

Cassiltoun achieves **GOLD**

Cassiltoun has recently been re-assessed by Investors in People. Over the past 8 months the assessor has been speaking to the staff and Anna Stuart our Chairperson to see whether the staff and Board believe that they are valued by the organisation; their opinions listened to and acted upon and whether they get the opportunity to develop their skills.

Cassiltoun Housing Association got a glowing report and has been awarded the Gold Standard. Some of the comments made by the assessor were:

'I have no doubt that your success comes, in part, through the way you manage and develop your people. Your teamwork and enthusiasm are making a big impact on your results'

'You are constantly trying to improve the services you offer in all areas of your business'

'I loved the friendly and helpful atmosphere you create; not just for me, but for all those in the community who use your services'

Having set this high standard we now have the challenge to maintain it as we have to ensure we are continuously improving. The organisation is confident that we can achieve this.

'This is a fantastic achievement, following a vigorous assessment, and shows the investment, time and importance we place on developing our staff pays off. The Association's overall performance is excellent and continues to improve year on year. We could not achieve our success without the

dedication and hard work of our staff who are clearly motivated by first class working conditions'.

Charlie Millar, Chief Executive

'The Board are delighted to become a Gold Standard employer. We pride ourselves in being a good landlord and obviously we need good staff to achieve the highest standards as a Housing Association. It is important we retain our status and we will therefore continue to implement the best in good practise and invest in our staff team. The results of our investment have been magnificent'.

Anna Stuart, Chairperson



New Chair for Cassiltoun Housing Association

The Association's Board of Management elected Teresa Sadler as the new chairperson at their meeting following this year's AGM held on 22 August 2011.

Teresa, a Castlemilk resident for many years, first became involved in housing as a Board Member of Castle Stuart Housing Association back in 2001.

Teresa said "I am looking forward to my new responsibilities and duties as the new chair. The Association is in great shape and I intend to work with my

fellow Board members and the Chief Executive to ensure that it remains that way. I am a little bit nervous following Anna, who has been an outstanding chair. I am pleased that Anna is taking up the role as Vice Chair and will be on hand to offer me support".



Charlie Millar, Chief Executive Officer said "the Board has been working on Succession Planning since the spring of this year and they have selected an experienced Board member in Teresa. We will all help Teresa settle into her new role".

Staff Update

Welcome to Paula Brownlie who joined the Association on Monday 22nd August 2011.



Paula joins the Association as our new Corporate Services Manager. Paula previously worked for Queens Cross Housing Association as a Personnel Manager before taking up her new post.

Paula is a vastly experienced human resources professional with over 19 years experience within Corporate Services.

Teresa Sadler, Chair of Cassiltoun Housing Association said "we are delighted to have secured the services of such an experienced officer and on behalf of the Board, I wish Paula every success in her new post".

Paula will oversee the Association's Human Resources, Governance and Corporate Services functions and will work closely with the Chief Executive and Senior Management Team.

Anna Stuart steps down as Chair

As Teresa Sadler takes over from Anna as the Association's new chair, Charlie Millar, Chief Executive Officer, summaries Anna Stuart's contribution to her local community.



"Anna is a one off" said Charlie. "She has been volunteering for 30 years on behalf of her community, giving up thousands of hours of her time to help bring about the successful regeneration of Castlemilk and the east side of Castlemilk in particular".

"On behalf of our Board, staff and stakeholders, I would like to thank Anna for her hard work as our Chair over the previous 5 years. Anna has been Chair for many years and previously took a break in accordance with our Rules".

"What many people do not know is how much time Anna commits on behalf of others to bring about improvements for her local community. She is a true champion of social justice and has campaigned for many years to see improvements in tenants' homes, services and the local environment. Anna leaves a fantastic legacy as she steps down and will be a vital support to our new Chair in the coming months".

"Anna is one of the most respected Board members in the Scottish Housing Associations' movement and I am delighted that she is staying on the Board and accepted the nomination for Vice Chair, so we haven't heard the last from her".

New Board after Annual General Meeting

The Association held another successful and well attended Annual General Meeting on 22 August 2011.

A packed Annual General Meeting received information about the Association's business for the financial year 1st April 2010 to 31 March 2011.

The annual report providing full details was provided for members.

The Association's Chief Executive Officer outlined the future challenges



facing the Association and in particular discussed the forthcoming Welfare Reform proposals being set out by the Westminster Government. A commitment to supporting tenants through a period of change was guaranteed by the Chief Executive Officer.

The Chief Executive Officer also introduced and summarized the proposed Tenants Social Charter as outlined by the Scottish Housing Regular within the Housing Scotland Act 2010.

The Chief Executive Officer highlighted the Consultation Process and provided a briefing overview of the draft

proposals contained within the new Charter. Members and tenants are urged to take part in the Housing Regulators Consultation exercise which is outlined in page 5 of this newsletter.

The structure of the Association's Board is outlined as follows:

Teresa Sadler	Chair
Anna Stuart	Vice Chairperson
Christine Miller	Secretary
George Kelly	Treasurer
Anne Buchanan	Board Member
Evelyn Ferguson	Board Member
Adam Milligan	Board Member
Teresa McGowan	Board Member
Jean White	Board Member
Lorraine Young	Board Member

£400,000 Office Revamp creates homes offering independent living

New homes offering independent living for people with physical and learning difficulties have been created from vacant Glasgow offices.

Cassiltoun Housing Association has transformed disused offices in Machrie Drive, Castlemilk, into six new flats at a cost of £400,000. The offices were used by the housing association before it relocated to its award-winning headquarters in the restored Castlemilk Stables.

An extension has been added to the original building to create five one bedroom properties and one two bedroom property. The larger flat has been designed to accommodate overnight support and there is also wheelchair access on the ground floor. The conversion began in February this year and it was completed at the end of last month (August).

Cassiltoun Housing Association worked on the project in conjunction with Fair

Deal – a charity based in Castlemilk, which works with people with learning difficulties. Four of the six tenants were identified early in the process and, along with their support workers, they were involved in the design process.

Charlie Millar, Chief Executive of Cassiltoun Housing Association, said: *"It's satisfying to see these former offices put to good use providing independent living for tenants with specialist requirements. There is a dire shortage of this type of accommodation and these properties have been designed to offer life enhancing homes for tenants."*

Anne Marie Docherty of Fair Deal said: *"It has been a pleasure to work on this exciting project with Cassiltoun Housing Association. We have been involved at every stage in the development and the architects have designed the accommodation around each individual's needs, wishes and aspirations."*

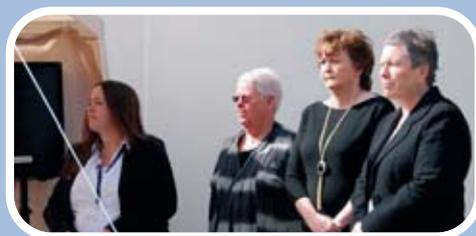
Glasgow City Council supported the

project providing almost 60% of the costs through Housing Association Grant. Cassiltoun Housing Association provided the remaining £170,000.

Councillor Sadie Docherty performed the official opening ceremony.

She said: *"Projects such as this are truly life-changing for the people involved. There is such a shortage of this type of accommodation and I know the residents are absolutely delighted with their new homes which will make the world of difference to them."*

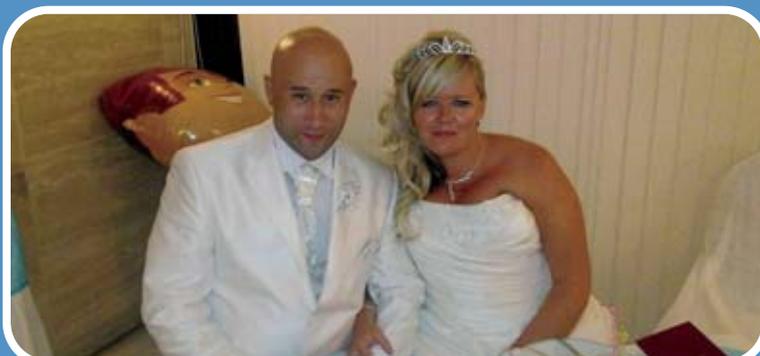
The design team was led by W.D. Harley Architects – the firm which originally designed the offices. The other team members were Edwards Macdowall Consulting; Langmuir and Hay; Ramage Young; Hulley and Kirkwood; John Arnott Associates; CDM Scotland and Stewart and Shields. Impact Arts also helped the tenants choose kitchen fittings and colour schemes for their new homes.



Congratulations...

Cassiltoun Housing Association Staff and Committee would like to congratulate Mr & Mrs Ozengenc who were married in Turkey on Saturday the 10th September 2011.

Selena was formerly employed by Cassiltoun and we wish them both every happiness in their future lives together.

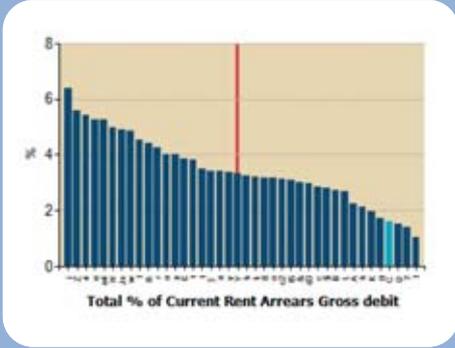
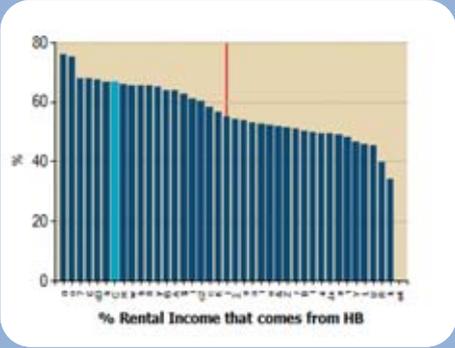
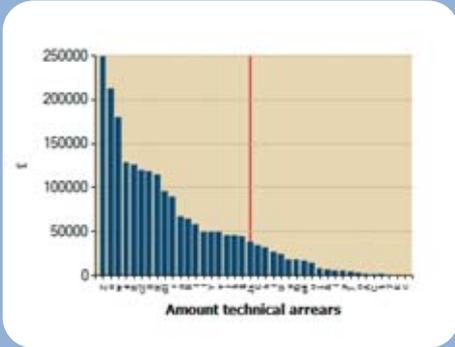
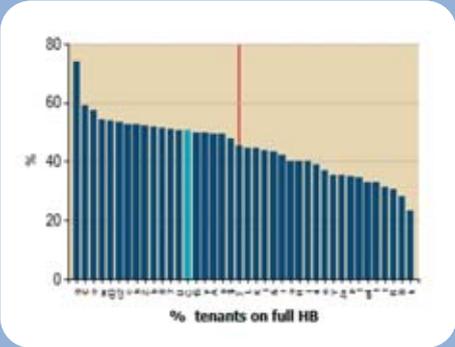
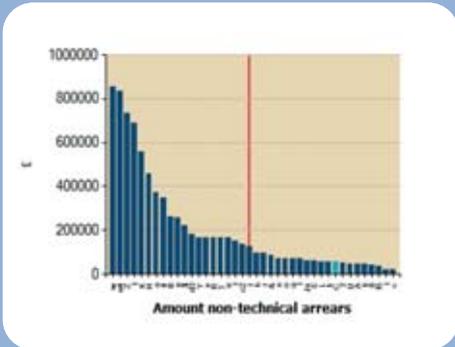
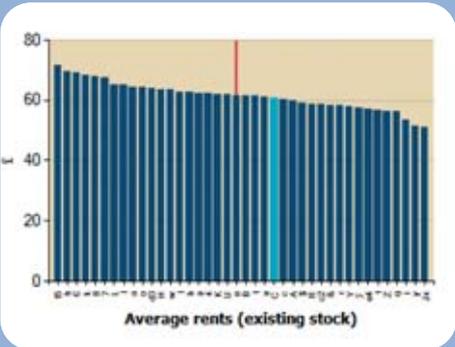
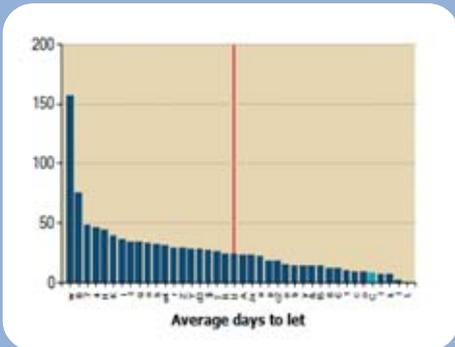
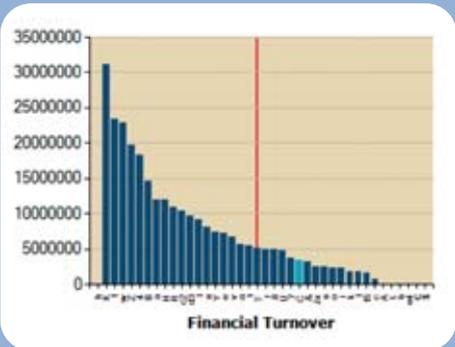
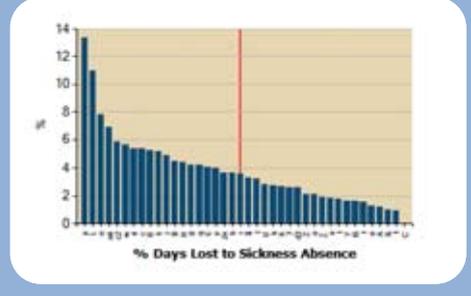
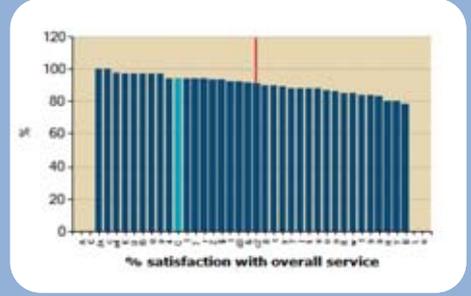
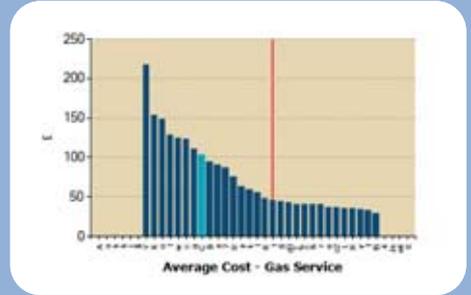
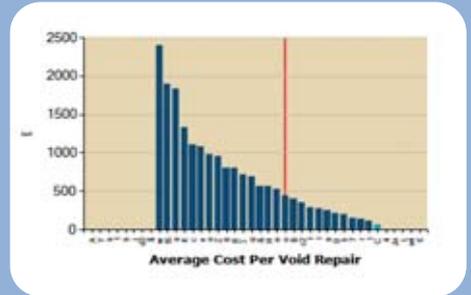
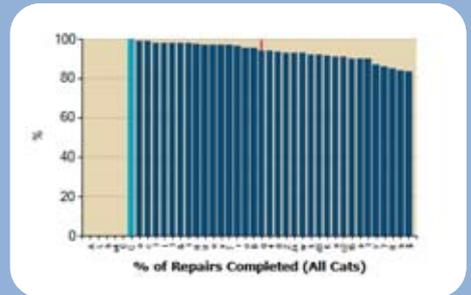


Benchmarking Results...

Please see benchmarking results below to compare Cassiltoun Housing Associations Performance against 43 other Registered Social Landlords in relation to the Key Performance Indicators.

Cassiltoun Housing Association's results are indicated in the light blue columns.

The Association is delighted with this years performance which places Cassiltoun's performance in the top quartile. We have demonstrated continuous improvement both in terms of performance and delivering best value.



The Scottish Housing Regulator wants to hear your views

Scotland has a new, independent housing regulator. From next April its role will be to safeguard and promote the interests of tenants and others who receive housing services from local authorities and housing associations. It will replace the existing regulator.

Before taking on its role, the new Scottish Housing Regulator is consulting on its approach. It wants to hear the views of tenants, landlords and others with an interest in social housing.

Kay Blair is the new Regulator's Chair. Kay said: "The quality of housing and landlord services have a direct and lasting impact on people's lives. We will regulate to protect tenants' interests and to drive improvements in

social housing. We will assess each landlord's performance regularly. In doing so, we will take account of the views and experiences of its tenants. We will publish a range of information on landlords' performance, including progress against the Scottish Government's new Social Housing Charter. This will help tenants to hold their landlord to account. And we will take action where we find a landlord is failing to deliver for tenants.

The new Regulator would like to get wide feedback on its proposed approach. The consultation runs from early September. You can respond until late November.

There will also be events across the country, open to tenants and others, to discuss the proposals. You can get a



CONSULTING ON OUR FUTURE REGULATORY APPROACH

copy of the proposals and find out more about the events by visiting the new Regulator's website, following the consultation on Twitter or contacting its office. You can find the details below.

website:

www.scottishhousingregulator.gov.uk/newregulator

phone: 0141 271 3810

e-mail: consultation@scottishhousingregulator.gsi.gov.uk

twitter:

www.twitter.com/SHRconsultation



New community investigation unit launched to deal with antisocial behaviour and violent crime in Fernhill and Castlemilk

intelligence, enhanced CCTV use, in addition to strengthening links with local housing providers and the local authority with greater information sharing.

Chief Inspector David Walker, Area Commander of Rutherglen and Cambuslang said,

'We are pleased to be able to develop this investigation unit, comprising of officers from both Divisions, working in the area that has been causing most concern recently with antisocial behaviour and violent crime. Officers in the unit will be working very proactively to find those persons in the community who are causing misery with their actions.

We are looking for the support of the local community, to help assist us in dealing with the perpetrators of these crimes. Anyone with information is asked to contact officers at Rutherglen Police Office on 0141 532 5200.

Alternatively, anonymity can be guaranteed by calling Crimestoppers on 0800 555 111.'

Strathclyde Police have announced plans to launch a new community investigation unit to deal with local concerns of antisocial behaviour and violent crime.

The unit, comprising of officers from both South Lanarkshire Division and Glasgow South and East Renfrewshire, will be based at Rutherglen Police Office and will be aiming to reduce violent crime, reduce gang related disorder and antisocial behaviour.

The unit will be working closely with community police officers in deterring, disrupting and detecting offenders, as well as improving

Tormusk 2 EPIC Action Plan

Earlier this year officers from Linn Community Policing Team surveyed over 30 residents in the Tormusk area. Local people identified three main priorities for action.

1. Gang Activity/Youth Disorder
2. More/Enhanced Police Patrols
3. Alcohol/Drug Abuse
(i.e. street drinking, drug taking)

As a result, the Tormusk EPIC Action Plan was launched on Monday 20th June 2011. Partners involved in the plan, which focuses on enforcement, prevention, intelligence and communication (EPIC) have formed the Tormusk Neighbourhood Reassurance Forum. Partners include Strathclyde Police, Glasgow Community and Safety Services (GCSS), Glasgow City Council Land and Environmental Services (LES),

Strathclyde Fire and Rescue, Ardenglen Housing Association, Cassiltoun Housing Association, and Glasgow Life. A similar plan is running in the Fernhill area and a close working relationship has been formed with their local neighbourhood reassurance forum.

Police officers from Linn Community Policing Team have been carrying out high visibility patrols working alongside officers from South Lanarkshire. Support has been provided by Road Policing, Mounted Branch, Dog Branch, and Gangs Task Force.

GCSS Community Safety Patrol Officers and Community Enforcement Officers backed up by mobile CCTV vans have carried out regular patrols. GCSS have also resited an additional public space

CCTV camera at the junction between Tormusk Road and Fernhill Road, which is an effective deterrent to street disorder.

Land and Environmental Services have been working very hard to improve the environment around the historic boundary wall adjacent to Tormusk Road. Excellent work along the length of the wall on both sides has seen overgrown vegetation cut back dramatically visibly enhancing the area.

Representatives from Ardenglen and Cassiltoun Housing Association will join officers from Linn Community Policing Team and GCSS to visit local households to keep people informed of progress.

Glasgow Life will continue to use its resources to involve local young people in local activities.

Update on Welfare Reform

The Government's proposals to radically change the benefits system have already been through the House of Commons and are now being discussed in the House of Lords.

Cassiltoun are working with other organisations to try to influence some of the outcomes of the reforms.

We have already reported in previous newsletters about some of the proposals such as:

- Bringing in a new benefit called Universal Credit to replace Income Support/Employment and Support Allowance/Jobseekers Allowance/Tax Credits and Housing Benefit.

- Reducing the amount of help a person gets with their rent if they are living in a property that is too big for their household needs called under-occupying

- Making payments of benefit monthly and making everyone claim on-line

- Having a 'cap' on the amount of benefit a household can claim

- Changes to Disability Living Allowance

There has been some success as the Government removed a proposal to reduce someone's Housing Benefit by 10% if they had been out of work for more than a year.

Organisations that we are actively working with are now focussing on the proposals around how benefits are paid and the penalty that will be placed on people if they are under-occupying as this will affect people who have access to children and need a bedroom for them – we are arguing that this may affect access arrangements. Also those tenants where there are children of the same gender who have rooms of their own, as they will be expected to share a room until they are 16.

Cassiltoun Housing Association will keep all our tenants informed of any progress with the Welfare Reform Bill through our newsletter and on our website.

Castlemilk Family Day

Cassiltoun HA were delighted once again to contribute to the events within the Community Centre at the Family Day. The Association had 2 stalls – 1 was a guess the number of sweets and lollies within the bags.

The prizes were Rangers and Celtic goodies which included two tickets to a Rangers home game (Rangers v Aberdeen) and 2 tickets to a Celtic home game (Celtic v Dundee United).

As you can see from the picture, the winners Liam Rae and Shelby Paton were delighted to accept their prizes from Cassiltoun's Chief Executive Charlie Millar and John and James from the Operations Team.



Oh boy – what a show...

The Over 40's outing this summer was to see 'Buddy', the show based on the music of Buddy Holly and what a show it was.

It was a dreich Wednesday afternoon in July when we set out and it was lovely to see people singing (and some even dancing) by the end of the performance and the consensus was, "by god that boy worked for his money". It had all the highs and lows and the music and the colour and the finale had the whole audience giving it laldie. The feedback the Association got was that everyone thoroughly enjoyed it. In fact some people went as far as to say it was the best show we'd been to so far so keep your eyes peeled for the next one!!

Kids go wild at Blair Drummond

On the 14th July Cassiltoun took our younger residents to Blair Drummond safari park. The trip was part funded by Children in Need so if anyone that attended would like to send in a picture or story or photo of their day then we would like to send them off to Children in Need to show them what fun the children had.

We had good weather (unlike last year) and everyone was able to enjoy the animals, the play area, the rides and the ice cream! The 4 buses were very quiet as they made their way back to Glasgow as many of the children (and some adults) fell asleep after their hectic day.



Castlemilk Park **Clean up**

On 27th July, the Association's staff took part in a cleanup of the Castlemilk Park. The area targeted on the day was the lane that runs from Croftfoot Terrace to Machrie Drive.

This spot is notorious for fly tipping and dumping.

As you can see from the before and after pictures the staff made a huge difference to the area and we would hope to see it remain free from rubbish.

WELL DONE EVERYONE.



Over 50s Swing...

On Friday 26th August the stables hosted an event for Cassiltoun tenants who enjoyed a wee dance and refreshments.

Everyone had a great time and some of the comments included:

"We really appreciate what Cassiltoun do for us."

"It was great to enjoy a night with all our friends and neighbours."

Look out for next years event.



Youth **Outdoor Adventure Day**

On Friday 1st July 2011, the Association organised our Second Youth Outdoor Adventure Day which was held at Castle Semple Loch.

Due to our close links with Castlemilk Youth Centre, a 55 seater bus set off packed with local young people for a fund and memorable day out.

Everyone enjoyed various outdoor activities including mountain-biking, water sports and orienteering. Thankfully we enjoyed one of the few dry and sunny days this summer and the youths who attended all appeared to have a great day out.

They were also a credit to their local community.

Such is the popularity of this event, that we envisage this now becoming an annual event.



Family Fun at Cassiltoun

In May, Cassiltoun Housing Association, as part of the family day opened the building for everyone in Castlemilk to enjoy all the free events at the stables. In August the doors were opened again for everyone to enjoy.

There were free activities for all the family on both days including;

The Bubble Runner

Bouncy Castle

Assault Course

Face Painting

The Fire Engine

Lollipop Game

Free Burgers, Hotdogs and Juice

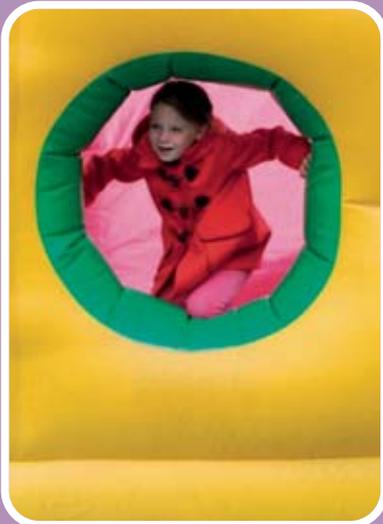
Spiritualist

Cycle Maintenance Workshops

Arts and Crafts for all the family

As you can see from the pictures, everyone from all over Castlemilk and beyond had a great time.

Cassiltoun Housing Association would like to thank all their Contractors and Partners who contributed towards these events.



Welcome to my office... The Woodlands of Castlemilk Park

In early May I started work as Castlemilk's first community woodland officer. The first three months have been extremely busy and enjoyable. The summer events programme has been a great success, from teddy bears picnics to drumming workshop, these free events have helped people to discover this fantastic woodland which is right on your doorstep.

I've been working with lots of individuals and organisations to improve the park and I would like your help. Litter, broken bottles, graffiti and fly tipping are the main problems within the park. It's not acceptable to throw rubbish (including garden waste) over your fence

into the park. Many local children and dog walkers use the park so please take care with your glass bottles. Remember it could be your wee brother or sister who cut themselves on broken bottles. If you are interested in helping clean up the park, why not come on one of the parks volunteer tasks.

As autumn approaches the woodlands change from the vibrant greens of summer to warm shades of red, orange and browns. This cascade of colour makes the park a great place to make an autumnal visit. If you want more information on how to get to the park or where you walk feel free to contact me on 0141 634 2673.





Woodland Wordsearch

Can you find the 16 tree names; they could be forwards, backward or diagonally.

Words to find:

Ash • Beech • Birch • Cherry
Chestnut • Crab Apple • Elm
Hazel • Holly • Lime • Oak
Rowan • Scots Pine
Sycamore • Willow • Yew

S	Y	C	A	M	O	R	E	L	W
W	H	A	Z	E	L	U	M	E	O
C	H	E	R	R	Y	E	I	L	L
H	C	E	E	B	L	B	L	E	L
C	R	A	B	A	P	P	L	E	I
E	N	I	P	S	T	O	C	S	W
R	O	W	A	N	H	C	R	I	B
H	O	L	L	Y	K	A	O	Y	S
H	S	A	I	Y	O	N	F	E	V
T	U	N	T	S	E	H	C	W	A

Interested in volunteering?

Volunteering within Castlemilk Park is a great way to spend a couple of hours. It's a great way to learn new skills and meet new people. Activities range from woodland management to wildlife surveys or park clean ups. All tools and equipment are provided and remember to dress for the weather.

Thursday 29th September 1pm - 3pm

Thursday 13th October 1pm - 3pm

Thursday 27th October 1pm - 3pm

Thursday 10th November 1pm - 3pm

Thursday 24th November 1pm - 3pm

Meet: Outside Castlemilk Stables, 59 Machrie Road, Castlemilk, G45 0AZ.

Upcoming Castlemilk Park Events

– for full details pick up an events calendar.

- **Tree & relaxation** – Every Monday throughout the autumn, starts 3rd October
- **Photo Walk** – 8th October
- **Autumn Art** – 18th October
- **Fungi Folklore** – 23rd October
- **Bonkers about conkers** – 24th October
- **Halloween Lantern Walk** – 27th October
- **Naked Trees** – 19th November

For more information please contact Richard Bolton, Castlemilk Community Woodland Officer on 0141 634 2673 or email Richard.Bolton@cassiltoun.org.uk

Like **Commonwealth Community Woodlands** on Facebook.

