

Annual Review 2016/17

working together, growing stronger



STOP PRESS!
FLAIR
welcomes
back
Ferguslie
Park HA



Spokesperson's Review, our 8th edition!



Welcome to our FLAIR report for the year 2016-17. It has been yet another busy year for all of us and we hope from this Report you will recognise the extent of the work that we

are doing together. At this year's FLAIR conference we were delighted to welcome back Ferguslie Park Housing Association to FLAIR. The other FLAIR Associations unanimously voted to have them re-join FLAIR and I know that the Association is again playing its full part in the work of FLAIR.

As the Spokesperson for FLAIR, first of all, I'd like to say how proud I am to be associated with FLAIR, despite our small numbers we are well known throughout the housing sector as an example of good partnership, collaboration and joint working. For those of you who don't know or, might have forgotten, I thought it would be useful to remind ourselves that the Federation of Local Associations in Renfrewshire is a collection of our six local associations based in Renfrewshire and East Renfrewshire. We have been operating in partnership for more than 20 years with our first formal constitution agreed 18 years ago in 1999. Over time the constitution has been amended and updated twice and I am pleased to say that all six Associations have recently, taken the opportunity to re-affirm our commitment to partnership working by signing an updated constitution.

This means that we continue to:

- Provide a safe forum for our staff and

Board members to share opinions and views.

- Campaign and lobby on the things that collectively matter to us
- Organise joint training and learning opportunities for staff and Board Members.
- Participate in joint initiatives and projects
- Benchmark performance and learn from each other's good and not so good performance.
- Represent all of us on the wide range of council and other groups that we participate in, including important and influential community planning groups.
- And a whole lot more.

It's never been truer to say that we are more than the sum of our parts and (unlike elsewhere in the country), that FLAIR provides a strong and stable context to our joint working.

What have we been up to this last year? Obviously we have had our Annual Meeting last November, where chairs, vice chairs, other Board Members and senior staff got together to review progress in relation to our partnership agreement. We also heard from a Renfrewshire Council colleague about developments and progress in relation to the Council's response to the Renfrewshire Poverty Commission, which FLAIR was represented on through Bridgewater HA.

The highlights for me over the last year have been;

- As I've already mentioned Ferguslie Park re-joining.
- The results of our joint customer satisfaction survey which showed incredibly positive results for the organisations taking part – see the results in the benchmarking review.
- The continuing success of the IFLAIR Framework Agreement, which we would never have been able to achieve, without having FLAIR first.

- Our work, spearheaded by Williamsburgh HA, to put together a development programme which takes account of the individual contexts of each Association but brings it together into a comprehensive and attractive, prospectus.
- The internal audit work which we have been involved in with Arneil Jonson on identifying risk.
- The shared policy development.
- And the training programme for staff and Board Members which is now being run through SHARE and where the feedback has, so far, been very positive.

These are just some of the highlights – there are many more – and I am sure there is much joint working, mutual support and sharing which goes on which never comes to the Boards and is just part and parcel now, of how our organisations work.

And in this context I would like to pay tribute particularly to our Directors and Chief Executives who support the aims and objectives of FLAIR in a very practical way implementing the partnership agreement and keeping FLAIR alive and vibrant and continuously improving things for our organisations and our customers.

Despite being around for more than 20 years, FLAIR is pretty unique. Although there are other groupings of Housing Associations across the country, their level of shared working is no match for ours. The amount of trust between those organisations is not as great as ours and their history and experience of working together is not as mature as ours. FLAIR is committed to working together for the benefit of our organisations but more importantly our customers. I hope you enjoy reading about the work we have been doing in this report both individually and collectively as FLAIR. Thank you.

Hugh Cameron, FLAIR Spokesperson, and Chair of Bridgewater Housing Association Ltd

Focus on Ferguslie Park HA



It's good news that Ferguslie Park Housing Association (FPHA) has re-joined FLAIR. FLAIR once more represents all the locally based housing associations in Renfrewshire and

East Renfrewshire. It emphasises FLAIR's authority as a body that can promote the views and priorities of local social landlords and campaign for recognition of our tenants' and customers' needs.

Elaine Carter is the Chairperson at Ferguslie Park. She's lived in the area all but two years of her life (when she lived in Barrhead) and has been a community activist for many years. She's very pleased, saying *"FLAIR is a beacon of good practice and it makes sense for all the local associations to be involved. Ferguslie Park was one of the founders of FLAIR about 20 years ago, so we're back where we belong"*. Elaine wants Ferguslie Board members to make the most of the joint training and the networking opportunities in FLAIR, she said *"We haven't worked enough with our important partners for a few years, but that's over. FLAIR is essential for Board members to widen their horizons and learn from each other, as well as for influencing those we want to work with like the local authorities and the government."*

We asked Ferguslie staff and Board members what they like about FLAIR and these are the top items on the list:

- An environment of trust where we can share and learn from each other.
- Access to like-minded organisations

who share our commitment to our communities as well as to our homes.

- Buying services from each other, e.g. thank you to Linstone HA for helping with our review of repairs and property services.
- Opportunities for a bigger local impact by sharing projects with other FLAIR members, like employment opportunities and shared specialist staff.
- IFLAIR, which is great for accessing good quotes from contractors and particularly for getting community benefits included in contracts.
- Collaboration on things we are all committed to such as training for Board and staff, sharing policies, joint commissioning of research.
- Benchmarking our services and sharing what we do to get the best results for all our customers.

The Housing Association was set up in 1988 to help with the regeneration of Ferguslie Park and the housing stock changed dramatically in the 1990's with lots of improvement work and demolition by the Council, plus new build by the Housing Association. The Tannahill Centre was built as a community centre, and to contain a shop, pharmacy, library, community nursery, doctor's surgery, health clinic and the FPHA. There are now about 4,000 people living in about 2,000 households in Ferguslie Park. FPHA has just over 800 homes for rent, while Renfrewshire Council has about 500. There are also about 600 privately owned and 100 private rented homes in the area. The Tannahill Centre became a subsidiary company of FPHA in 2006 and the two

companies make up "The Ferguslie Group". Ferguslie has lots of trees and open spaces, modern houses and two new primary schools.

However, part of the estate (being considered with residents for demolition by the Council) tops the list of areas of multiple deprivation in Scotland. This doesn't reflect the experience of everyone living in Ferguslie Park but there are indicators of deprivation which are proving hard to shift, especially health and employment prospects. The Ferguslie Group is working to increase how FPHA and the Centre are used to specifically target activities and support to the priority needs of the area.

The Management Board of FPHA, along with Board members of the Tannahill Centre, recently considered its purpose and its future. It decided that the best way to meet the needs of its tenants is to



remain an independent association, focused only on the needs of Ferguslie Park. The new Group Business Plans include spending £4.2m on home improvements by 2021. It recognises it has to be a much improved landlord and employer, and that it needs to look further than Ferguslie Park for inspiration, good practice and friendship. The Ferguslie Group strategy is "Where the Potential of Ferguslie Park is fully Realised" and working with others in FLAIR is an important way of achieving it.

FLAIR Annual conference June 2017

Glynhill Hotel Paisley

Organised annually by Paisley Housing Association, FLAIR representatives got together for our 7th Annual Conference at the Glynhill Hotel. Following the formal opening of the conference by our FLAIR spokesperson, nearly 60 guests were updated on the wider programme for new housing by Anne-Marie Thompson, Investment Manager from the Scottish Government. She provided an update on the Government's commitment to deliver 50,000 new affordable homes during this Parliament. Anne-Marie confirmed that while approvals for new housing were now coming through the programme, there was still much to achieve against the target and she urged local housing associations to speak with the local authorities to identify new sites and come forward with a programme. She confirmed that funding was in place to deliver the programme, with housing subsidy increased last year and new infrastructure funding in place to help progress difficult sites. Her speech

was followed by a 'question and answer' session which was very helpful.

Following the opening session, the following workshops were available to attend:

- **Succession Planning** – David Bookbinder from Glasgow and West of Scotland Forum of Housing Associations, GWSF, discussed the recently published document which focused on the need to plan for replacement of both Board members



and senior staff. The document provided useful examples from the wider housing sector.

- **Cyber Security** – Grahame Clarke from the Scottish Business Resilience Centre gave a fascinating update on recent developments in relation to cyber hacking, and provided some simple steps on how to keep business risks to a minimum. He used examples of where passwords could be hacked in seconds and provided information on what businesses should be doing to keep their computer systems up-to-date, safe and secure. The session was so successful that FLAIR has agreed to have Grahame deliver more sessions on this and related topics.

- **Wider Community Regeneration** –

Bryan Dando, community regeneration officer at Barrhead HA provided delegates with an update on the work he'd been doing for Barrhead and Williamsburgh HAs and his background work with Groundwork Wales. With significant access to funding, Bryan highlighted a range of projects and

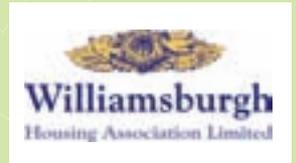
resources available in developing a wider FLAIR strategy.

- **Employment and Mental Health** – Karen Auld, NHS Network service. Karen, being a qualified occupation health specialist, provided delegates with an update on how this local service provided vocational rehabilitation and employability in Renfrewshire for people in mental health and addictions recovery services.



Cyber Security workshop.

FLAIR Development Services provided by Williamsburgh HA



During 2016/17, the FLAIR members based in Renfrewshire adopted a joint approach to promoting development activity. Co-ordinated by WHA, the initial work has largely involved seeking Renfrewshire Council's support for FLAIR projects within the Strategic Housing Investment Plan. More recently, we have procured the services of a consulting engineer, to explore the feasibility of several potential FLAIR development projects. An overview of some of those schemes currently under consideration is provided below:

Bridgewater HA has an opportunity to acquire the existing Erskine Mains Home, to provide approximately 20 new supported units, to replace some of the Association's existing stock.

Ferguslie Park HA may have the opportunity to promote a development project, should a Renfrewshire Council Board decision find in their favour.

Linstone HA has reached in principle agreement to acquire land and an existing building from Abbeyfield Paisley. Steps are being taken to determine the client group

and resident numbers to be catered for by this project at Station Road, Paisley. The Association is also exploring several other development opportunities in Johnstone and Linwood, including a joint project with a private contractor which would deliver 50 homes for affordable rent and 20 houses for sale.

Williamsburgh HA continues to explore options which may allow the Association to overcome the drainage issues currently preventing a joint development with Renfrewshire Council at Seedhill Road progressing. The Association also continues to pursue its interest in a site in Kilbarchan. Although planning consent was refused, the Association has submitted an



Williamsburgh HA's proposed Kilbarchan development.

Barrhead HA's proposed development in Neilston.



appeal in respect of this decision and awaits the outcome. The Association has lodged its interest in acquiring a Council owned site in Renfrew and intends to promote a feasibility study, utilising the FLAIR consultant.

Paisley HA has secured support from the Scottish Government for the comprehensive tenement improvement project proposed for Causeyside Street/Orchard Street in Paisley. The Association is also promoting a development to provide supported accommodation for 10 persons, together with exploring the possibility of a joint venture in Foxbar. This is intended to promote the regeneration of areas of vacant land, owned by both the Association and Renfrewshire Council.

Benchmarking information to 31.03.17

How well do we perform?

Given our close working relationship, FLAIR members can learn from one another. Nowhere is this better illustrated than in benchmarking, where we share information on performance and highlight good working practices.

Category	Barrhead 2015/16	Barrhead 2016/17	Bridgewater 2015/16	Bridgewater 2016/17	Ferguslie* 2016/17
Total stock	908	934	850	849	799
Total rent due	£3,597,063	£3,837,360	£3,935,249	£3,998,731	£3,342,719
Rent increase for the year ahead	2.00%	2.00%	1.50%	2.00%	0.90%
Average weekly rent	£80.44	£81.98	£89.05	£90.20	£80.92
Satisfaction with overall service	95.90%	94.00%	88.95%	98.60%	90.60%
Satisfaction with being kept informed	98.60%	99.10%	91.90%	99.70%	99.40%
Satisfaction with opportunities to participate	58.60%	95.70%	69.80%	98.30%	99.70%
Satisfaction with rent as value for money	51.00%	94.30%	61.63%	91.90%	93.30%
Complaints: Stage1 – no/response	80/91.25%	54/85.20%	60/93.30%	37/94.60%	21/66.70%
Stage2 – no/response	6/100%	3/100%	12/91.70%	31/83.90%	12/90.90%
No. of abandonments	7	5	2	1	1
Homes meeting SHQS	98.45%	98.20%	97.40%	97.40%	100%
Homes meeting EESSH	41.40%	50.60%	28.70%	35.20%	76.80%
Emergency repairs	2.45 hours	2.28 hours	2.02 hours	1.74 hours	1.7 hours
Non-emergency repairs	4.46 w/days	4.92 w/days	5.02 w/days	5.13 w/days	5.36 w/days
Repairs completed right first time	89.01%	78.31%	86.30%	87.90%	93.01%
Repair appointments kept	96.50%	90.68%	n/a	n/a	n/a
Valid gas certificate	99.78%	100%	100%	100%	99.40%
Satisfaction with repairs in last 12 months	93.20%	82.30%	92.00%	96.10%	86.10%
Anti-social behaviour cases resolved within local target	94.90%	91.40%	30.80%	57.10%	100%
Gross arrears	3.82%	2.88%	1.60%	1.95%	6.90%
Rent lost due to empty homes	0.26%	0.29%	0.61%	0.75%	0.46%
Time taken to re-let	11.6 days	13.39 days	27.5 days	30.67 days	27.62 days
Days lost to sickness	3.20%	0.97%	5.00%	9.00%	2.13%
Staff turnover	24.00%	20.00%	20.00%	12.90%	15.00%

*The 2015/2016 benchmark figures for Ferguslie Park HA are not available.

Linstone 2015/16	Linstone 2016/17	Paisley 2015/16	Paisley 2016/17	Williamsburgh 2015/16	Williamsburgh 2016/17	FLAIR Average 2015/16	FLAIR Average 2016/17
1579	1580	1204	1176	1623	1621	1233	1160
£6,159,211	£6,264,585	£4,842,997	£5,191,065	£5,710,297	£5,725,807	£4,848,963	£4,728,059
1.50%	1.40%	2.02%	2.50%	0.70%	1.50%	1.54%	1.72%
£72.75	£76.83	£79.31	£80.76	£69.60	£70.34	£78.55	£80.17
85.50%	93.60%	89.80%	93.20%	86.00%	94.20%	89.25%	94.03%
91.30%	100%	94.40%	97.20%	90.30%	99.70%	93.30%	99.20%
70.10%	99.04%	63.50%	90.80%	71.90%	99.70%	66.78%	97.20%
54.94%	97.50%	53.00%	90.20%	76.82%	91.90%	59.48%	93.20%
118/95.76%	85/94.05%	83/100%	86/93.10%	13/81.82%	31/77.40%	71/92.40%	52/85%
13/92.30%	7/100%	11/90.91%	5/100%	15/85.71%	28/78.60%	11/92.10%	14/92%
25	16	17	7	26	22	15	9
76.09%	78.24%	99.75%	99.75%	100%	100%	94.34%	95.60%
80.20%	87.10%	88.70%	91.30%	27.40%	99.90%	53.30%	73.50%
1.37 hours	1.44 hours	1.87 hours	1.94 hours	3.50 hours	1.75 hours	2.24 hours	1.81 hours
4.8 w/days	4.82 w/days	3.67 w/days	3.07 w/days	3.86 w/days	3.11 w/days	4.36 w/days	4.40 w/days
96.12%	98.08%	96.89%	96.10%	92.98%	96.10%	92.26%	91.22%
95.80%	95.08%	98.23%	99.80%	97.60%	98.60%	97.00%	96.10%
99.92%	100%	100%	100%	100%	99.94%	99.94%	99.90%
94.75%	92.80%	78.01%	93.80%	94.34%	95.60%	90.46%	91.10%
92.90%	93.90%	90.41%	92.10%	72.43%	80.80%	76.31%	85.90%
5.13%	4.43%	4.50%	3.58%	6.17%	6.81%	4.24%	4.40%
1.43%	1.09%	0.52%	0.31%	0.91%	0.64%	0.75%	0.59%
32.47 days	25.63 days	15.7 days	12.58 days	28.23 days	24.05 days	23.10 days	22.3 days
5.00%	5.11%	1.39%	2.23%	5.00%	3.74%	3.92%	3.90%
17.00%	20.00%	3.38%	3.16%	5.97%	4.72%	13.40%	12.60%

IFLAIR Property Maintenance Procurement Framework 2016 – 2020

The second Framework was launched in April 2016, providing eight housing associations with the ability to purchase planned and cyclical maintenance work. In March 2017, Ferguslie Park Housing Association was admitted to the Framework as a ninth contracting body. Maintenance staff meet with the Framework Administrator on a regular basis, to monitor and review its performance. Following the first anniversary of the Framework launch, certain performance milestones can be reported:

- In year one, there were 25 orders placed (call-offs).
- The total value of work called-off was £7.5 million.
- The highest value work called-off involved kitchen, window and door replacements, together with gas maintenance and servicing.



Kitchen upgrades.



Paisley environmental works.

Annual servicing of gas boiler.



- In the first three months of year 2, a further £4 million worth of orders has been placed through the Framework.

The Framework seeks to deliver community benefits. These have included:

- The employment of a graduate quantity surveyor.
- The employment of previously unemployed labourers.
- The appointment of trainees and apprentices.
- Work experience offered to a variety of students.
- SVQ training for call centre staff.
- Temporary employment during summer months.
- Visits to local schools and colleges for career advice.



- Local enterprise initiatives to consult on opportunities for involvement in supply chain.

• Local community volunteering.

- Refurbishment of planted areas and litter picking.

From feedback provided, it seems clear that the I-FLAIR Framework continues to provide an attractive option, due to the speed and ease by which maintenance contracts can be put in place.

Community Regeneration Projects across FLAIR



Employed by Barrhead Housing Association, Bryan Dando is now providing community regeneration services for both Barrhead and Williamsburgh HA. Below is a brief summary of the projects that have been progressed in the last year or so. With recent successes in funding coming forward from the Climate Challenge Fund and the Aspiring Communities Fund, lots more will be possible over 2017 and beyond. Both organisations are now developing their Community Regeneration Strategy following extensive, wider consultation.

Barrhead HA projects include:

Creative Pathways for young people aged 16 to 19 years – In 2014 Barrhead Housing Association (and partners Impact Arts/West College Scotland/East Renfrewshire Council) secured People and Communities investment to deliver ‘Creative Pathways’, a 12-18 week certificated employability programme which increased confidence, self-esteem and re-engage young people into the routines of attendance, team work, learning and creative problem solving. This programme is now in its fourth year.



Creative Pathway trainees.

Welfare Rights and Energy Advice Service

– In 2014, Barrhead Housing Association established a Welfare Rights and Energy Advice Service with grant investment from The Big Lottery. This service (now financed wholly by the Association through income-generating activities) employs a Welfare Rights Officer and a part-time Energy Advisor. Over the last two years, our welfare rights service has worked with 526 tenants achieving financial gains of £461,926. Of this total, £101,910 relates to housing benefit gains like HB underpaid, HB backdates, HB write offs, and discretionary housing benefit.



Craft Café.

Craft Café – This project delivered in partnership with members of the Federation of Local Housing Associations in Renfrewshire (FLAIR) and Impact Arts (with the support of grant investment from the People and Communities Fund) provides activities to sheltered housing tenants and wider community. The Café meets weekly in the Barrhead Housing Association’s Main Street Sheltered Housing Complex, and across Linstone’s sheltered developments in Linwood and Johnstone. The Craft Café model has been selected by the Scottish Parliament as a best practice example of engaging with older people within the community, as a means of tackling isolation and loneliness and increasing social inclusion.

Gardening on the Main Street (Barrhead, Main Street Sheltered Housing Complex)

– With the support of an environmental grant from Greggs Foundation, this project aimed to transform an existing outdoor area within the Main Street Sheltered Housing Complex in Barrhead into an accessible communal garden and social space for up to 33 older people aged 60 years and over.

Auchenback’s Climate Challenge (Auchenback Active)

– Barrhead Housing Association has also supported the delivery of Auchenback Active’s Climate Challenge Fund project which aims to support the community of Auchenback to take action to reduce the impact of climate change by delivering a programme of practical activities designed to inform, engage, build knowledge and skills of local people on issues relating to home energy, food consumption and waste.

Barrhead Buzz (Pulse Community Radio)

– Lead by Pulse Community Radio, this project aims to bring together a cross sectoral partnership of Public and Third Sector service providers and community groups from across Barrhead, to deliver a six month long ‘promotional campaign’ of thematic events and activities centred around a dedicated schedule of Pulse Radio broadcasts. These broadcasts (involving Vox Pop interviews, topical news features, infomercials and podcasts) will be designed raise local awareness, and promote the different ways in which the community of Barrhead, East Renfrewshire is tackling issues relating to welfare reform and inequality.

Dunter-stay – this proposed project will work exclusively with tenants in the Dunterlie area to provide them with real work experience to sustain their tenancies, practical assistance with painting and decorating, equipping their home, and maintaining their gardens. We will get this project up and running during 2017.



Linstone Health & Housing Hub

The Linstone Health & Housing Hub is part of Community Connectors offering housing advice and assistance to anyone in Linwood or Johnstone –and has secured another year of funding through the Health and Social Care Partnership.

Community Connectors is a third sector partnership along with RAMH and Active Communities and has been set up with an aim to take pressure off GPs by using social prescribing to improve people's health, housing and physical activity. You can find the annual report about Community Connectors on our website at www.linstone.co.uk.

Both physical and mental health can be affected by poor housing or housing that no longer meets the needs of the household. The Housing Hub provides frontline housing information and advice and is delivered by Linstone Housing. It is open to anyone in Linwood or Johnstone who has a housing issue.

We have practically supported people to complete application forms as well as offering advice on different housing matters such as mobility issues, private lets and neighbourhood issues. Further information is available from Laura Kerr at lkerr@linstone.co.uk

Energy Efficiency Award for Linstone!

Linstone Housing was named the Regional Housing Association of the Year in the Energy Efficiency & Healthy Homes Awards 2017. The Association has been recognised for taking numerous steps which improve and support the local community. Linstone secured funding for one of Scotland's largest home efficiency programmes. The Linstone community benefited from a wide range of investments in both tenants' and owners' homes.

With 327 properties improved during 2016, Linstone has invested £2.7 million in energy saving External Wall Insulation, resulting in an estimated amount of energy saved of 11,297 tonnes of CO2. For the three year programme the costs for the project were £12million.

Scottish Housing Quality Standards (SHQS) and Energy Efficiency Standards for Social Housing (ESSH) come into force from 2015 and 2020. Linstone Housing is proud to have achieved 76.1% and over 80% compliance for SHQS and ESSH respectively. Homes must be energy efficient (SHQS); and 42% carbon emission reduction target by 2020

(ESSH) and 80% carbon emission reduction target by 2050.

The Energy Efficiency measures introduced by the Government following the Energy Act 2013, included the Energy Company Obligations (ECO) Scheme, the Green Deal Finance Initiative, and the Renewable Heat Incentive (RHI). These measures together help homeowners reduce their energy bills, tackle fuel poverty and reduce carbon emissions.

The Energy Efficiency & Healthy Homes Award is to promote the excellent work the Energy Efficiency sector is doing in implementing energy efficiency schemes and to help encourage best practice within the energy industry, as it works to improve UK housing stock.



Paisley Tenants Are Doing It for Themselves

Tenant satisfaction in the area of providing opportunities to participate has increased to 91% in 2016 and Paisley HA believe there has been much to celebrate. As well as holding regular events such as our Annual Festival, Panto outing and the Children's Christmas Party (pictured) we



have carried out Mystery Shopping and completed our first Tenant Scrutiny.

The Association's Tenant Participation Working Group, which was established in 2012, works hard giving their views on policies which are being reviewed, the annual rent and service charge consultation and in producing the tenant's annual report on the charter.

Moving forward with tenant participation and scrutiny the Association is now introducing tenant liaison members for its services, testing our new app and going digital with local "Tea & Tablet" events (pictured).

Williamsburgh HA's projects will focus on

Neighbourhood development –

addressing neglected areas and creating volunteering opportunities.

Tenancy support – focussing on tenancy sustainment and promoting the support available from partner organisations.

Employment, training and work experience –

raising awareness of opportunities created through our procurement framework and employment through the delivery of new services.

Estate management – regular inspections and the delivery of new services including bulk uplift and bin management.

Energy Action Scotland – During the year, 118 tenants were referred to the fuel poverty project. 45 households received fitted carpeting to a main room in their home and all received energy advice, resulting in an average household saving on utilities of £247 per year.

Climate Challenge Fund – In March 2017, the Association was notified that the application to establish the Seedhill Urban Growing and Regeneration Project had been successful. We will establish a network of community growing spaces, and a programme of recycling, reusing and upcycling activities.

Social Economy Growth Fund – The Association has submitted an application to deliver a new work/life service. If successful, the project will deliver support designed to empower over 200 people to:

- Identify positive work/life goals and routes to better paid employment.
- Improve their skills and abilities through learning, training, volunteering and work shadowing.
- Build confidence, personal resilience and provide opportunities to share work/life solutions to support and inspire others.

Paisley HA – environmental strategy



Paisley HA has recognised that quality of outside space is just as important to residents as the inside of their home. Over the

next 10 years PHA has committed £3 million to improving the local environment: improving fencing, bin stores, parking, landscaping and green areas. We have also introduced our “Green Goddess” service to

help people with growing their own food or to have beautiful gardens. All this is helped by over £200,000 (so far) of grants from Scottish Government.

Our first area was Green in Glenburn and we have moved on to Thomson Brae.

Tenants think the improvements are wonderful and give the areas a whole new lease of life. Thomson Brae is so enthused they have formed a local group to keep the standard as high as it is just now. We look forward to tackling our other areas in the future.

Connect4Renfrewshire project

Linstone manages this innovative project which provides energy, money and debt advice to households across Renfrewshire, as well as a range of practical measures.

Connect4Renfrewshire works alongside other partner to access services for our residents, including the provision of cost free energy efficiency measures such as draught proofing and LED light bulbs through the LEAP “Make it Happen” Scheme.

One Linstone resident said *“The workers that have been in have been friendly and able to come at times that suited us. We have never been in debt (with utilities) and it’s very stressful which makes our health worse. It has made a*

big difference having the right people in to help us sort the mess out.”

Contact Linstone’s Housing Team and ask about Connect4Renfrewshire.

Linstone staff can help you to heat your home more effectively and for less, help you access an affordable loan* and can help take the stress out of money and debt concerns!



C4R stats – since December 2013

Overall LHA household referrals	610
Financial gain energy	£89,853
Financial gain financial literacy	£32,576
Advice works debt managed/financial gain	£25,095
Furniture vouchers issued	£14,298

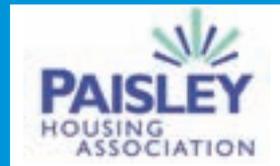
Welfare Rights figures year 16/17

Actual gains	£97,029
Predicted gains	£192,711

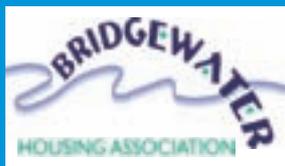
flair = community regeneration • community work • partnership • employability



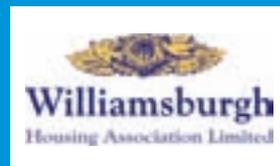
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If you would like to find out more
details or information on FLAIR
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