



The View from the Drive...

See page 5

COVID 19 - Update on changes to our services - see page 4

Chief Executive's Welcome

Welcome to our Summer newsletter full of lots of information about our activities and performance.

Over the past few months I have been watching our development on Castlemilk Drive taking shape. I am really pleased that in September we will be able to take possession of the first block and begin to allocate homes.

Inside the properties are bright and spacious and the top floor has spectacular views across the city and I look forward to seeing people settle into their homes.

On 16th August we were delighted to be able to re-open the office after months of Covid-19 restrictions. Prior to the building opening to the public the staff team did a tremendous job

of 'spring cleaning' the office and the following week they were out in the estate picking up litter.

Hopefully I will see some of our members at our virtual AGM on September 11th. Next year we envisage being able to run our AGM in person again. We currently have spaces on our Board and we would be delighted to speak to you if you are interested in joining. Being a Board member really does put you in the centre of decision making within the organisation and it is also a great opportunity to learn new skills as we provide a wide range of training and learning opportunities for our Board members. Please speak to a member of staff if you want to find out more.

Clair Malpas • Chief Executive



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Minister visits Castlemilk Park

Our work on improving access and community involvement in Castlemilk Park woodlands was praised by Scotland's environment minister during a recent visit.

The Environment, Biodiversity and Land Reform Minister, Mairi McAllan, said: *"The work being carried out here by local volunteers is getting more people involved in their local woodland and green space. It's a great example of what can be achieved right in the heart of an urban area."*

During the visit the Minister spoke to many of the Castlemilk Park volunteers who were working hard to maintain the pathways and tackle invasive species.

She also asked about the pond area as she could see this was an area that was causing concern.

As well as representatives from Cassiltoun, the meeting was also attended by representatives of Forestry Scotland, who have part funded the Woodland Officer and other woodland related programmes and representatives from Glasgow City Council who own and manage the Park.



Lifting of Covid restrictions – impact on the services you receive from Cassiltoun

On 9th August, the Scottish Government announced that Scotland was 'beyond level 0' on the Covid roadmap.

This signalled a lifting of the majority of the restrictions that had been put in place to control the spread of Covid-19.

Cassiltoun HA has continued to deliver many of its services to our tenants and wider community throughout the pandemic and lockdown and prior to 9th August we were already providing community activities, welfare advice, allocating homes, completing repairs, building new homes and putting in place plans for investment work in some of our properties. This new lifting of restrictions now enables us to have more staff in the office, have more in person meetings and offer tenants increased opportunities to meet with the staff team. Initially the building will have limited opening hours (9-12 and 1-4 Monday to Friday closed on Wednesday afternoon). The Association is following strict infection control measures with staff

wearing masks as they move around the building, cleaning surfaces and increased ventilation.

Although the doors to the Stables are now open we are asking visitors/tenants:

- to make an appointment before coming to the Stables
- wear a mask (unless exempt)
- sanitise hands on entry and exit from the building
- do not come into the office if you are feeling unwell/have been told to isolate or have been in close contact with someone with Covid-19.

You will have received a letter from us with these details. These are constantly under review as restrictions are put in place or lifted and dependant on staffing levels. If we need to make any unplanned changes we will put details on our Social Media sites.

Staff Update

Goodbye to...

Ainsleigh Butters, Customer Services Assistant, finished up with the Association on 23rd July 2021.

Jenna Laing, Finance Assistant, finished up with the Association on 30th July 2021.

Jay Hutton, Temporary Handyperson Assistant, finished up with the Association on 18th August 2021.

Welcome to...

Lee Thomson, Customer Services Assistant..

Rochelle McGoldrick, Advice Assistant (Community Jobs Scotland Placement).

Congratulations to...

James Wilson, Senior Housing Assistant, on achieving his SCQF Level 7 in Management.

Factoring Policies

The Association's Board of Management has reviewed its **Factoring Policy and Debt Recovery of Factored Properties Policy and Procedures**.

A copy of these policies can be obtained from the Association's offices.

Public Holidays

Please note, our office will be closed on the following dates:

September Weekend
Friday 24th September
Monday 27th September

Annual General Meeting - 11th September 2021

Our 36th Annual General Meeting (AGM) will be held on **Saturday 11th September 2021 at 11.00am**.

We'll once again be holding our **AGM virtually using Zoom**. If you'd like to attend the meeting remotely, please let us know and we'll send you information nearer the time to help you do this.

To take part in the AGM you'll need to:

- be able to access Zoom from a tablet, phone or laptop.
- let us know beforehand if you're going to join the meeting, by emailing housing@cassiltoun.org.uk or calling 0141 634 2673
- Only those who confirm their intention to attend will then be contacted and provided with the link to join the meeting.



Review of Policies

As per our Policy Register, we will be reviewing the undernoted policies over the next few months:

- Payment of Expenses to Board of Management & Staff Members
- Notifiable Events
- Board Member Induction
- Board Member Recruitment & Selection
- Board Member Learning & Development
- Attendance Management
- Right to Repair

We would appreciate your involvement in these reviews. If you would be interested in becoming involved in the review process of any of these policies, please contact the Association's reception desk (0141 634 2673) and leave your contact details and the person responsible for leading the policy review will get in touch.



The View from the Drive

If you have been anywhere near Castlemilk Drive in the last few months the fantastic progress being made with our new build development will have no doubt caught your eye.

The Association is looking forward to adding 60 new flats to the housing stock, with the first handovers due in September 2021 and full completion by May 2022. All of these one and two bedroom flats have been designed to meet Glasgow City Council's 'Glasgow Standard' – giving tenants warm, affordable homes that have great space standards, plenty of cupboard space and high quality bathrooms and kitchens.

There are fantastic views over the city. We can't wait to allocate these homes as we know they are going to be a big hit with the new residents. For anyone worried about the impact on parking on an already busy road, we can advise that there is private parking for the residents to the rear of the buildings.

As part of ensuring that our investment in 'bricks and mortar' also helps the local economy, we have secured a painterwork apprenticeship on the site for a Castlemilk resident, along with two labourers and a cleaner. The contractor, Crudens, have carried out some other goodwill gestures such as building the Cassiltoun Stables Nursery a stage to ensure their 'little graduates' could pass out in style! We have also received a cash donation of £9,000 which our communities team are putting to the best use for local initiatives.

Crudens have also started with groundworks at their own private development of 32 units on Machrie Road. They have advised that their sub-contractor, Cuchulain, have received permission from the local Council to carry out works on Machrie Road in order that new drainage can be installed. This is going to involve road closure at Machrie Road and diversions through the estate for all of September and October. If you have any concerns, the Director of Cuchulain, Mr Alex Currie, can be contacted on 01698 814 111.



Keep Castlemilk Beautiful!

Cassiltoun Housing Association's staff team spent an afternoon cleaning up the local area and chatting to local residents. A litter pick and general tidy up of the street, garden and pavement areas was carried out.

The streets that were involved in the clean-up were:

Hoddam Avenue • Ballantay Road

Hoddam Terrace • Cavin Road

Castlemilk Drive

We take real pride in trying to improve the local environment for everyone to enjoy by working in partnership with tenants and key service providers, as well as employing an environmental contractor to undertake landscaping and close cleaning works. We would love more residents to get involved with shaping how we can improve the environment even further. If you would be interested in getting involved, then please speak to John Williams or James Wilson on **0141 634 2673**.

We hope you noticed a huge difference after the work of the team - well done everyone!



Super smoky
bacon and
tomato
spaghetti

Prep: 5 mins

Level: Easy

Serves: 4

Cook: 20 mins

Ingredients

- 400g spaghetti
- 1 tbsp olive oil
- 120g smoked streaky bacon, sliced into matchsticks
- 1 onion, finely chopped
- 1 garlic clove, finely chopped
- 2 tsp sweet smoked paprika
- 2 x 400g cans chopped tomatoes
- grated parmesan, to serve (optional)

Method

Step 1

Bring a large pan of water to the boil and cook the spaghetti following pack instructions. Meanwhile, heat the oil in a large non-stick frying pan and cook the bacon for 3-4 mins until just starting to crisp. Stir in the onion and cook for another 3-4 mins, then add the garlic and smoked paprika, and cook for 1 min more.

Step 2

Pour in the chopped tomatoes, bring to the boil and bubble for about 5 mins until thickened, stirring every so often to stop it catching on the bottom. Drain the pasta and toss with the sauce. Serve with Parmesan, if you like.



SHR Complaints and Significant Performance Failures

If you are unhappy about the services you receive or have concerns about the way your landlord is operating, you have the right to make a complaint.

The SHR Complaints and Significant Performance Failures leaflet details the difference between a complaint and a significant performance failure, and lets you know what to do and who to contact.

A copy can be obtained from the Association's offices or by visiting our website <https://www.cassiltoun.org.uk/comments-complaints/>

Bulky Waste Collection



Glasgow City Council introduced charges for the collection of household bulky waste on 5th July 2021.

Residents will be able to place requests online by first registering with "myaccount". Full details and guidance is at www.glasgow.gov.uk/bulkywaste

- GCC will provide a limited phone line initially for 3 days a week for residents who cannot access the internet.
- Payment can be made by credit or debit card on our secure site and will be taken upfront.
- Residents will be provided with terms and conditions which provide information on their rights and obligations.
- Charges are:
 - **£35** for up to 10 standard items (£35 for each number up to 10 thereafter)
 - **£35** for each large electrical item - these will be collected separately for recycling
 - Special large items such as marble fireplaces, sheds, cast iron baths will continue to be charged on a half-hourly basis. A full list is available on our website.
- Residents will first be issued an acknowledgement and will then receive a follow up notification with a Collection Date - we aim to collect items within 28 days.
- Where we have been unable to collect for operational reasons, we will arrange a new Collection Date.
- More information including full terms and conditions, FAQs, lists of items we collect, how and where to present items, is on our website www.glasgow.gov.uk/bulkywaste
- Residents can continue to visit our Household Waste Recycling Centres, and if items are in good condition, residents can also use Zero Waste Scotland's National Re-use Tool and do-nate these items to charity. The link is here: <https://wasteless.zerowastescotland.org.uk/articles/reuse-tool>

For more info please visit: <https://www.glasgow.gov.uk/bulkywaste>

Share Membership

Would you be interested in becoming a member of Cassiltoun Housing Association?

1. The Association wishes to encourage members to join as share members: to ensure that we are represented by the people and areas we serve; and
2. to encourage greater participation in our activities.

Membership provides the opportunity to stand for election at the Annual General Meeting and vote for members of the Board. To join you must be 16 years old.

All you have to do is complete a membership application form and bring this into the office together with £1.00.

On approval of your application you will receive a lifetime share in Cassiltoun Housing Association.

If you would like to find out more information about becoming a member of the Association please contact Paula Brownlie via email, paula.brownlie@cassiltoun.org.uk or call us on **0141 634 2673**.



Cassiltoun
Housing Association

A day in the life...

...of our Customer Service Assistant, Lee Thomson

I started with Cassiltoun Housing Association at the age of 16 through a Community Jobs Scotland placement for a period of 9 months. This was instrumental to me in deciding to pursue a career in housing, especially with Cassiltoun Housing Association as they have an amazing staff team.

Once I heard there was a temporary Customer Services Assistant position available, I knew that I had to apply for it. I was successful and started back at Cassiltoun in May 2021. A permanent position then became available and thankfully I was successful in securing a permanent contract.

As a Customer Service Assistant, it is pivotal to provide the best customer service possible as this is a reflection on Cassiltoun Housing Association. I monitor tenants rent accounts as well as conducting housing options interviews with people who are looking to be rehoused. It is also important to understand Cassiltoun's allocation policy so that I can allocate the correct amount of points to the applicant's circumstances. I also take and process repairs from tenants from emergency repairs such as no heating or hot water to minor repairs.

My favourite part of the job is engaging with Cassiltoun's tenants. I am from Castlemilk myself so helping people in my community is something that I love doing and I have done since I was 16. It will be very exciting once the tenants are allowed back into the building.



How to become a Board member...

Our Board of Management is made up of up to 15 Members and includes a Chairperson, Vice Chairperson, Secretary and Treasurer. These positions are filled annually after every AGM.

We currently have 10 board members.

The Board of Management are responsible for the strategic direction of the Association. They monitor performance, set standards and ensure compliance against the Scottish Housing Regulator's Regulatory Framework.

To become a board member, you must be a member of the Association. This membership entitles you to stand for election to our Board of Management. All board members are elected onto our Board at the Association's Annual General Meeting.

To become a Board member, you first of all have to be a share member.

If you are interested in joining our Board please contact Paula Brownlie via email, paula.brownlie@cassiltoun.org.uk or telephone the office on **0141 634 2673**.



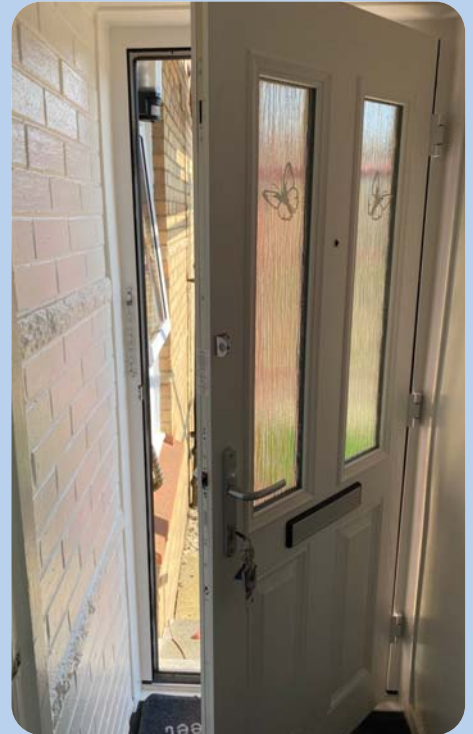
Major Repairs – Investment

I am pleased to report that our investment programme for 2020/21 is currently underway and we are still on track to complete our 2021/22 programme also.

We have concluded the window contract at Barlia Drive with 60 properties getting new UPVC windows. Front main doors and front doors of flats were also fitted. The tenants were delighted with the quality of the work and tenants have commented on how much quieter it is now they have the new windows fitted and also how much warmer their homes are. We are currently surveying 15 properties in Castlemilk Drive (the

main doors) for new kitchens and rewiring. Once completed this will conclude our 2020/21 programme.

The first part of our 2021/22 programme is currently underway with window and door surveys underway in the Ballantay Road and Hoddam Terrace. The main door properties in Ballantay road will receive new windows and doors whilst the flats will receive new windows for their homes and the common close area. The contractor for this work is Sidey who successfully completed our 2020/21 programme. All affected tenants will be contacted regarding a survey date followed by an installation date.



In order to complete the programme we are working closely with our Kitchen contractor MCN to supply and fit 41 kitchens in the Cavin area, with the rest of the properties there being completed in 2022/23. We hope to begin this work no later than January 2022. Those tenants affected will be contacted in due course for survey dates, to choose their kitchens (worktops, doors etc). Please do not contact the Association directly. We will contact you.

This year the Association will spend approximately £1m on our homes to ensure that our properties remain compliant with the Scottish Housing Quality Standard but more importantly so that our tenants have a warm, safe and secure home in which to live.



Scottish Housing Charter

How we are doing...

01/04/21 - 04/07/21



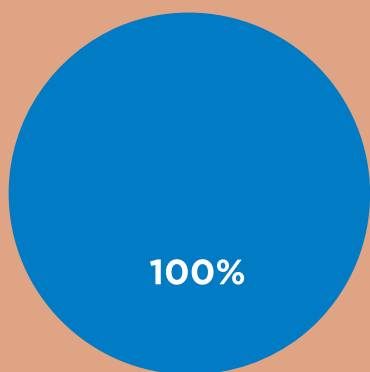
Allocations

Indicator 30

Lets this year so far: 22 • Average Void Days Lost: 26

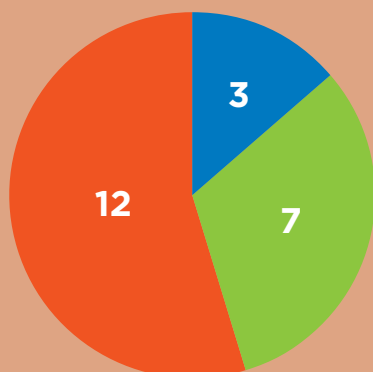


Contextual Indicator 3
Types of Let



■ General Needs Lets ■ Supported Lets

Contextual Indicator 2
Source of Let



- Existing Tenants
- Waiting List
- Section 5 Referrals
- Mutual Exchanges
- Other Sources

Indicator 14
Offers Refused



■ Total Offers ■ Refused

Indicator 16

Tenancies Sustained more than a year -
No lets 01/04/21-04/07/21

Indicator C4

Abandoned Properties - 3

Tenants satisfied with standard

of their home when moving in - 94%

We have created a snap shot of information related to performance. Each piece of information relates to the Scottish Housing Charter indicators which the Association reports on.

You can find more information by visiting:
www.scottishhousingregulator.gov.uk

Maintenance

Indicators 8, 9, 10, 11 & 12



Repairs Completed

Emergency Repairs	269	Average 2.5 hours
Non-emergency Repairs	691	Average 3 days

92% of jobs completed Right First Time

Disabled Adaptations

Indicators 19, 20 & 21



Total Number Awaiting	16
Total costs of adaptations	£7,465
Average number of days to complete adaptations	76

Gas Servicing

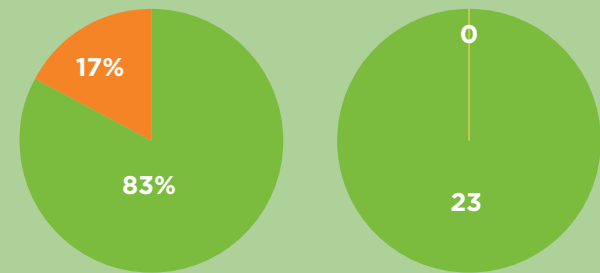
Cassiltoun Housing Association carries out annual gas servicing to comply with the Gas Safety (Installation and Use) Regulations. This is a legal requirement it is imperative that we gain access for the gas service within 12 months of the previous service being carried out.



Anti-social Behaviour

Indicator 15

Complaints Resolved Timescales met?



■ Yes ■ No ■ Ongoing ■ Yes ■ No

The Association has received 23 anti-social complaints and these are handled in line with our Neighbour Relation Policy. If you experience any anti-social incidents contact the office on **0141 634 2673**.

Complaints

Indicators 3 and 4

Complaints Resolved

Percentage of all complaint responded to in full at Stage 1	100%
Percentage of all complaints responded to in full at Stage 2	100%
Average time in working days for full response Stage 1	2 days
Average time in working days for full response Stage 2	16 days

Any dissatisfaction you may have with any of our services then we would encourage you to let us know. We treat any dissatisfaction very seriously and use the information to adapt and shape the services we provide.

Rents

Indicator 26

Rent Collected... £1,263,877

The Association's arrears were **3.75%**. The Association treats non-payment of rent very seriously and takes all necessary action to recover moneys owed.

No court actions have been initiated during this reporting period.

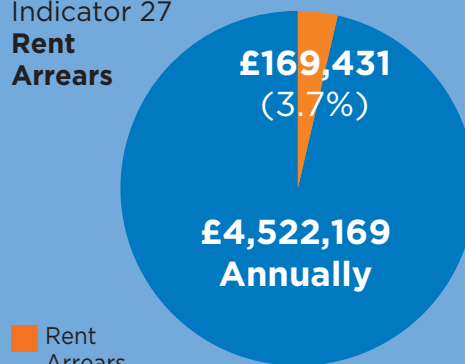
The Association offers a Welfare Rights service to all of our tenants who can assist with money related problems and assist with completing forms and applying for benefits.

An appointment can be made by contacting the office on

0141 634 2673.

Indicator 27

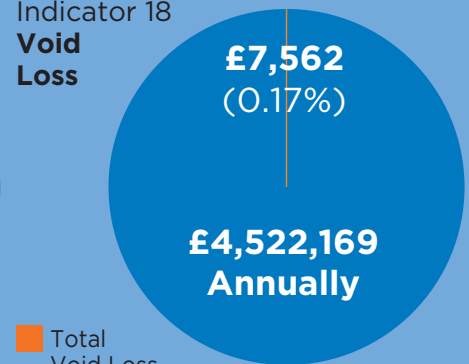
Rent Arrears



■ Rent Arrears
■ Total Rent Payable

Indicator 18

Void Loss

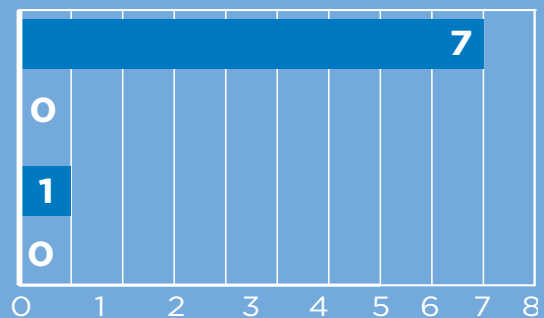


■ Total Void Loss
■ Total Rent Due

Indicator 22

Court Action

Court Actions Initiated
Properties Recovered (Non-payment of Rent)
Properties Recovered (Anti-Social Behaviour)
Properties Recovered (Other)



Indicator 17

Number of properties which became vacant - 22

Homelessness

Indicator 23

Homeless Referrals received	20
Offers made to Homeless Applicant	16
Offers accepted by Homeless Applicant	11

Are they always watching?

Are they taking your parcels? Moving your bins?

*Don't let them
get away with it!*



Nominate a Community Hero...

Superhuman?

The last year has been tough, more so for some than others, multiple lockdowns, unable to meet with family or friends to socialise and for some of us loneliness and potential isolation. Superhuman abilities would have been useful over the last year but I suspect most of us managed without x-ray vision or psychic abilities. The community has pulled together over this difficult time to support and look after each other and it is this care and community spirit that should be applauded.

We all know one

We all know one neighbour that always goes that extra mile, brings your bin in, takes in your deliveries when you're not home, grits the pavement in bad weather or simply always has a friendly smile we all know a neighbour deserving of recognition for their good deeds and we want to hear about them. So get in touch.

**To nominate a Community Hero telephone 0141 634 2673 or email housing@cassiltoun.org.uk
Alternatively visit www.cassiltoun.org.uk and complete the online contact form.**



Advice Team Update

As we return to the office the Advice Team will continue to provide advice and assistance to our tenants and factored owners.

Since March 2020 our team have been working from home providing a telephone service and as we return to office we will continue to work this way. This has been extremely successful and well received by clients using the service. By continuing to work this way means we can assist as many people as possible and ensures our clients' health and wellbeing are our top priority.

In this newsletter, we have provided an update of recent changes and benefits, if you would like more information or want to speak to us about your benefits, money or debt please call the Advice Team on **0141 634 2673** and we will be happy to help.



Self-Isolation Support Fund

If you have been contacted by Test and Protect service or Protect Scotland APP to self-isolate as a result of COVID-19 because you have tested positive for coronavirus or have been recently in contact with someone who has tested positive you can apply to self-isolation fund.

This is being delivered by Glasgow City Council Scottish Welfare Fund to assist individuals and families with financial assistance if they need to isolate and will lose income. The grant if successful will pay £500.00.

You must be employed or self-employed; and be unable to work from home and can show that you will lose earnings as a result; and at least one of the following:

Currently receiving, or been awarded but not yet received a payment of at least one of the following benefits, or your income is such that you would ordinarily be entitled to Universal Credit should an application have been made prior to your isolation:

- Universal Credit;
- Working Tax Credit;
- Income-based Employment and Support Allowance;
- Income-based Jobseeker's Allowance;
- Income Support;
- Housing Benefit;
- Pension Credit;
- Means-tested Council Tax Reduction;

Be an individual who earns less than the income levels provided by the Scottish Government; **or**

Whose household income is less than the income levels provided by the Scottish Government.

To check income levels, visit www.mygov.scot/glasgow-city-sisg

To apply for a Self-Isolation Support Grant, you will need to provide:

- a bank statement; and proof of low income if you are not in receipt of a listed benefit
- proof of employment or, if you are self-employed, evidence of self-assessment returns, trading income and proof that your business delivers services which cannot be undertaken without social contact.

If you have been asked to self-isolate on the Protect Scotland app, please follow the instructions to "Send a Certificate". Add your postcode for the certificate to be sent automatically to the council. The certificate is proof that you need to self-isolate.

Self-isolation payments of £500 are taxable. If you're employed, you'll pay tax on the payment if you go over your tax-free personal allowance. Your tax code will change to collect the tax. You will not pay National Insurance contributions on the payment. If you're self-employed you must report the payment on your Self-Assessment tax return.

For more information on applying grant or to apply online go to www.glasgow.gov.uk or telephone **0141 276 1177**, Monday to Friday from 9am to 4.00pm.

Children Winter Heating Allowance

Child Winter Heating Assistance is a new benefit from the Scottish Government.

It's a payment of £200 for children and young people up to the age of 18. To get the payment they must meet two criteria on at least one day in the third full week of September (called the "qualifying week"). On that day they must:

- get the highest rate care component of Disability Living Allowance for children
- be resident in Scotland

In 2020, the qualifying week began on Monday 21 September. If there is more than one child or young person in your household who qualifies, they will all get the payment.

You will not need to show receipts or proof of how the money is spent.

If a child or young person did not live in Scotland during the qualifying week, you might still get the payment if you:

- live in Switzerland or a European Economic Area (EEA) country
- or you have a genuine and sufficient link to Scotland

You do not need to apply for the payment if the child currently lives in Scotland. If the child or young person is eligible, you'll be paid automatically into the same account that your Disability Living Allowance for children is paid into.

You'll get a letter from Social Security Scotland before the payment is made.

Warm Home Discount

You could get £140 off your electricity bill under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between October and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity.

Eligibility

There are 2 ways to qualify for the Warm Home Discount Scheme:

- If you get the Guarantee Credit element of Pension Credit this is known as the 'core group'

If you receive this benefit and your supplier is part of the scheme you'll receive a letter between October and December 2021 telling you how to get the discount if you qualify.

Your letter will say if you need to call the helpline by 28 February 2022 to confirm your details.

Your electricity supplier will apply the discount to your bill by 31 March 2021.

If you are on a low income or you get certain means-tested benefits, this is known as the 'broader group'.

You have to apply directly to your electricity supplier for help if you do not get the Guarantee Credit element of Pension Credit.

To get the discount you'll need to stay with your supplier until it's paid.

Check with your supplier as early as possible. The number of discounts suppliers can give are limited.

Your electricity supplier will apply the discount to your bill by 31 March 2022.

Pre-pay or pay-as-you-go meters

You can still qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter.

Your electricity supplier can tell you how you'll get the discount if you're eligible, for example a voucher you can use to top up your meter.

Each supplier has discretion on closing date and eligibility criteria

The scheme is due to open Summer 2021 for most suppliers so check with your supplier or contact Money Advice Team @ The Stables 59 Machrie Road, telephone 0141 634 2673 for assistance.

**Warm Home Discount Team
0800 731 0214**

Low Income Pandemic Payment

The Scottish Government announced that a one-off £130 Low Income Pandemic Payment (LIPP) would be made by 31 October 2021 to eligible households. The payment will be made if you were in receipt of Council Tax Reduction/Second Adult Rebate, or did not pay Council Tax for one of the following reasons during the month of **April 2021**:

- You were living in temporary accommodation, including a refuge.
- Your home was unoccupied because you were being cared for or were caring for someone else.
- All members of the household were care leavers, under 18 or severely mentally impaired.

Glasgow City Council has identified those eligible for this payment and they will be contacted in due course, there is no need to take any action.

Scottish Child Payment



Scottish Child Payment helps towards the costs of supporting your family. It's a weekly payment of £10 that you can get for every child you look after who's under 6 years of age. You'll get the payment every 4 weeks if your application is successful.

Scottish Child Payment does not affect any other UK or Scottish Government benefits that you, or any person in your household currently get.

You may be able to get Scottish Child Payment if all of the following apply:

- you live in Scotland
- you or your partner are getting certain benefits or payments
- you or your partner are the main person looking after a child who's under 6 years old

You can apply whether you're in work or not, as long as you're getting one or more of the following benefits:

- Universal Credit
- Child Tax Credit
- Working Tax Credit

- Income Support
- Income-Based Jobseeker's Allowance
- Income-Related Employment and Support Allowance
- Pension Credit



If you're not getting any of these benefits or payments, but have applied for one, you can still apply for Scottish Child Payment.

You **MUST** make an application, unlike other benefits from the Scottish Government.

Applications for Scottish Child Payment can be made by calling **0800 182 2222**. Alternatively, you can claim on-line at mygov.scot/scottish-child-payment/how-to-apply.

New Child Disability Payment



New Child Disability Payment will be the first application-based disability benefit to be introduced by Scottish Government. The New Child Disability Premium will replace Child Disability Living Allowance.

Scottish Government have started a pilot in three areas and will confirm when applications can be made for Glasgow area for new claims for this benefit.

Child Disability Payment will provide money to help with the extra care and mobility costs children and young people with a disability may have, up to the age of 18

People who currently get disability benefits from DWP will have their awards transferred to the new Scottish system in stages after the new benefits are introduced. This work is expected to be completed 2025

Introduction of Child Disability Payments will mean young people and children in Scotland who are currently getting Disability Living Allowance for children from the DWP will no longer need to apply for PIP when they turn 16.



**Cassiltoun
Stables Nursery**

Set on the edge of the beautiful Castlemilk woods, this offers the most stimulating outdoor classroom and playground a child could ask for! Forest School available to all children.

**Open 7.30am – 6.00pm Monday to Friday Inc. Bank Holidays
Free – Glasgow City Council funded hours available for children 3–5 years
Full time, Part time and Term time places available
Places available for 6 weeks – 5 years**

**Telephone: 0141 631 5235 Email: nursery@cassiltoun.org.uk
Castlemilk Stables, 59 Machrie Road, Castlemilk, G45 0AZ**

Company Registration No SC423689. Registered Scottish Charity No. SC043312. Care Inspectorate Registration No. CS2012308178

Community Team Update

Doggy Day Returns!

We loved having our four legged friends and their owners back for a day of fun, prizes and certificates! Big thanks to our Castlemilk Park Volunteers who were our Judges for the day and thank you to everyone who came along!



Want to Connect with Castlemilk Park? Then this new leaflet is for you!

Small in length but big in sights, sounds and smells, this brand new leaflet, funded by Paths For All, details three amazing walks you can do in Castlemilk Park. Get your paper or electronic copy and you can even request a led walk to find out more! Look out for the roundels (stickers) on the poles pointing you in the right direction.



Art in the Park!

More thanks to Paths For All for helping us showcase amazing local talent with 60 roundels all around the poles in Castlemilk Park. Big thanks to local nurseries, schools and community members who shared their drawings, poetry and stories with us! Send us a picture with your favourite Art in the Park piece!



Castlemilk Explorers finally return to the woodlands!

The Castlemilk Explorers spent a long time in lockdown on the ZOOM sessions and did amazingly well but as restrictions eased we were able to welcome them back into the park in person! They helped clear some of the woodlands from the overgrowth, they enjoyed chatting by the fire and brainstorming ideas for in the park. We are looking for new Castlemilk Explorers and if you have a child interested in nature or being outside, this is for them. We meet once a month and the next meeting is on Saturday 11th September at 10.30am to 12.30pm. The activity is TBC but if you get in touch, we will let you know. This event is supported by Scottish Wildlife Trust and the amazing Castlemilk Park volunteers who help every session.



Stream dipping - Wow! The stream is full of amazing wildlife

We had a fantastic afternoon with adults and children in Castlemilk Stream at the Croftfoot Drive entrance of the Park. We found such an amazing amount of wildlife, it was fantastic. Everyone was very surprised at how many different species we found. We found a big array of minibeasts which are good environmental indicators and everyone's favourite was finding Caddisfly larvae.



We're back to Community Garden drop-ins!

Tuesdays between 10am & 3.30pm

The garden continues to provide countless hours of fun and inspiration. All are welcome to participate and you do not need to have previous gardening experience to join. If you would like to come along, please email communityfoodworker@gmail.com

During spring and the summer period we planted many flowers, fruit and veg in the garden and have been learning how to cook and process what grows to make it delicious and tasty. One of the quickest things to grow are radishes and our multi coloured varieties lent themselves to a tasting competition! What colour do you think was the tastiest?



The summer brought with it a Garden Assistant, Georgia King, funded by Glasgow Community Fund who will be working with us until the end of September. Georgia also works at the Hidden Gardens in Pollokshields, a peaceful urban garden that is worth a visit. For volunteers who are interested, we are organising a visit to the Hidden Gardens in the autumn. If you are interested in joining this trip, do send Alex, our Volunteer Coordinator, an email alex.effinger@cassiltoun.org.uk. Thanks to Georgia, we have also been able to tackle the tall task of pruning the apple trees in order to increase their yield in future years. The orchard at Castlemilk Stables is well worth a visit and the apples are looking nice and rosy thanks to all the sunshine we've been getting. If we're lucky, we might get enough apples to make fresh apple juice in the autumn.



We also successfully received funding from Action Earth for "Wellness on Wheels": we have upcycled half whiskey barrels from Glasgow Wood Recycling and by attaching salvaged trolley wheels to their bases have made giant movable planters that can be wheeled to bring wellness to other spaces! This is an ongoing project so if you'd like to participate and see how many people we can fit into a barrel come along on a Tuesday afternoon. You can also help us design and plant up the barrels.



Finally, Deirdre Nelson, Glasgow Life Resident Artist has been helping us to reimagine the different uses of the plants, fruits and flowers that grow in the garden. Have you ever thought about where dyes or coloured pencil and paint colours come from? We put plants to paper and found out!



What's growing in the garden that we can eat?

Amaranth

Cabbages

Apples

Carrots

Beetroot (golden and candy stripe)

Red strawberry popping corn

Courgettes, honey bear squash, and pumpkin

Fennel

Onions

Nasturtiums

Spinach beet

Peas

Strawberries

Sunflowers

Sweet peas

Sweet potatoes

Food and drink we made in the garden!

Summer berry smoothies (raspberry, banana, strawberry)

Boiled new potatoes, and kale fried with fresh garlic

Fresh herbal tea (mint, raspberry leaf, dandelion)

Pizzas

Mustard (in process)

Castlemilk Together: Food and Fun for Summer!

We continue to manage and co-ordinate this huge programme on behalf of Castlemilk Together! During the Summer Holidays we were stationed across three areas in the estate with Pick Up a Picnic, loads of activities, sports, games, music, art and of course, FUN!

Thank you to **Glasgow City Council** for funding the programme, **North View HA** for letting us borrow their smoothie bike, **CLAASH Collectives** for providing great art activities every week, **Operation Play Outdoors** for bringing us their fabulous play trailer, **Children's Neighbourhood Scotland** for lending their time, **Cassiltoun staff** who all mucked in as usual and to all of **our fantastic volunteers** that enable these events to happen.

A huge thank you to Castlemilk Youth Complex Café who catered for us to provide 1200 picnic packs over the six weeks!



Community Hub at the Braes Shopping Centre

The Stables Studio ARE BACK!! After a long 18 months apart, our over 50s creative art class were finally reunited at a new temporary location where they can have a well overdue catch up and relax with all things crafty! Fancy coming along? It's on Mondays, 11am-3pm, drop in or get in touch!





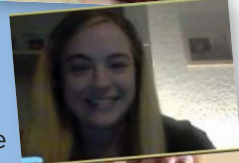
Did you see the Fairies and Goblins that live in Castlemilk Park?...

WE DID! The children enjoyed a magical trail throughout Castlemilk Park where they took part in many challenges to help make Gordan the Grumpy Goblin happy again. They had to pass the goblin at the bridge, do tasks and solve the riddle hidden throughout the Park. A huge thank you to **Val from our Creative Writing group** who wrote the story and illustrated all the characters that were placed within the woodlands, thank you to **Sarah our beautiful fairy** who made all the children so excited, to **CLAASH Collective** for helping the children make beautiful fairy and goblin masks, thanks to **Gordan the Grumpy Goblin** who lives on the bridge and finally thanks to all the **Cassiltoun staff and volunteers** who helped make the event happen!



Published writers!

We are over the moon for our Creative Writing Group who have published their first **"Fables from the Stables Book"** and also another community member who applied to Cassiltoun's Community Wellbeing Chest to publish **"Castlemilk Cooks Up Memories"** recipe book! These have been printed and handed out to members of the community for free! Well done to you all and huge thank you to **Nemo Arts** who worked with them to help make this happen and the **Wellbeing For Longer Fund**, managed by Impact Funding Partners, who funded it!



Pop Up Opera!

Huge thank you to Scottish Opera who came along to Castlemilk Stables with a FREE performance of Gilbert and Sullivan's best loved hits! We had a fantastic time watching a LIVE performance for the first time in months!

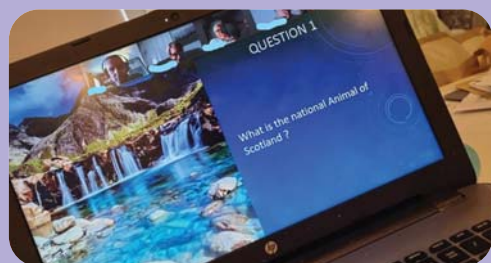
We were delighted to be out and about with Soup Packs, Snack Packs, activities and hearing how you were all doing!



"Banging Food and Bingo Night"

Our famous "Banging Food and Bingo Nights" are still continuing online, through Zoom and take place the last Thursday of every month at 6pm. Since October 2020, we have had 10 sessions that have been very well attended and the numbers keep on growing! That's 400 times someone has heard 'eyes down' over Zoom during the pandemic!"

It is a great, fun night for everyone involved with your bingo books delivered to your door step, prizes to be won, fabulous food from the Senior Centre, fantastic Scottish/ Glaswegian quizzes made by one of our



volunteers,

great banter and a good laugh! All of this is completely free, with thanks to Impact Funding Partners. If you would like to take part please email community@cassiltoun.org.uk . Don't have a device or wi-fi? We can help! As part of Cassiltoun's Digital Lending Library we can support you with borrowing a device and our digital worker is available to help get you set up and logged on!



Making Connections...

As you can see elsewhere on this page, we've been busy helping people throughout Castlemilk to get in touch, save money and keep themselves entertained.

We're also very excited about our upcoming project called "Digiknow? Repair and Refurb". We've enlisted the Repair Café to show you how to repair or cheaply replace broken bits of tech, allowing you to get the most out of equipment. It's not just about saving money, though: making the best use of what we have cuts down on our carbon footprint, protecting the planet for future generations of wee digital geniuses! And sharing the knowledge about how to fix things helps build skills, confidence and social connections. We'll

"Your assistance has been very helpful for me. You had the patience to go slowly through all avenues and I would recommend other people to ask for help, especially as nearly all things are done online now." Miss D

"I'm so grateful for your help. I'd be lost without my tablet and wifi!" M

be launching this project very soon so keep an eye out for more information.

DIGITAL INCLUSION @

We stepped up our Digital Inclusion work during the pandemic, but as things changed we kept building on all that work to keep our community connected

DIGITAL CHAMPIONS

We've successfully trained up our first batch of **4** Digital Champions - folk in the community who know how to lend a hand with technology. So... let's do it again! If you like to know more about this role, please get in touch



ONE-ON-ONE LEARNING

We have connected with **101** community members to boost their digital skills - things like sorting out wifi or how to use a tablet for the first time. Please let us know if we can help!



GROUP OUTREACH

We've attended online groups and in-person sessions to promote digital skills for communicating, shopping or hobbies. At **8** events we reached over **100** people. Why not find out how we can help you?



LENDING LIBRARY

We now have over **270** devices in our Digital Lending Library - tablets, laptops, wifi boxes and more. Plus, we'll help you to get to grips with them. Get in touch to know more



BUT... WHY ME?

Getting online saves you a lot of money - around **£750** a year! Cheaper bills, shopping around for the best deals and getting more choice... it all adds up!



EMAIL OUR DIGITAL INCLUSION WORKER:
DAVE.DONNELLY@CASSILTOUN.ORG.UK
OR SPEAK TO ANY STAFF MEMBER



Join the Youth Advisory Panel...

Community Advisory Panel looking for more people to join!

If you're a tenant that wants help us improve services and processes then this is for you - we meet monthly currently on Zoom, choose a topic to 'investigate' and come up with recommendations for the Board! The topic just now is Estate Management and the panel have interviewed staff on a Day in the Life of Estate Management, reviewed paperwork associated, heard from other Housing Associations on what they do and will be firming up their recommendations soon. Contact Paddy to find out more; paddymckenna@cassiltoun.org.uk



...and be able to take part in loads of opportunities! Recently we went to an Escape Room, Glasgow Open Tour Bus and out for Pizza for our team building day!

Summer Solstice Event

Incredible evening celebrating stories from across the world that have made their way to Castlemilk told by people who are now Castlemilk Park volunteers and part of the creative writing group. We heard languages & dialects from Eritrea, El Salvador, Germany, South Africa, The Wirral, Ireland, Poland & Glaswegian. We heard about kings and camels, golden cockerels and volcano dwelling spirits, brave mice and journeys by sea, poems of pride and scrambles at weddings, and we of course Zoomed in participants as part of our ongoing commitment to digital Inclusion.



Join our Woodland Wildlife Workshops!

Launched in March this year, we've had zoom talks, resource drops, found out all about bees and butterflies with help from Emma Taylor one of the Castlemilk Park Volunteers who has a HUGE amount of knowledge on this, walks in the wood to learn about what makes a plant invasive and hear all about the amazing wildflowers that are everywhere, you just need to know where to look! Anna Canning from Flora Medica joined us to reveal the mysteries of edible and medicinal plants in Castlemilk Park.



Our next Woodland Wildlife Workshop is:

Session 5: All About Bats!
Friday 10th September
7pm- 9pm

Meet at Castlemilk Stables. During this session we will take a walk through Castlemilk Park while learning about bat species, their habitats, how important they are to the environment and how to detect them using echolocation.

A Castlemilk Park Volunteer wins the Glasgow Times Award, People Make Glasgow Greener!!

Beata, a local tenant and amazing Castlemilk Park Volunteer started her own project funded through Cassiltoun's Wellbeing Community Chest.

Beata wanted the resources to tidy up her local area and since the start of 2021 she has managed to attract lots of friends and neighbours to pick up a huge amount of litter and has removed historical fly tipping from sites which are difficult to access. Beata is also passionate about the big issue of litter in the woodland and local area and, like us, are trying to find ways to tackle this! We are all over the moon for Beata and her achievement and are hoping that her example will bring others an idea that small steps can lead to a big outcome.



Since April, the volunteers have put in a massive effort to the upkeep of the local Woodland and the smooth running of events...

...without their help, we would not have been able to give out 1200 picnic packs for the food and fun programme over the summer holidays and their efforts with litter picking and fly tipping are incredible! And big shout out here to everyone who joined the Volunteer Action Day in early July where we did a huge clean up and enjoyed pizza from the pizza oven after!

We have noticed an increased number of fires in the woodland recently: furniture is being burnt as well as dead trees which lead to an increased danger of forest fires and poses a danger to wildlife and residents alike. This also results in people not caring for the space and is really disheartening for the children that use it for their outdoor education, all the volunteers and all of you who use the woodland.

If you see something suspicious in the woodland, don't hesitate to call 999 or 101 or let us know so we can all work together to keep the Woodland accessible and safe for everyone.



Upcoming Events

Volunteer Action Day – Wildflower Meadow

Saturday 11th September - Meet at Castlemilk Stables
10.30am-12.30pm or 2pm-4pm

Your Community Wildflower Meadow needs some annual TLC! Come along and use tools to harvest the grass and cut back the plants to encourage the Wildflowers to grow back next year. Please wear outdoor clothing, gloves are provided!

BOOKING REQUIRED

Email community@cassiltoun.org.uk to book a space.

Castlemilk Explorers - "Bat Walk Begins"

Saturday 9th October 6.30pm-8.30pm at Castlemilk Stables.

Nature themed activities for 7-12 year olds. During this session we will take a walk (either together or experience a virtual walk) through Castlemilk Park while learning about bat species, their habitats, how important they are to the environment and how to detect them using Echolocation.

*BOOKING REQUIRED

Priority will be given to G45 Postcode*

Garden Harvest Festival and Food

Tuesday 12th October - At Castlemilk Stables

(Time TBC - keep an eye on our Facebook pages or contact us to find out closer to the time.)

Every year we celebrate the harvest from the community garden through inviting you to cook and share food. This year the celebrations go on! Take part in cooking workshops and enjoy a feast in the garden - keep an eye on social media for what is possible!

Pumpkin Festival

Sunday 24th October- Thursday 28th October

We absolutely love our Pumpkin Festival at Cassiltoun, our busiest time of the year! Due to Covid-19 we are unsure of what this week will entail yet. However, we will have this confirmed by Mid/Late September.

Nonetheless, as usual it will be packed with a range of fun filled events and activities the week leading up to Halloween!

These may be in person, book a slot or pick up a pack from the Stables and join us online!

Keep an eye out for posters or have a look on the Castlemilk Park Project - Facebook Page nearer the time.

Doors Open Day Festival

www.Glasgowdoorsopenday.org.uk

"Help us recycle your memories!"

Join us to celebrate the amazing history of Castlemilk Stables and surrounding areas. We absolutely love seeing all your old photographs and hearing all the fabulous memories from "back in the day!" If you have any photographs you wish to share with us and are happy for them to be shown as part of our online presentation and outdoor photo exhibition, celebrating Castlemilk and it's history please email them to community@cassiltoun.org.uk before the **13th September**.

Thursday 16th September 7pm-9pm
ONLINE using Zoom.

Help us recycle everyone's memories with photos and stories of growing up and living in Castlemilk. Do you remember what Castlemilk Stables used to look like before it was Cassiltoun Housing Association? Do you know anyone that used to live in Castlemilk House? What did Castlemilk Park used to look like? Join us online for a night that will take you back in time! If you would like to take part in the online session book a space by going to www.eventbrite.co.uk/cassiltoun-housing-association or email community@cassiltoun.org.uk

Saturday 18th September - Outdoor Exhibition at Castlemilk Stables.

Timed slots at (11am-12.30pm, 13.30pm-3pm and 15.30pm-5pm)

Castlemilk Stables- Community Garden will be transformed into an outdoor exhibition with all of your favourite memories and photos of Castlemilk that have been sent in to us. There will also be an outdoor fire, some food (TBC) and guided tours inside, to the Castlemilk House Fire Place which now resides in Castlemilk Stables. To book a time slot please use the Eventbrite Link below

www.eventbrite.co.uk/cassiltoun-housing-association or email community@cassiltoun.org.uk.

New Volunteer voices!

A lot of new people have joined us this year and so we asked some Questions as to why they started volunteering with the Castlemilk Park Project.



Maja joined us this year in March. She has been living in Castlemilk for some time but so far had not volunteered with us until her friend brought her along. Now Maja is a very dedicated volunteer and comes out with us regularly to look after the woodland, as well as helping out at events and workshops. Maja has recently been trained in Emergency First Aid at Work and has adopted a part of the Woodland. Maja says she wanted to help cleaning up the park to improve the area for

everyone who lives in Castlemilk. Not having volunteered in nature conservation before, this is a new experience for her.

“In my time volunteering I have learned....”

How to work as a team, it taught me a little bit about nature and I learned what animals live in the woods.

“For the future of my volunteering I wish...”

That more people would help us and I wish that the Castlemilk woods would look more appealing.

“What would you tell new volunteers?”

I would encourage them to work with us as it's calming to see progress when the environment looks better and this is also looking out to the future of the environment.

Since the beginning of this year, 7 of our volunteers have found employment and or are starting full time education. Well done everyone, you will be missed but we wish you all the best for the future!

VOLUNTEER STATS April - July 2021

what has been happening across Cassiltoun's Volunteering Opportunities

any questions or ideas please contact community@cassiltoun.org.uk

628 VOLUNTEER HOURS have been delivered from April to July, either in the Woodland, at events and action days or at home designing posters and educational material

Our Youth Advisory Panel & Community Advisory Panel have given a collective 179 hours at meetings sharing their ideas for their community and for the HA

NEW RECRUITS 8 NEW VOLUNTEERS HAVE SIGNED UP TO HELP US IN AND AROUND THE WOODLAND AND WE WELCOME BACK SOME OLD FAMILIAR FACES TO CASSILTOUN.

ADOPT A WOODLAND Launched in February, this long term project has attracted 8 people who have adopted several sites in the Woodland Park

Training

- Since April we have delivered 2 Woodland Wildlife Workshop sessions
- Training has been given in Wildflower meadow management to one member of Staff and one volunteer
- 6 people took part in our Volunteer training and info session
- 4 people completed Digital Skills training to become Digital Volunteers!



Getting in touch...

Castlemilk Stables • 59 Machrie Road • Glasgow G45 0AZ

telephone **0141 634 2673** • fax **0141 634 9987**

email housing@cassiltoun.org.uk • website www.cassiltoun.org.uk

Our office is currently closed, except for a limited appointment system to progress allocations and for the signing of Tenancy Agreements. Please do not come to the office if you do not have an appointment as you will not be allowed into the office.