, extends the life of the Carbon which in turn helps keep the Earth just that little bit greener.

The service also helps ng attain its goal of being part of the circular economy, which puts reuse at the centre of a business.

## Green Champions and Young Green Champions

In a previous issue of North News we asked for community members to become Green Champions and Young Green Champions and got a great response. We now have a total of 71 adult Green Champions and 13 Young Green Champions who have helped organise and support a wide range of activities in the area. The Green Champions all received awards at a Celebration/Award ceremony held at Partick Thistle Football Club on 23rd March as you can see on the next page.

So let's see what the Green Champions have been doing this year:

### Pop Up Swap Shops

The Green Champions launched their first Pop Up Swap Shop in December at Saracen House and since then there has been a monthly Swap Shop covering Possilpark and Springburn.

The Springburn Swap Shops have been held at the Salvation Army Halls, Fernbank Street and these have been organised and supported by a group of tenants from Springburn who we now call the 'Swap Shoppers'. The Swap Shoppers help staff to look out items at the redistribution unit, steam

clean clothing, weigh items coming in and going out to calculate the carbon savings. The events are great fun and also create a space for people to meet and get information on a whole range of services.

Everyone is invited and will receive a warm welcome, and a cuppa too! So why not join us for the next Swap Shop and have some tea and coffee and get some information on a whole range of services.

So why not join us for the next Swap Shop?

#### Swap Shop Dates:

Thursday 7th June	Possibilities, Denmark Street	11am - 2pm
Thursday 5th July	Springburn Parish Church	11am - 2pm
Thursday 9th August	Salvation Army Halls	11am - 2pm
Thursday 6th September	Possibilities, Denmark Street	11am - 2pm



Offering the chance to donate and pick up clothes



The Swap Shop in full swing



Our very own Green Superheroes!



Here they are picking up an award!

### Climate Change Conversations and Community Activities

There was plenty of opportunities to talk about Climate Change at Recycling Week and World Energy Day where we showed a screening of 'The Story of Stuff' which focused on how the things we use are made and ultimately destroyed and getting us to consider our habits.

Energy was also a big focus with the CCF team giving advice and tips on energy saving with information also being available from Home Energy Scotland. A number of people also signed up for Home Energy Checks.

### Young Green Champions create Comic Strip magazine on Climate Change

The Young Green Champions have taken forward an exciting project as they worked with Rossie Stone, founder of Dekko Comics. After a series of workshops the young people decided that they wanted to get this message down in comic strip form. The result was a fantastic comic strip book that will be made available to other young people in the area. The Young Green Champions were also helped in their efforts by the input from some older members of the community who also contributed to the magazine. Below we can see the front page of the magazine showing some of the characters they created to tell their Climate Challenge story.



All smiles as Cohort 6 graduate at Saracen House

# Celebrating Climate Challenge in North Glasgow

**T**here were celebrations all round at ng homes' Climate Challenge Award Ceremony with a total of 84 members of the community and 12 organisations and project partners picking up awards.

The event was held at the Alan Rough Suite at Firhill Stadium to say Thank You to all those involved in making a difference in the community. Those attending included families, older people, members of volunteer organisations and cultural groups such as Chinese Recreation Association, African Challenge Scotland and Glasgow Afghan United.

The awards highlighted the collective effort of community members to tackle Climate Change with awardees including local people who support the delivery of our community Pop-Up Swap Shops, Knit and Natter upcycling workshops, the organisation of community events, the donating and recycling of furniture and furnishings and energy saving workshops. The event also recognised the work of the Young

Green Champions who were supported by Rossie Stone from Dekko Comics and tasked with creating a Comic Book Strip on Climate Challenge issues.

The work of ng homes Climate Challenge Team was supported by a number of partners who supported a variety of activities and we look forward to our continued partnerships.

Tim Mullens, Climate Challenge Fund Community Support Officer at Keep Scotland Beautiful commented:

"ng homes has embraced the community ethos of the Climate Challenge Fund and it was fantastic to celebrate so many community-led initiatives helping to tackle climate change, from clothing swap shops to creative upcycling of textiles. On behalf of Keep Scotland Beautiful I would like to congratulate all those that were presented with awards at the event and urge them to continue their good work".

Those presenting the awards included Paul Sweeney MP, ng homes Vice-Chair Richard Porter

MBE, Lilian Delaney from Home Energy Scotland and Tim Mullens from Keep Scotland Beautiful.

All of those attending agreed that it really was a wonderful example of North Glasgow's commitment to tackling Climate Change and this was achieved through the work of ng group staff, local Green Champions and partner organisations.

Richard Porter MBE said of the event "It was wonderful to see the wide range of individuals and partners coming together to tackle the challenge of Climate Change. It is great to see so many people that are Making A Difference. Thank you all for your efforts and we look forward to continuing into next year".

ng homes are delighted that so many individuals and groups in North Glasgow have committed to tackling Climate Change and continue to have a positive impact on the environment. As a group and organisation we will continue to support positive environmental change across North Glasgow.



Richard Porter MBE, Vice Chair of ng homes, Abdul Bostani of Glasgow Afghan United, and some of Glasgow Afghan United's kids with Paul Sweeney MP



ng homes Board Members with Tim Mullens of Keep Scotland Beautiful



Springburn Swap Shoppers with Rossie Stone of Dekko Comics and former ng homes Waste/Recycling and Reuse Co-ordinator Karen Elliot



ng homes Vice-Chair Richard Porter MBE and former ng homes Waste/Recycling and Reuse Co-ordinator Karen Elliot with members of African Challenge Scotland

# Wallace The Fire Dog - A Brave Dog with a Brave Heart

## A little bit about Wallace

**B**etween 1894 and 1902 if you were a stranger or shopper walking around the City Centre of Victorian Glasgow, you might have witnessed something which made you rub your eyes and look again... just to be sure.

Later, when you had returned home, you would have had a great story to tell your family and friends – a marvellous tale about a golden retriever madly charging through the busy streets followed closely by a team of galloping horses pulling a fire truck.

That dog was Wallace, lucky mascot for the Firemen of the Central Fire Brigade. With his long nose and a dog's heightened sense of smell no human was better qualified than the canny canine to lead the firemen to a fire. People on the pavement would cheer when they saw Wallace

pass. To them he was a celebrity and to see him was good luck.

No one in the Fire Station knew where he came from, only that he had been once owned by a shopkeeper in nearby High Street. The story goes that one day in 1894 Wallace had wandered into a Fire Station in Ingram Street. The smart, friendly dog had been instantly adopted by the tough men who risked their lives to put out the fires of Glasgow.

He became such an indispensable city mascot of the time that a grateful City Council paid his yearly dog licence for the rest of his life. When he died, as a mark of affection and respect, as was the custom of the time, his body was preserved and placed in a glass case at Fire headquarters in



Ingram Street.

When the station was closed his case was taken to Scottish Fire and Rescue Service, Greenock, where it is, to this day, a popular attraction.

His fame even crossed the Atlantic Ocean In the mid-sixties. American writer Albert Payson Terhune wrote a book about him, and in the 1990's in the UK several children's books about Wallace were written by James Drummond.

# Project Wallace the Firedog

Written by Douglas Timmens

**A**n inter-generational Literacy Project has proved to be a big hit with the pupils and staff of Saracen Primary, Possilpark.

The project, sponsored by ng homes and the Scottish Fire And Rescue Service began when one of the ladies of the Link Up Chancers project, 72 year old Jean Dallas, was on an arranged visit by Fiona Herriot of the Scottish Fire and Rescue Service to their headquarters in Greenock. There to Jean's surprise, crouching timelessly in a glass case in reception she saw a stuffed dog - Wallace the Firedog!

Wallace, Jean discovered, was a canine Victorian hero who had one day in 1894 ambled into a Fire Station in Glasgow. Wallace liked it so much he decided to stay and become an honorary Fireman. Soon afterwards, Wallace by instinct began to run out in front of the fire engine, leading them to the fires.

Jean, 72, is a member of a project team who call themselves 'The Chancers' and when Jean explained to the group about Wallace they agreed with Jean that Wallace needed a more impressive memorial than a mere glass case.

Through their Link-Up coordinator, Gillian Halliday, they contacted the Headmistress of Saracen Primary, Evelyn Gibson and asked her if they could speak to her pupils. Evelyn agreed and arranged for The Chancers to discuss 'Project Wallace The Firedog' with the pupils. Gillian said, "The project has completely exceeded any expectations myself and The Chancers ever had and that's down to the hard work and enthusiasm shown by everyone involved."

The results have been outstanding. The children have taken the hero Firedog to their hearts. They have painted and drawn his picture, and made dozens of terrific models of him. Scottish Fire and Rescue Services even brought Wallace in his Glass case over to the school where he became the star attraction. (Lenin's Tomb eat your heart out)!

The pupils have now, like the Chancers, decided that Wallace should have a permanent statue erected to him. They have prepared letters and cards to be sent to the great and good of Glasgow asking that Glasgow at last honours its finest four legged hero.

The kid's loved the story of Wallace and were desperate to help out



Fans of Wallace old and new get together for this great cause



The Chancers are preparing to back them to the hilt. Age is no barrier to understanding, rapport and achievement. The campaign begins.

# SFRS operates a strict zero tolerance approach to deliberate fire raising

**T**he Scottish Fire and Rescue Service responded to almost 3000 deliberate fires across the country between March and April 2017, in figures which were branded "absolutely unacceptable" by senior officers in the SFRS.

SFRS crews dealt with a total of 2,782 such blazes across the country between March and April 2017.

And there were 2,830 deliberate fires over the same period the previous year.

Assistant Chief Officer McGowan said: "These figures are absolutely unacceptable. Firefighters exist to protect their communities and yet they are being put at risk by a very small minority of people within those communities who deliberately set fires."

"We will continue to work very closely with our police and local authority partners to ensure that those responsible are identified and dealt with accordingly."

The Scottish Fire and Rescue Service also works to educate young people wherever possible on the dangers and potential consequences of deliberate fire setting.

"Ensuring you are aware of where the children or young people you look after are and what they're doing can help keep everyone safe from deliberate fires," said ACO David McGowan.



Deliberate fires are not only reckless and dangerous, but can divert SFRS resources away from genuine emergencies where people require our help. If you see something, say something.

Please continue to support our firefighters by reporting any fire related anti-social behaviour because there are always people out there in need of our assistance at genuine emergencies – and every second counts.

The free and confidential Crimestoppers helpline can also be contacted on 0800 555 111 or through their website at [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org).

For more information on how you can join Scotland's fight against fire and keep your home and family safe, visit the Your Safety section of the website.

## Free home fire safety visits with **ng** and SFRS

**HOME FIRE SAFETY VISITS**  
 For a Home Fire Safety Visit text **FIRE** to **80800** or call **0800 0731 999**  
 #Fact

**F**ollowing the recent installation of smoke and heat alarms in many homes over the last 6 months, SFRS are keen to progress this initiative further by visiting your home to provide **FREE** home and fire safety advice.

Keep your loved ones safe from FIRE!  
 Organise your home visit today, by phoning the above Freephone number.  
 We will help you sort out a fire escape plan.

## The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

### Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

### If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice  
**CALL 0800 0731 999**  
 or visit our website at  
**[www.firescotland.gov.uk](http://www.firescotland.gov.uk)**





### Our Vision:

A community where people can flourish and prosper

## Putting the power of your data back into your hands

Since 25th of May 2018, ng homes along with all other companies within the UK is subject to the **General Data Protection Regulation (GDPR)**.

As a 'data controller' we're obliged to implement working practices which meet the requirements of the legislation and the Information Commissioner's Office. It all centres around how we handle your data. In this fair processing notice, we'll inform you of how we use your data, why it is so important we use it, how we dispose of it and your rights when it comes to your data.

We have to hold certain data on our customers and tenants in order to provide our service and all customers have the right to access this information, to request any changes and to request to have their data deleted in line with the GDPR.



### What information do we hold?

#### On you

- Housing applications
- Tenancy Sign-up documents
- Tenancy Management Correspondence
- Repair Request
- Factoring Agreement
- Membership of the Association
- Use of online services, including social media
- Any financial transactions including benefits entitlements, and or any income and expenditure related information
- Any other instance where you provide us with personal information

#### You & your household

- Name
- Address
- Gender
- Date of Birth
- Telephone numbers
- E-mail address
- National Insurance Number
- Next of kin or emergency contact
- Ethnicity
- Details of disability
- Housing Benefit reference number

### We receive the following information from third parties:

- Benefits information, including awards of Housing Benefit/Universal Credit.
- Payments made to you via bank transfer, Allpay or any other method.
- Complaints or other communications, regarding behaviour or other alleged breaches of the terms of your contract with us, including information from Police Scotland.
- Reports as to the conduct or condition of your tenancy, including references from previous landlords.
- Information supplied by the relevant local council with regards to a homeless application.

### Why do we hold this information?

- to undertake and perform our obligations and duties in relation to the services we provide
- to respond to repair requests, medical adaptation requests, housing applications or complaints
- to use the information to improve and develop our business and the services we offer
- to keep customers updated on any changes to our suppliers or services
- for all other purposes consistent with the proper performance of our operations and business
- to request views on our products and services

### Who do we share your data with?

The information provided to us will be treated confidentially and will be processed by our employees. We may disclose information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including:

- If we enter into a joint venture with or merged with another business entity, your information may be disclosed to our new business partners or owners
- If we instruct repair or maintenance works, your information may be disclosed to our contractors
- If we are investigating a complaint, information may be disclosed to Police Scotland, Local Authority departments, Scottish Fire & Rescue Service and others involved in any complaint, whether investigating the complaint or otherwise
- if we are updating tenancy details, your information may be disclosed to third parties (such as utility companies and Local Authority)
- Your information may be shared with our solicitors and auditors
- Your data may be shared with the Department of Work & Pensions, local Authorities or any other relevant department to facilitate the payment of any benefits or if we are investigating payments made or otherwise, your information may be disclosed to payment processors, such as those detailed above.
- If we are conducting a survey of our products and/or service, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results
- As requested by the Local Authority with regards to the processing of council tax or electoral registrar
- If requested by an emergency service

Unless we are required to do so by law, we will not otherwise share, sell or distribute any of the information provided to us without consent. The information that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (EEA). It may also be processed outside the EEA. By submitting your personal information, you agree to this transfer, storing and processing. We will take all steps reasonably necessary to ensure that your information is treated securely and in accordance with our privacy policy.

### How long will we hold your data?

We review our data retention periods regularly and will only hold personal data for as long as is necessary for the relevant activity, required by law, or as set out in any relevant contact we have with you.

### Security

We take steps to make sure that personal information is kept safe and secure. All data is held in accordance with ng homes' Privacy Policy, a copy of this is available on request and can also be accessed from our website at [www.nghomes.net](http://www.nghomes.net). Our systems are password protected and all electronic data is stored securely. Paper files are also stored securely.

### What are your rights?

Customers have the right at any time to:

- ask for a copy of the information held by us in our records
- require us to correct any inaccuracies in information held
- make a request to us to delete any personal data which we hold
- object to receiving any marketing communications from us

If you want to exercise any of these rights please contact [info@nghomes.net](mailto:info@nghomes.net) and we will be happy to assist.

**You have the right to complain to the Information Commissioner's Office in relation to use of your information. The Information Commissioner's details are noted below:**

The Information Commissioner's Office - Scotland  
 45 Melville St, Edinburgh, EH3 7HL  
 Telephone: 0131 244 9001  
 Email: [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)

**The accuracy of information held is important to us and essential to the high performance of our services. Please help us keep our records updated by informing us of any changes to your contact details.**

# Talking about Loneliness and Isolation



**In an age where we are more connected than ever through technology, research shows that one in ten people suffer from loneliness and for some the main outside contact that they have is their television.**

Imagine not speaking to another person for a week or maybe more – how would it make you feel? That is the sad reality for some people living in Scotland today.

The Scottish Government are also concerned about the increase in loneliness and Isolation and have launched a strategy document called 'Connected Scotland' to consult with people over this issue.

Loneliness has a very negative effect on our quality of life and it can dramatically affect our physical and mental health, therefore it is something that we all should take seriously. Loneliness doesn't discriminate – we can feel lonely no matter our age or cultural group. So how can we deal with this issue and start connecting with each other and build the important connections and friendships that can make such a difference to our quality of life?

That's the question that we have been asking people in Springburn and Possilpark through a series of 'conversation events'. The

conversations were held with a wide range of people including local young people, families, older people and those from other cultures. ng homes have taken the comments from the community conversation events and used them to contribute to this consultation.

For some of those taking part they said that they have felt lonely or isolated at times but maybe didn't want to admit it. It was felt that some of the barriers preventing people from getting out more could be financial, a health issue, or maybe feeling anxious or uncertain about meeting new people.

**When asked what simple things we could do now to make a difference we found that a lot of people were saying the same things:**

**"Organise friendship groups"**

**"Pass on information about what is going on in the community, make it local with no or little cost"**

**"Maybe people don't know anyone – buddy them along to an activity so they don't feel awkward going into a new place"**

**"Become better neighbours, say hello and offer help"**

**"Provide transport if people need it"**

Two of the main themes emerging from the conversations were to carry out more 'small acts of kindness' and offer a smile or a kind word and this makes a difference. As a result of our community conversations on loneliness we are adding a new activity to our list and are starting up the 'Chatty Café' at the Salvation Army Halls, Fernbank Street, Springburn from the first week in June.

ng homes Regeneration Department and other organisations have a number of activities going on right here in your community which are free of charge in local venues where you will always be made welcome by one of our staff or volunteers. No matter what age you are there is something for you and we would love to see you come along.

If you or someone you know feels lonely or isolated at times then give us a call and

we can have a chat about what's on in your area. If you need transport then we can organise that and if you feel a bit unsure about going into a new place then we can arrange for someone to meet and greet you or buddy you along.

Our activities are such good fun and many who have come along for the first time have made new friends across all age groups - just pick up that phone and give us a call.



You can contact Margaret Fraser or any member of ng homes Regeneration Department or make contact with your Housing Officer who will arrange for someone to give you a call.

Margaret Fraser – 0141 630 4288 – mfraser@nghomes.net

## GET ACTIVATED - GLASGOW UNIVERSITY COURSE COMING TO NORTH GLASGOW



**A**re you involved in community work or are you interested in becoming more involved?. Then this course may be for you.

ng homes have partnered with University of Glasgow for over 6 years to deliver the Activate community development course within the community to great success.

Previous students of the course have found it interesting, fun and thought provoking with some progressing to College and University. Others have become more involved within their community as volunteers, or joining a range of

committees. Most of all there has been 100% satisfaction rate with many saying they have become more connected to their community and have made new friends as two of the students below say:

“A big thank you for offering this course to us. It was a really good way to involve the community in this as well as getting educated about something that is important which can benefit our community”

“The amount of effort students put into the course was amazing and I loved the way it was taught, getting us into groups. I made new

friends and learned we learned so much from each other”.

We are ready to start another two courses, one daytime and one in the evening. They will take place at a local community venue and will be delivered over 10 weeks for 3 hours per week. The course is open to anyone over the age of 16 and there is no upper age limit.

If you would like to find out more about this course then please contact; Margaret Fraser (Regeneration Manager) on 0141 630 4288 or [mfraser@nghomes.net](mailto:mfraser@nghomes.net).

## Family Breakfast Clubs are the toast of North Glasgow

**P**arents and children in North Glasgow have been coming together to set themselves up for the day at ng homes new healthy FREE pre-school breakfast programme - and having a lot of fun at the same time!

Working alongside a range of organisations and supported by funding from ng homes, DTAS community resilience programme and Scottish Fire and Rescue Services, the breakfast programme has been welcomed and enjoyed by parents and children alike.

The idea is to create a welcoming space for parents and children to have breakfast together before the children go off to school. Parents and children can stay a while or drop in at any time between 8am and 9am where they can choose from a selection of cereal, toast, fruit, eggs and yoghurts, with tea and fruit juice also available.

### Family Breakfast Clubs are held at:

- Possibilities – Denmark Street, Possilpark – Mondays to Fridays (school term) (transport is also available to take families to Keppoch Campus)
- Salvation Army Halls, Fernbank Street, Springburn – Mondays to Fridays (except Tuesdays – during school term). Highballs Low supports this programme with pre-school exercise for children.



The feedback from local parents and children who currently come along is really positive.

“I couldn’t get my son to eat a breakfast in the house but since coming to the breakfast club he eats every morning. It’s also great to have a chat with other mums and dads and find out what activities are going on in the community”.

“It’s great to meet new people and the kids are socialising together. They love the physical activity and it gets them motivated for going to school”.

“It’s a great warm welcome and the kids love it”.

Margaret Fraser, Head of

Regeneration at ng homes said:

“The difference about this programme and others is that it is a space where parents or carers can sit with their children and have breakfast together, and it is such a great start to the day. I would encourage more families to come along where you will get a warm welcome. Although the venues are open from 8 o’clock parents and children can come in at any time before school. We would love to see you and the kids”.

If you would like any more information on the programme then please contact Margaret Fraser on [mfraser@nghomes.net](mailto:mfraser@nghomes.net) or 0141 630 4288

## Exciting new social enterprise academy set to launch



**A**n exciting new programme aimed at individuals starting or developing a social enterprise in North Glasgow has been developed with ng homes, UnLtd Scotland and the Social Enterprise Academy. The 6 day training programme will run 2 days per month during August, September and October in Saracen House.

This programme will provide learners with business start-up knowledge and the tools and skills to create, develop and sustain a social enterprise. Key areas of business development, including marketing and finance will be covered. Participants will have the opportunity to pitch for a £5000 grant to start or develop an early stage social enterprise.

### For more information, please contact:

Thomas McAlister – UnLtd Scotland Manager  
 07545933798 | [thomasmcalister@unltd.org.uk](mailto:thomasmcalister@unltd.org.uk)

Robert Docherty – ng homes Sport & Education Partnerships Manager  
 0141 560 6000 | [rdocherty@nghomes.net](mailto:rdocherty@nghomes.net)

# Deputy First Minister visits ng homes Physical Activity Project at North Glasgow School

**D**eputy First Minister John Swinney MSP visited the ng homes facilitated On Our Marks project at Saracen Primary School in North Glasgow on 11th May to see first-hand how pupils, parents and staff are getting active together. Mr Swinney met pupils in Primary 1 and 2 and their parents, to hear about how the project has impacted on school and family life.

On Our Marks is delivered in partnership with the Winning Scotland Foundation and aims to encourage parents and pupils to increase their physical activity together using physical activity cards and a new mobile app.

By creating a culture of daily activity in the school and engaging parents through the idea of physical homework, the project is helping to increase parental engagement, improve pupil behaviour and raise attainment. It contributes to all six of the Scottish Government's Active Scotland Outcomes.

Winning Scotland Foundation (WSF) and ng homes have worked in partnership for six years in North Glasgow, pioneering a new way of working that supports the local community to respond to local challenges and create lasting change. The project builds on their collaboration in the 2014 Legacy Programme and Active Early Years project, and also draws on learning from Winning Scotland Foundation's other programmes, Mindset in Education and Positive Coaching Scotland.

Deputy First Minister John Swinney MSP said: "We are committed to ensuring that all primary school children receive at least two hours of quality physical education every week and it is simple but fun initiatives, like 'On Our Marks,' that are helping us to make this a reality. "Physical activity not only helps to improve mental health and fitness levels, it can also have a positive impact on attainment, as well as improve relationships between pupils and teaching staff.

**As a result of the project, the school has:**

- Developed its family learning programme, making important links with parents
- Helped staff to deliver a more active curriculum
- Consulted the Pupil Council to review healthy eating policies.



John Thorburn, ng homes Chairperson said "We are very pleased to have been able to work with our partners on this great project which has had such a positive impact for so many people in North Glasgow and we look forward to



continuing our partnership work in the future." Winning Scotland Foundation is supported to deliver On Our Marks through a generous donation from Norman and Pam Murray, in memory of their sons, Niall and Andrew.

# Springburn Hit Squad save the day

**T**wo members of the Springburn Hit Squad helped save an elderly tenant injured by a fall after finding her bleeding from a head wound in the Balornock area.

Peter McPhail and Terry McErlane were working in Langrig Road and the surrounding area in mid-February. Peter was cleaning a window at the rear of a property when he saw the elderly woman lying injured on the path. Both Hit Squad members ran outside quickly to assist and found the lady bleeding from a head wound.

They instantly put her in the recovery position and then phoned for an ambulance. They applied pressure to the wound for over an hour until the ambulance arrived and during this time they comforted the elderly lady and her husband.

This was an amazing example of care and

support from the two Hit Squad members who reacted quickly and effectively to help save and comfort this elderly lady. The elderly lady was collected by the ambulance and made a full recovery in hospital.

"We were just working away when we saw this old lady lying injured with blood coming out of her head," explains Terry. "We waited with her for about an hour and a half and had to try and keep her in the same position. We followed up afterwards to make sure she was ok and got her some flowers."

Well done Peter and Terry, we couldn't be prouder of the two of you and this is a great example of ng staff going above and beyond to help others in the community.



# ng homes supports launch of Maryhill Activity Directory



ng homes were delighted to support the launch of the eighth annual Maryhill Activity Directory which is produced by Maryhill Parish Church. The Directory outlines the community initiatives in the area and is delivered to 32,000 households. Although centered around Maryhill Parish Church, the Activity Directory includes a variety of activities which are located close to our tenants in North Glasgow.

Around 115 people attended the launch for the eighth edition of the popular booklet on March 23 at the Church. First produced in 2001, the directory now has its own website and downloadable phone app.

The directory lists all kinds of activities and is aimed at people of all ages, from children and teens to senior citizens. It covers the communities of Acre, Cadder, Firhill, Gilshochill, Hamiltonhill, Kelvin, Kelvindale, Lambhill, Maryhill, Milton, North Kelvinside, Possilpark, Ruchill, St Georges Cross, Summerston, Wetercommon, Woodside and Wyndford.

Jim Hamilton, Deacon of Maryhill Parish Church, who has been coordinating the team creating the directory said:

"Since its inception at the turn of the millennium this directory has been the envy of communities all over Scotland and has become the passport to a vibrant life across Maryhill's communities".

"There's something in the directory for everyone, from the youngest right through to our more senior citizens across our communities."

Bob Doris, MSP for Maryhill and Springburn, added:

"The directory has become a



must have resource to find out what activities exist right across Maryhill and beyond and I am delighted to support this launch. Whether it is clubs and societies, sports activities or even if someone is trying to get information, advice or support, it can all be found in the activity directory.

"I'd encourage local families to read through the directory and discover for themselves what's happening in their area. They should also check out the website and get the very latest information through the downloadable app. My thanks to

everyone who has put the directory together but my thanks also to the many workers and volunteers who run the huge range of activities that are available in the directory and make Maryhill such an exciting and wonderful place to stay".

The latest edition of the Maryhill Activities Directory is on its way to 32,000 households across Maryhill and its neighbouring communities in North Glasgow.

Patrick Grady, local MP for Glasgow North commented:

"The Maryhill Activity Directory is a popular and priceless resource for people right across Glasgow North.

"It's my pleasure to join the team for the launch of their latest booklet which, as usual, is jam-packed with activities, local services and essential support for all ages, abilities and backgrounds. Whether you're looking to make new friends, get fit, learn new skills or get a bit of help, you'll find ideas and inspiration in the Maryhill Activity Directory. The Directory is a great showcase of the vibrant community in Maryhill and I'd encourage everyone to pick up a copy or check out the website and get involved."

You can access the new Maryhill Activity Directory on their website and via their downloadable mobile app.

ng homes hopes to take inspiration from the Activity Directory and we will explore adopting a similar approach to provide all tenants with a breakdown and introduction to our services, events and initiatives.

## Bighearted ng group staff raise money for Marie Curie Hospice

A fundraising drive at Christmas led by Mrs. Claus and her helpful elf helped raise a total of £375 for the Marie Curie Hospice in the North of the city.

The cheque was presented to Marie Curie Representative Amanda Hillhouse, after Sharon Hazlett (Mrs. Claus) and Alan Nicolson (Elfie) went around all of our offices campaigning for the group in December. Their infectious and positive attitude went down a treat with staff and

they were both overwhelmed by the response.

Sharon said: "We're delighted the staff got so on board with our fundraiser, and had a little fun at the same time – even if it was at mine and Alan's expense! It was great getting dressed up and we couldn't be happier to help such a great cause".

The Marie Curie Hospice provides essential support for terminally ill patients, with their tireless staff working around the clock to provide

the highest quality of palliative care.

Marie Curie spokesperson Amanda said "We want to say a huge thank you to everyone at the ng group for making these incredible donations. This will go a long way in supporting our work."

Marie Curie will continue to support those suffering from terminal illness and their families in our community and we look forward to supporting Marie Curie in the future.

# Customer Services Officers

## Meet the team

Our Customer Service Officers (CSO's) are based within our customer contact centre at Saracen House, Saracen Street, Possilpark. The CSO's are the first point of contact for customers calling ng homes. When you contact us you will now be asked to provide your up-to-date contact details, your preferred method of contact and information on who is living in your home. This will allow us to contact our customers in the way that they prefer.



Kelly Burns



Stephen Lauder



Alan Dick



Iona Wilson

# Housing Officers

**W**e are changing how we do things, from 1st June, you will have a Housing Officer dealing with your rent and arrears and one Housing Officer for everything else. This will allow us to concentrate more on arrears and to provide a more specialist service to our tenants. Details of the Housing Officers for each area are detailed below:

## MULTI-STOREY FLATS TEAM

For rent enquiries please contact:

### Catherine Mather

- 37-107 Galloway Street
- 771-783 Springburn Road
- Blackthorn Street
- Elmvale Street
- Horn Street
- Memel Street
- 10-73 Carron Street
- 3,4,10,16,22,28,34,40,46,52,58 Carbisdale Street
- 12/15 Eccles Street
- 53 Carbisdale Street
- 195 Fernbank Street



### Linda Forrester

- 1-217 Lenzie Terrace
- 9-101 Broomknowes Road
- 15 Croftbank Street
- 250 Edgefauld Road
- 177-311 Edgefauld Road
- 371-405 Edgefauld Road
- 623-700 Hawthorn Street



### Bola Akintoye

- 9,19,29 Carron Crescent
- 1292-1330 Springburn Road
- 178/198 Balgrayhill Road
- 155-163 Balgrayhill Road
- 250 Edgefauld Road
- Stobhill Road
- Viewpoint Gate
- 22/42 Viewpoint Road
- Viewpoint Road



### Alison McLean

- 1292-1330 Springburn Road
- 178/198 Balgrayhill Road
- 155-163 Balgrayhill Road
- Stobhill Road
- Viewpoint Gate
- 22/42 Viewpoint Road
- Viewpoint Road



### Yvonne Kinnear

- 37 - 107 Galloway Street
- 1-217 Lenzie Terrace
- 9/19/29 Carron Crescent



### Anne Sheeran

- 9-101 Broomknowes Road
- 15 Croftbank Street
- 250 Edgefauld Road
- 177-311 Edgefauld Road
- 371-405 Edgefauld Road
- 623-700 Hawthorn Street



### Liz McMillan

- 771-783 Springburn Road
- Blackthorn Street
- Elmvale Street
- Home Street
- Memel Street
- 10-73 Carron Street
- Carron Place
- 3,4,10,16,22,28,34,40,46,52,58 Carbisdale Street
- 12/15 Eccles Street
- 53 Carbisdale Street
- 185 195 200 Fernbank Street



## POSSILPARK TEAM

For rent enquiries please contact:

### Lesley McLeish

- 134 Allander Street
- 4-50 Ardoch Street
- 1-27 Balgair Place
- 1-39 Balgair Gardens
- 25-41 Balgair Street
- 1-22 Balglass Gardens
- 24-41 Balglass St
- 3-39 Balmore Square
- 41-59 Balmore Road
- 71-83 Balmore Road
- 100-149 Bardowie Street
- 184-248 Bardowie Street
- 772-802 Bilsland Drive
- 8-48 Hayston Crescent
- 1-43 Hayston Street
- 10-63 Mireton Street
- 198-202 Pannure Street
- 1-8 Redmoss Street
- 185-277 Saracen Street
- 21-89 Stronend Street
- 1-15 Sunnylaw Place
- 102-173 Ashfield Street
- Buckley Street
- 5 - 233 Crowhill Street
- 7 Glenhead Crescent
- 6-44 Glenhead Street
- 54-160 Glenhead Street
- 5 - 81 Kippen Street
- 144 Liddesdale Road



### Pamela Hutchison

- 67-101 Allander Street
- 107-119 Allander Street
- 2-18 Barloch Street
- 3-5 Barloch Street
- 29-53 Barloch Street
- 3 Carbeth Street
- 2-8 Hawthorn Street
- 100 Hawthorn Street
- 1-27 Hamiltonhill Crescent
- 97, 110, 112, 115 Hamiltonhill Road
- 180, 194, 208, 222, 236 Killearn Street
- 56-251 Killearn Street
- 1-23 Rednock Street
- 98-110 Saracen Street
- 67-102 Stonyhurst Street
- 106-116 Stonyhurst Street
- 217 - 231 Stonyhurst Street
- 24 - 326 Broadholm Street
- 28-30 Bracken Street
- 11-61 Claddens Quadrant
- 26-84 Claddens Street
- 16-34 Coltmuir Street
- 26-36 Gadloch Street
- 23-43 Lamb Street
- 82-209 Haywood Street
- 105 Knapdale Street



### Danielle Quinn

- 8, 16, 24 Balmore Road
- 40, 46, 52 Balmore Road
- 72 Balmore Road
- 139 - 221 Balmore Road
- 139 - 162 Barloch Street
- 2-73 Closeburn Street
- 123-183 Denmark Street
- 4-40 Hawthorn Street
- 313-483 Hawthorn Street
- 8-20 Hawthorn Quadrant
- 4-127 Mansion Street
- 138, 148, 156 Saracen Street
- 172-294 Saracen Street
- Walnut Crescent, Place, Road
- Chestnut, Cypress & Spruce Street



### Gordon McFarlane

- 134 Allander Street
- 4-50 Ardoch Street
- 1-27 Balgair Place
- 1-39 Balgair Gardens
- 25-41 Balgair Street
- 1-22 Balglass Gardens
- 24-41 Balglass St
- 3-39 Balmore Square
- 41-59 Balmore Road
- 71-83 Balmore Road
- 100-149 Bardowie Street
- 184-248 Bardowie Street
- 772-802 Bilsland Drive
- 8-48 Hayston Crescent
- 1-43 Hayston Street
- 10-63 Mireton Street
- 198-202 Pannure Street
- 1-8 Redmoss Street
- 185-277 Saracen Street
- 21-89 Stronend Street
- 1-15 Sunnylaw Place



### Emma Coats

- 67-101 Allander Street
- 107-119 Allander Street
- 2-18 Barloch Street
- 3-5 Barloch Street
- 29-53 Barloch Street
- 3 Carbeth Street
- 2-8 Hawthorn Street
- 100 Hawthorn Street
- 1-27 Hamiltonhill Crescent
- 97, 110, 112, 115 Hamiltonhill Road
- 180, 194, 208, 222, 236 Killearn Street
- 56-251 Killearn Street
- 1-23 Rednock Street
- 98-110 Saracen Street
- 67-102 Stonyhurst Street
- 106-116 Stonyhurst Street
- 217 - 231 Stonyhurst Street



### Gail Hamilton

- 8, 16, 24 Balmore Road
- 40, 46, 52 Balmore Road
- 72 Balmore Road
- 139 - 221 Balmore Road
- 139 - 162 Barloch Street
- 2-73 Closeburn Street
- 123-183 Denmark Street
- 4-40 Hawthorn Street
- 313-483 Hawthorn Street
- 8-20 Hawthorn Quadrant
- 4-127 Mansion Street
- 138, 148, 156 Saracen Street
- 172-294 Saracen Street
- Walnut Crescent, Place, Road
- Chestnut, Cypress & Spruce Street



### Lynn Bennett

- 102-173 Ashfield Street
- 24 - 326 Broadholm Street
- Buckley Street
- 28-30 Bracken Street
- 11-61 Claddens Quadrant
- 26-84 Claddens Street
- 16-34 Coltmuir Street
- 5 - 233 Crowhill Street
- 26-36 Gadloch Street
- 7 Glenhead Crescent
- 6-44 Glenhead Street
- 54-160 Glenhead Street
- 5 - 81 Kippen Street
- 23-43 Lamb Street
- 82-209 Haywood Street
- 105 Knapdale Street
- 144 Liddesdale Road



## SPRINGBURN TEAM

For rent enquiries please contact:

### HO - Danielle McErlane

- Balgraybank, Boghead, Cardarroch, Cockmuir Street
- 256-356 & 426-488 Broomfield Road
- Eastburn Road
- Craigenbay, Gartferry, Hillhouse & Lumloch Street
- Drumbottie & Lanrig Road
- 2-60 Wallacewell Crescent
- 5-9 Wallacewell Place
- 91-144 Wallacewell Road
- Campsie, Downs, Mansel & St Monace Street
- Syriam Gardens, Place & Street



### HO - Andrea Campbell/Laura Sharkey

- Barmulloch Road
- Burnbrae & Oatfield Street
- 459-463 Petershill Road
- Young Terrace
- Avonspark Gardens, Place & Street
- Dykemuir Place & Street
- Red Road



### HO - Emma Dunn

- Angus, Bagnell, Carlestone, Crichton, Gourlay, Hillkirk, Kemp, Valleyfield & Vulcan St
- Atlas & Cowlares Road
- 104-138 Balgrayhill Road
- Broomfield Place
- Mossesfield Street
- 2-60 Broomfield Road
- Hillkirk Place
- Morrin Path & Springburn Way
- Auchenoshan Terrace
- Auchinloch, Laverockhall, & Midton Street
- 721-745 Broomfield Road
- Broomfield Crescent & Broomfield Drive
- Springburn Road
- 77-163 Petershill Road



### HO - Terri McChesney

- Angus, Bagnell, Carlestone, Crichton, Gourlay, Hillkirk, Kemp, Valleyfield & Vulcan St
- Atlas & Cowlares Road
- 104-138 Balgrayhill Road
- Broomfield Place
- Mossesfield Street
- 2-60 Broomfield Road
- Hillkirk Place
- Morrin Path & Springburn Way
- Auchenoshan Terrace
- Auchinloch, Laverockhall, & Midton Street
- 721-745 Broomfield Road
- Broomfield Crescent & Broomfield Drive
- Springburn Road
- 77-163 Petershill Road



### HO - Gemma Lee

- Barmulloch Road
- Burnbrae & Oatfield Street
- 459-463 Petershill Road
- Young Terrace
- Avonspark Gardens, Place & Street
- Dykemuir Place & Street
- Red Road



### HO - Amanda Milne

- Balgraybank, Boghead, Cardarroch, Cockmuir Street
- 256-356 & 426-488 Broomfield Road
- Eastburn Road
- Craigenbay, Gartferry, Hillhouse & Lumloch Street
- Drumbottie & Lanrig Road
- 2-60 Wallacewell Crescent
- 5-9 Wallacewell Place
- 91-144 Wallacewell Road
- Campsie, Downs, Mansel & St Monace Street
- Syriam Gardens, Place & Street



# YOUR COMMUNITY –

## Summer Camp Activities – Children

Activity	Venue	Date and time	Contact	Dates
Keppoch Campus Summer Activity	Keppoch Campus	Tuesdays and Wednesdays 10.30 – 2.30 p.m.	Margaret Fraser mfraser@nghomes.net  Robert Docherty rdocherty@nghomes.net  Must register with ng homes	3rd and 4th July 10th and 11th July 17th and 18th July 24th and 25th July 31st July and 1st August 7th August
Elmvale Primary Summer Activity	Mondays	10.30 – 2.30 p.m.	Margaret Fraser mfraser@nghomes.net  Robert Docherty rdocherty@nghomes.net  Must register with ng homes	2nd July 9th July 16th July 23rd July 30th July 6th August
Sports and physical activity programme	Peugeot Ashfield Stadium	Thursdays and Fridays 10.00 -3.00pm	Margaret Fraser mfraser@nghomes.net  Robert Docherty rdocherty@nghomes.net  Must register with ng homes	5th and 6th July 12th and 13th July 19th and 20th July 26th and 27th July 2nd and 3rd August

## Community Fun Days

Activity	Venue	Date and time	Contact	Details
National Play Day	Keppoch Campus	Wednesday 8th August 11.00 – 3.00 p.m.	Margaret Fraser mfraser@nghomes.net  Robert Docherty rdocherty@nghomes.net	Open event and will include a range of activities and fun workshops, cooking demonstration traditional games and food sharing.
The Big Get Together	Saracen House	Friday 22nd June 12 – 3 p.m.	Margaret Fraser mfraser@nghomes.net	Welcome to the Community Event. All welcome.
Scottish Opera Touring Bus	Springburn Park	Saturday 4th August 11am, 1pm & 3pm	Free tickets must be booked in advance  springburnwintergardens@gmail.com	Scottish Opera Touring Bus  Includes children's theatre adventure which takes place on the bus. Packed lunches included
Possilpark Gala Day	Possilpoint Community Centre	Saturday 11th August Check	Young Peoples Futures Ann Lawrence ann@youngpossilfutures.org.uk	Large community event – open to all.
Arc Gala Day	Ashgill Community Centre Milton	Saturday 18th August	Arc Milton 0141 772 7993	Large community event
Comedy Night	Springburn Central Community Council	Friday 14th September	Andrea McManus springburncentralcommunitycouncil@outlook.com	Night of Comedy hosted by the Funny Man and Springburn's local Comedian Gary Faulds (over 18's)
Refugee Football Festival	Toryglen Regional Indoor Centre	Sunday 17 June 11-4 p.m.	Refugee Football Festival Scotland 2018 bostani.abdul@gmail.com	7-a-side football festival. Opportunity to come and watch

# WHAT'S ON GUIDE

## Weekly and monthly activities for older adults

Activity	Venue	Date and time	Contact	Dates
Song, Shimmy	Petershill Club, Adamswell Street, Springburn	Fridays 1 – 4 p.m.	Margaret Fraser mfraser@nghomes.net Please register with ng homes	1 June 2018 29 June 2018 27 July 2018 31 August 2018 28 September 2018
Chatty Cafe	Salvation Army Halls, Springburn	1 - 3p.m. Mondays	Margaret Fraser mfraser@nghomes.net	Weekly from 4th June for 6 weeks 1 – 3 p.m.
Film Shows	Glasgow Film Theatre, Rose Street, Glasgow	Monthly	Margaret Fraser mfraser@nghomes.net	Various dates. If interested please register with ng homes.
Bus Trips	Various venues: Loch Lomond, Largs, Ayr	July/August	Margaret Fraser mfraser@nghomes.net	Various dates. If interested please register with ng homes.

## Weekly Activity Programme

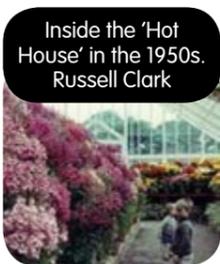
Activity	Venue	Date and time	Contact	Other
Little Rascals (Link Up)	Possilpoint Community Centre	Mondays, Thursdays and Fridays 9.30–11.00am	Gillian Halliday ghalliday@ng2works.com	New parents welcome
Chancers (Link Up)	Possilpoint Community Centre	Wednesdays 9.30am-2.30pm	Gillian Halliday ghalliday@ng2works.com	All welcome. Variety of activities
Inner Circle Men's Group (Link Up)	Possilpoint Community Centre	Mondays: 2-4pm Thursdays: 12-3pm	Gillian Halliday ghalliday@ng2works.com	New welcome members
Wednesday Social Event	Possilpoint Parish Church Saracen Street	Wednesdays 9.30am-2pm	Margaret Fraser mfraser@nghomes.net	Breakfast Tai Chi Lunch Variety of activities
Oriental Gym Exercise	Tron St Mary's Red Road Barmulloch	Fridays 10-12	Margaret Fraser mfraser@nghomes.net	Oriental Gym Exercise Activities
Family Breakfast Clubs	Salvation Army Halls Fernbank Street	Mondays to Fridays (except Tuesdays and school holidays) 8 – 9.00 am	Margaret Fraser mfraser@nghomes.net	Breakfast and fun activities. Aimed at primary school children.
Family Breakfast Clubs	Possibilities Denmark Street	Mondays to Fridays (except school holidays) 8 – 9.00 am	Margaret Fraser mfraser@nghomes.net	Breakfast and fun activities. Aimed at primary school children.
Chat Chill & Play	Peugeot Ashfield Stadium (Tigers Speedway)	Wednesday (7-9pm)	Robert Docherty rdocherty@nghomes.net	Youth Club aimed at 10-15 year olds. Variety of activities, sports, dance and arts and crafts.
Friday Night Club	Springburn Leisure Centre	Fridays 4-6pm	Robert Docherty rdocherty@nghomes.net	Programme aimed at 5-11 year olds. Variety of sports, activities and arts and crafts.
Match day experience	Peugeot Ashfield Stadium	Saturdays 11:00-12:15pm	Robert Docherty rdocherty@nghomes.net	Football sessions on the ash pitch aimed at primary school children.
Mini kickers	Possilpoint Community Centre	Thursdays 3:30-4:15pm	Robert Docherty rdocherty@nghomes.net	Fun, physical literacy programme for 3-5 year olds.

# Springburn Winter Gardens Update



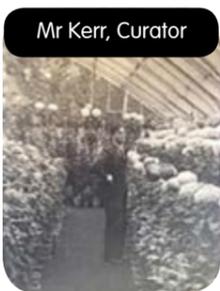
Springburn Winter Gardens, Springburn Park

**T**hings are gathering pace with plans for Springburn Winter Gardens. You may have already contributed to the social media campaign with your family photos and stories about the 'hot house' as it was known back in the day. We've picked up some great insights as to what went on and have even put long lost work buddies back in touch.



Inside the 'Hot House' in the 1950s. Russell Clark

Did you know that there were more than 60 chrysanthemum types grown in there? **Here is a picture of Mr Kerr, the curator, admiring his work in 1949!** We also heard he sneaked his wee dog in, Jinkie, when the doors were locked! Thanks to Lillian Touba, who lived in Mosesfield House, for that story.



Mr Kerr, Curator

As well as looking back, Springburn Winter Gardens Trust is very much moving forward with plans to repurpose the Winter Gardens into a community venue. The Trust will be working with Collective Architecture to scope outline designs for a new Winter Gardens. We will be exhibiting these designs locally in the coming weeks so you can view them and share your thoughts.

The designs will include space for activities



such as community events, meetings, workshops alongside a cafe / bar where home grown produce could be used. There are also plans to house community businesses such as a kindergarten - a special kind of nursery that focuses on children and the benefits of being in the outdoors. What better place to do that than Springburn Park?

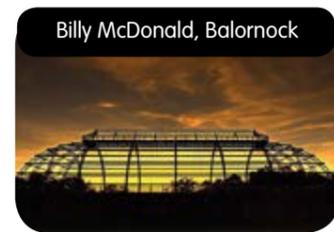
The new Winter Gardens would also like to offer activity and day care for older people - we know that bringing older people and children together can combat isolation and loneliness in the area. What do you think?

The Trust works closely with Friends of Springburn Park and many other local groups including Springburn Community Council and ng homes. We are devising a series of summer events and walks in the Park, a perfect way to meet new

friends and enjoy the outdoors.

If you've not heard already, Friends of Springburn Park is planning a weekend of activities to celebrate 30 years of the Glasgow Garden Festival with the Royal Society for the Protection of Birds on Sat 2 and Sun 3 June. Put the date in your diary and keep your fingers crossed for sunshine!

If you want to stay up to date with our plans, follow us on Facebook, Twitter or Instagram. Alternatively, send your email address to [jackieshearer@btinternet.com](mailto:jackieshearer@btinternet.com) and you will be added to our mailing list. We'll keep you updated on plans for Springburn's new Winter Gardens!



Billy McDonald, Balornock

 Facebook [@springburnwintergardens](#)
 Twitter [@SpringburnWG](#)
 Instagram [springburnwintergarden](#)

Springburn Winter Gardens Trust is a Scottish Charitable Incorporated Organisation, Scottish Charity Number SC044954

## You're invited to join Springburn and Balornock Focus Group!

- A group of residents interested in their area who want to work with agencies to make it better.
- Residents who want to have their say about what happens in their area.
- People who want to hear from agencies working in their area providing services, e.g. Police, Council Departments, Housing Association, Councillors, MP's etc.
- People who have ideas how to make changes/improve things and want to be part of that change.
- Residents who want a voice and to be part of any changes and improvement in their area.
- Anyone living in the area who wants to be part of a community.

### IT'S YOUR AREA SO HAVE YOUR SAY!

**When:**  
26th June 2018 at 10:30am

**Where:**  
10 Vulcan Street, G214BP

**What to bring:**  
Enthusiasm and ideas

#### How to get in touch with us:

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 media centre: <http://mediacentre.nghomes.net>  
 twitter: [@ng\\_homes](#)  
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