

## Community Services Programmes

Southside Housing Association is an anchor organisation within the communities it operates in across the south side of Glasgow. Over the last decade it has developed its wider role within the community to deliver a range of services and activities to achieve positive economic, social and environmental changes for residents.

The Association's core business is in providing high quality, safe, secure and affordable housing. This is complemented by a range of community programmes including a well established welfare rights and money advice service, our Southside Connections programme, our investment in the development of a community park and a community centre. We are also the host organisation for the Glasgow Care and Repair city wide service and one of a number of host organisations for the Community Connectors Service delivered by Glasgow Council for the Voluntary Sector.

Our welfare rights and money advice service is delivered by the Advice Team who provide a person centred benefit and money advice information service and direct support to tenancies at risk of failure. Staff operate a caseload system, mainly through pre-booked appointments. The core service includes the Advice Team Leader, Welfare Rights Officer and a Tenancy Sustainment Officer funded by the Association. The Big Lottery Fund has provided five years funding for a community based Welfare Rights Officer and a Money Adviser. The remit of this latter post is to provide a service to the wider community within the postcodes the Association currently operates in. We also provide a service to Cathcart Housing Association which they part fund with additional time being provided through the Big Lottery Fund service.

The Big Lottery have allowed us to expand the team further to include volunteers. Volunteer roles may include accompanying clients to appointments, basic form filling or, with the appropriate training, providing advice.

Our Southside Connections programme is part funded by the Association and People and Communities Funding from the Scottish Government. This focusses on promoting social inclusion, tackling poverty and disadvantage through community led enhancement of services, activities and facilities. In partnership with local residents we operate 7 community bases, delivering a range of activities and programmes to improve physical and mental health and wellbeing, encourage social interaction and inclusion and develop skills and learning. This is also complimented by a number of community events and activities throughout the year.

The Association has recently been successful in attracting funding for two large scale capital projects to build a community hub in Pollokshields and a community park in Cardonald. The park is currently an underused greenspace in Cardonald and will be transformed into a vibrant community park to benefit local residents and the wider community and is being developed in partnership with the Friends of The Halfway Community Park network. The community hub in Pollokshields is being delivered in partnership with the Nan McKay Hall and will create a multifunctional hub offering housing and welfare rights services alongside a wide range of community activities.

