



**Ferguslie Park**  
Housing Association



# Annual Report

2019/2020



**Tannahill Centre**

# About this Report

This report focuses on the financial performance of the Association along with highlighting achievement made during the financial year 1 April 2019 to 31 March 2020.

The Association will later in the year publish a separate Landlord Report which will inform tenants of its performance on the Scottish Housing Regulators (SHR) Annual Return on the Charter. Also incorporate in this report will be the required Assurance Statement from the Association's Board to the SHR stating how it complies with the regulatory requirements set out in the SHR's Regulatory Framework.

To find out more about the role of the SHR you can visit the website or:

Call: 0141 242 5642

Email: [shr@scottishhousingregulator.gsi.gov.uk](mailto:shr@scottishhousingregulator.gsi.gov.uk)

Or write to them at:

Scottish Housing Regulator  
Buchanan House  
58 Port Dundas Road  
Glasgow  
G4 0HF

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### Ferguslie Park Housing Association

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Website [www.fpha.org.uk](http://www.fpha.org.uk)

Registered Housing Association  
No. HAL99.  
Registered Friendly Society  
No. 2282R (S)  
Ferguslie Park Housing  
Association is a Registered Charity.  
Charity No. SCO34893.

# Chairperson's Report

**Although the year 2019/20 ending with the country going into lockdown it proved to be a very positive and productive year for the association.**

Highlights to share with you included:

- The association no longer being in engagement with the SHR.
- The recruitment of the senior management team being finalised.
- Planned maintenance work to tenant's homes, including the renewal of new windows and doors to 220 properties.
- The completion of a new ambitious three-year business plan with the tenants and community at the heart of it.

Staff have also worked hard to successfully build stronger relationships with the community and other stakeholders and recently completed a Scottish Government backed scheme which helped us to develop a new Tenant Participation Strategy. The 'Next Steps' programme helped us review, improve and develop our tenant participation and tenant scrutiny arrangements, and an action plan for doing so. The final plan was approved by the board in February 2020 for implementation.

A stock condition survey was also completed during the year to enhance the information we already hold on our properties. This will help ensure that we know when, where and how much it will cost to maintain our stock to a high standard and can carry out planned maintenance when due.

The association performed well in reducing its rent arrears with its supportive management style and welfare rights team which in hindsight has meant some tenants were in a better financial position just prior to the pandemic taking over. Staff have maintained the supportive management style since which has enabled support to be provided to tenants at an earlier stage.

During the year our new business plan for the next three years was produced. The plan is ambitious but achievable and ensures that the association's tenants, community and people are at the heart of it.

**The Association looks forward with confidence to building on its achievements in 2020/21 and expects to:**

- Continue the training and learning plans for Board and Staff.
- Invest £581,325 in home improvements.
- Focus on strategic priorities.
- Looking closely at affordability to tackle poverty and financial health in the community.
- Strategic asset management to ensure it manages, protects, improves and develops its homes.
- Procurement and contract management ensuring it purchases quality services and achieves value for money.
- Wider role – being much more than just a landlord.
- Connectivity, building strong links within and out with the community.

• Governance and business improvement by continuing to strengthen and develop the organisation and its people.

• Tentative look at growth, identifying sites in the area for possible future developments.

Like all social landlords and the rest of the business work, Ferguslie Park Housing Association faces a number of challenges moving into the current year, especially as a result of COVID19 and the impact it has had on people's lives and the economy.

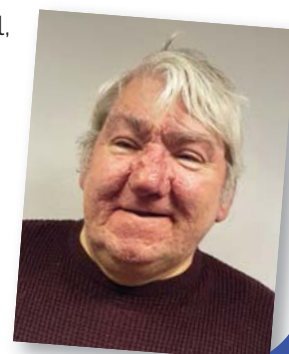
The association will do all it can to ensure that its homes remain affordable to tenants whilst remaining viable. The 1% rent increase agreed at the start of the year took into account our tenant's ability to pay and still receive the service needed to maintain the stock today and in the future.

I firmly believe the future continues to be bright for Ferguslie Park Housing Association even at this unsettling time.

I offer my grateful thanks to the Staff and the Board for all their help, support and enthusiasm over the last year especially latterly since the pandemic took hold and very quickly the association had to adapt quickly to a new way of working and supporting its tenants.

I have no qualms that FPFA will continue to rise to the challenges ahead and with teamwork and dedication, from both Staff and the Board alike we can, and we will, take the Association on to greater and better things.

**Ian Williams,  
Chairperson**



# Homes and rents

At 31 March 2020 Ferguslie Park Housing Association owned **802** homes.

The total rent due to us for the year was **£3,569,432**.

We increased the weekly rent on average by **1.0%** from the previous year.

## Tenant Satisfaction

Of the tenants who responded to this landlord's most recent satisfaction survey:



89.7%

of tenants satisfied with  
the overall service  
provided

Scottish average 89.2%



97.3%

of tenants felt we were  
good at keeping them  
informed

Scottish average 92.0%



98.5%

of tenants satisfied the  
opportunities to  
participate in decisions

Scottish average 87.2%

## Value for Money



98.3%

of total rent due, current  
and past, that was  
collected in the year

Scottish average 99.3%



0.2%

of rent lost  
because of homes  
being empty

Scottish average 1.2%



16.6 days

is the average time  
we took to re-let empty  
homes

Scottish average 31.8 days



Average Weekly Rent	Number Owned	Ferguslie Park HA
1 Apartment	0	–
2 Apartment	178	£75.55
3 Apartment	305	£83.77
4 Apartment	231	£90.39
5 Apartment	88	£100.41



## Quality and Maintenance of Homes



100%

of our homes met the  
Scottish Housing  
Quality Standard

Scottish average 94.4%



1.6 hours

is the average time we  
took to complete  
emergency repairs

Scottish average 3.6 hours



4.5 days

is the average time we  
took to complete  
non-emergency repairs

Scottish average 6.4 days



93.2%

of reactive repairs  
completed  
'right first time'

Scottish average 92.4%



90.2%

of tenants who had  
repairs or maintenance  
carried out were  
satisfied with the service

Scottish average 91.3%

## Neighbourhood



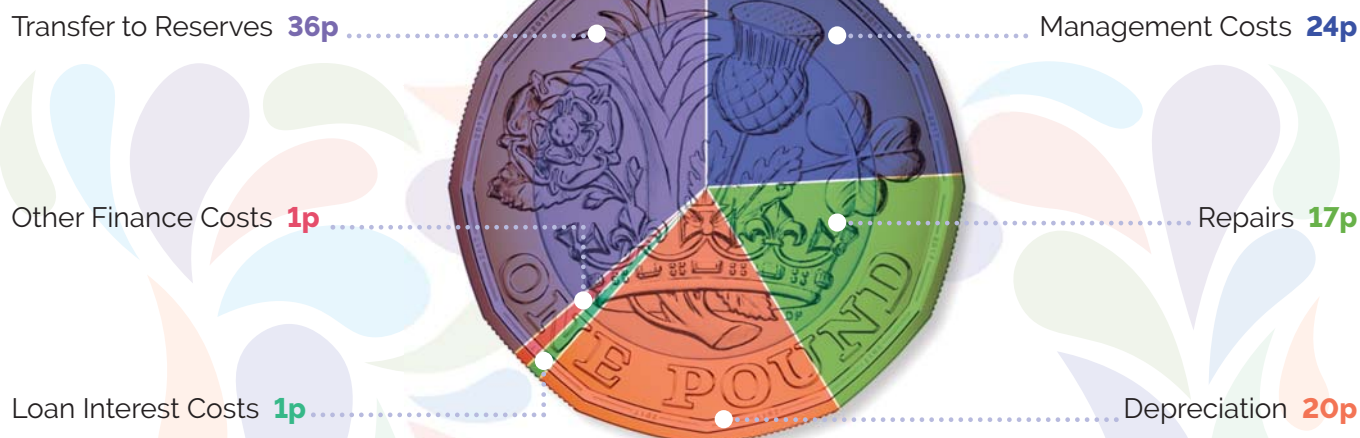
96.8%

of anti-social behaviour  
cases were resolved  
within local targets

Scottish average 94.1%

# Finance

## Where every £1 goes:



## Statement of Financial Position

as at 31st March 2020

	2020	2019
<b>Non-Current Assets</b>		
Housing Properties – Depreciated Costs	28,884,615	28,308,098
Other Tangible Assets	43,411	9,608
Investments	100	100
	<b>28,928,126</b>	<b>28,317,806</b>
<b>Current Assets</b>		
Receivables	139,523	160,369
Investments	640,350	251,229
Cash and cash equivalents	1,174,278	2,694,810
	<b>1,954,151</b>	<b>3,106,408</b>
<b>Creditors: Due within one year</b>	(510,880)	(1,343,238)
<b>Net Current Assets</b>	<b>1,443,271</b>	<b>1,763,170</b>
<b>Total Assets less Current Liabilities</b>	<b>30,371,397</b>	<b>30,080,976</b>
<b>Creditors: Due in more than one year</b>	(2,149,997)	(2,090,659)
<b>Pensions and other provisions for Liabilities and Charges:</b>		
Scottish Housing Association Pension Scheme	–	(1,016,000)
<b>Deferred Income</b>		
<b>Social Housing Grants</b>	(14,388,220)	(15,028,722)
<b>NET ASSETS</b>	<b>13,833,180</b>	<b>11,945,595</b>
<b>Equity</b>		
Share Capital	85	83
Revenue Reserves	13,833,095	12,961,512
Pension Reserves	–	(1,016,000)
	<b>13,883,180</b>	<b>11,945,595</b>

# Housing Services

## Home and rents

	Ferguslie Park Housing Association	Bridgewater Housing Association	Linstone Housing Association	Paisley Housing Association	Williamsburgh Housing Association	Scottish Average
Total number of homes 2019/2020	802	846	1591	1169	1621	
Percentage average weekly rent increase to be applied 2019/2020	1%	2%	2%	2%	1.5%	
Total number of 1 apartments 2019/2020	0	2	41	6	7	
Average weekly rent for 1 apartments 2019/2020	N/A	£50.65	£56.18	£62.45	£57.75	£73.47
Total number of 2 apartments 2019/2020	178	242	381	360	775	
Average weekly rent for 2 apartments 2019/2020	£75.55	£90.04	£72.93	£83.73	£69.17	£78.02
Total number of 3 apartments 2019/2020	305	356	639	544	558	
Average weekly rent for 3 apartments 2019/2020	£83.77	£94.25	£82.48	£88.71	£78.16	£80.10
Total number of 4 apartments 2019/2020	231	151	486	237	249	
Average weekly rent for 4 apartments 2019/2020	£90.39	£98.04	£88.06	£95.99	£87.30	£87.08
Total number of 5 apartments 2019/2020	88	95	44	22	32	
Average weekly rent for 5 apartments 2019/2020	£100.41	£108.07	£104.63	£109.15	£99.54	£96.18

## Welfare Rights

Our welfare rights service has been right on hand to provide continuous advice and support for many of our tenants throughout the financial year. As well as providing advice and support when helping tenants deal with organisations such as the Department for Works and Pensions (DWP), HMRC, Renfrewshire Council, the Pensions Service, and more, the last year has seen the continuous roll out of Universal Credit and the new Scottish Social Security Agency. These are often extremely complex issues and it has been a very busy year.

Our team have been on hand to support the community for a variety of different reasons and will continue to do so as we move forward.

I have attached some information for you below;

Number of cases over the financial year: **609**

Number of welfare benefit cases: **433**

Number of Universal Credit cases: **65**

Number of debt cases: **42**

Number of 'other' cases: **69**

Throughout the year we carried out **361 appointments** either in person in office or by an arranged telephone call. In addition, we also welcomed **241 drop-ins** to our office.

# Planned Maintenance

Last year we installed new windows and doors in 424 properties, over and above the 120 completed the previous year.

Formed new bin stores at common closes at 31 to 37 Dalskieth Road, which included planting new hedge rows and trees.

Upgraded fire detections systems in 202 properties in line with new government legislation.

In addition, the Association undertook a survey of all of its stock to assess the condition of the key building elements such as kitchen, bathroom, boiler, windows, doors, roof and general structure, with a view to reviewing the lifespan of each element. We assessed all of our properties externally and gained access internally to more than 50% enabling us to plan for future investment and ensure all of our homes meet our high standards. From this data we have been able to identify future investment works for 2020/2021 and plan to renew 80nr kitchens, 32 boilers and 22 bathrooms, as well as completing the remaining 601 fire detection upgrades and undertaking 580 electrical safety inspections.



## Board & Staff Team

### FPHA Management Board as at 9 September 2020

Ian Williams, *Chairperson*  
Howard Dales, *Vice Chair*  
Siphosami Bazaya  
Helen Glassford  
Andrea McLaughlin  
Louise McNicol  
Lucia Mumbure  
Gary Russell  
James Strang  
Ian Williams  
Andrew Wilson

### FPHA Staff Team

#### Senior Management Team

Catrina Miller, *Group Chief Executive*  
Ivor McCauley, *Head of Operations*  
Cindy McNeill, *Finance & Corporate Services Manager*  
Greg Richardson, *Housing Services Manager*  
Catherine Aiton, *Property Services Manager*  
Gavin Johnston, *Property Asset Manager*

#### Housing Services Team

Katy Girling, *Housing Services Officer*  
Vikki Phelps, *Housing Services Officer*  
Margaret Ronaldson, *Assistant Housing Services Officer*  
Alastair Burke, *Housing Services Assistant*

#### Welfare Rights Team

Robert Findlay, *Welfare Rights Officer*  
Ian Davidson, *Welfare Rights Assistant*

#### Property Services Team

Suzanne Davidson, *Property Services Officer*  
Gavin McFarlane, *Property Services Officer*  
Christine Hay, *Home Improvements Assistant*  
Robert Murray, *Home Improvements Assistant*  
Alison Smith, *Customer Services Assistant*

#### Finance & Corporate Services Team

Sandra Campbell, *Finance Officer*  
Kirsty Greig, *Finance Assistant*  
Teresa Gallagher, *Governance & Corporate Services Coordinator*  
Laura Gorman, *Governance & Corporate Services Assistant*



# The New Tannahill Centre

## Self-Reliant Groups

**Self-Reliant Groups** are groups of people who come together to support one another, save small amounts of money, learn a skill together and then use this skill to generate income for their family.

In July 2019 we celebrated the conclusion of the 18-month project that supported 98 people from Ferguslie Park. 49 of those told us they had increased enterprise skills as a result of their involvement in Self Reliant Groups and 45 told us they had increased financial knowledge.

Working with partners including WEvolution, Business Gateway and Engage Renfrewshire we provided training and support to enable local people set up 13 small businesses, creating 18 jobs and establish a seasonal market place within the Tannahill Centre.

### Soaps by Laura

With support from others in her Self-Reliant Group Laura established her own soap making business, selling over 1,000 bars of luxury organic soap locally. Since establishing her business Laura has completed a number of bespoke orders and appeared in a news feature within the Herald newspaper.



*“It has really boosted my confidence and given me the self-belief that I can really do something to help myself and my family. I love the fact I can be a role model for my kids.”*

SRG Member

### Donna's Caravan

Donna had been making soap with Laura, but soon realised that she would rather keep this activity as a hobby. In place of soap making, Donna decided to take the brave step of buying a caravan as a holiday rental business. She has immersed herself in the caravan community at Craig Tara and has developed a welcome pack for her guests arrival which includes items produced by other SRG members.

### Ma Jackson's Ginger Wine

Driven by a selling opportunity at the first Christmas Market run by the Tannahill Centre, Andy Jackson decided to make Ginger Wine as a tribute to his Gran who passed away earlier that year. He tried and tested his Gran's recipe on other SRG members, a soft drinks manufacturer donated bottles for his project and he tapped into a deeply nostalgic piece of local culture. Andy sold all 50 of his bottles in under an hour.



# The New Tannahill Centre

## Participatory Budgeting

In March 2019, 170 local people decided how £25,000 should be distributed to local groups with 501 votes being cast. A total of seven projects were funded, delivering activities to thousands of people living in Ferguslie Park.

### Fun in the 'Sun' – Pals of the Privies

£4100 was awarded to Pals of the Privies, a group of volunteers that have been working towards restoring and maintaining Glencoats Park.



Their award allowed the volunteers to run an inflatable fun day and an end of summer foam party as part of their annual programme of events in the park. Since receiving funding from the Tannahill Centre, Pals of the Privies have gone on to secure funds from other participatory budgeting processes, and from trusts and foundations to install a new playpark.

### Start Up Costs – Own Yer Bike

£4,630 was awarded to Own Yer Bike, a group of volunteers supporting children and young people learn how to repair and maintain their bikes, following their observation that a number of bikes were abandoned around the scheme as locals were unable to fix them. Since receiving funding from the Tannahill Centre, Own Yer Bike have secured funding from other participatory budgeting processes, generated income and been part of the UK Government's bike repair voucher scheme.



*“A lot of money has been spent in Ferguslie over the years, however this is the first time that the local community decided what we need and what resources we need to achieve our aims.”*

Local resident and PB voter



## Running Costs – Monday Night Youth Club

£7,000 was provided to the partnership of community organisations who run the youth club in the Tannahill Centre on Monday evenings. The youth club is much loved and very well attended and has resulted in reduced anti-social behaviour in the community, but has struggled to secure funding. This funding ensured the youth club was able to run for a further year.

## Community Café

Over the past 12 months the Community Café has developed a reputation for quality food and family friendly customer service. However, the café is much more than a place to meet and eat, every penny spent within the Café is an investment in the future of Ferguslie Park.

This year we have taken on four young trainees. As well as providing paid full-time employment, the young trainees also learn how to prepare and cook meals, serve customers and undertake accredited training.



*“I’ve become more confident as a result of working in the café. I have learned how to prepare a variety of meals, work as a team and serve customers. I’m going to be able to take these skills with me when I move onto my next job.”*

Café Trainee

# The New Tannahill Centre

## Celebrating Ferguslie

### Ferguslie's Got Talent

Over the Spring School Holidays, young people from Ferguslie Park participated in a range of dance, comedy and other performance workshops, culminating in a Ferguslie's Got Talent Showcase. This work was supported by Active Communities, Who Cares? Scotland and YMCA Paisley.



### 2019 Ferguslie Park Gala Day

This year's Gala Day was yet another success, with local people choosing a super hero theme for the day. As well as much loved activities such as our marketplace, bouncy castle and parade, we included a number of new activities including virtual reality and a silent disco. Leading up to the event, costume making workshops for children and young people were held so they could make their own superhero costumes.



### Ferguslie Light Parade

Working with Create Paisley, we delivered a range of workshops over the October school break, with children, young people and their families creating lanterns, glow in the dark masks and light up umbrellas. These were then used on Halloween Night for a light parade between the Tannahill Centre and Glencoats Park as part of the annual celebrations held by Pals of the Privies.



### Burns Day Multicultural Food Festival

We held our second Multicultural Food Festival to celebrate Burns Night. Celebrating the rich diversity of Ferguslie Parks rich New Scot community with food, dance and entertainment from Syria, Poland, Africa and Scotland.



## St. Andrew's Day, Christmas Lights Switch On

We kicked off our annual festive celebrations on St. Andrew's Day with our Christmas Lights Switch On Event. As well as switching on our Christmas Lights our SRGs held a very successful Christmas Market, Carol singing and festive music. Santa also managed to visit it our specially constructed Santa's Grotto.



## Ferguslie Community Advent Calendar

The Ferguslie Community Advent Calendar is Ferguslie Parks December-long festive event. The Community Advent Calendar is a trail of windows in Ferguslie that are illuminated with a festive scene with one being 'opened' daily from 1st December until 24th December and then remaining open to view until 1st January.



## The Wider Community

Much of the amazing work held in the Tannahill Centre is run by other groups and organisations, many have been delivering activities for the benefit of Ferguslie Park for several years. Over the past 12 months we've welcomed a number of new user groups to the centre.

### Ferguslie Community Meal

Run by the Darkwood Crew, the Community Meal takes place on a weekly basis, with a two-course meal being provided to over 50 people every week. In addition to food, social activities and signposting activities also take place, helping to reduce social isolation and improve access to advice and guidance services.

### Ferguslie Park Community Choir

Run by St. Ninians's Church, Ferguslie Park Community Choir is a fun, free, weekly community choir for everyone in Ferguslie regardless of their singing abilities. As well as being part of our community events, the Community Choir has worked with local schools and sung at other events and celebrations throughout Paisley.

### Pachedu

Pachedu, a Renfrewshire-wide charity that promotes diversity and the inclusion of ethnic minorities in the lives of their communities have been delivering activities from within the Tannahill Centre over the past year. This includes advice and information, English as a second language classes and their school of African culture.

# The New Tannahill Centre

## Together for Ferguslie

In August 2019 we established the Together for Ferguslie consortium with Active Communities and Young Movers (YoMo), aimed at supporting people from Ferguslie get more involved in their community. Together we have supported 69 volunteers, delivered 6 training sessions, 6 regular drop-ins, delivered four community events to 470 local people.

### Feel Good Ferguslie – Active Communities

Already well established in Ferguslie Park, Active Communities have expanded their services in Ferguslie Park in response to a community consultation held in 2018. Recruiting and training volunteers, Active Communities have been able to establish youth services, running groups and regular drop-in within the Tannahill Centre and open spaces across Ferguslie Park.

*“I am loving volunteering in my community, I love the difference that we are making to our young people and their families. I am now in a routine, I have a reason to get up every day and I feel that through Active Communities I am making a real difference.”*

Volunteer, Active Communities

## Volunteer Involvement Project – Tannahill Centre

In response to the growing number of volunteers involved at the Tannahill Centre we created the role of Volunteer Co-ordinator within the centre. Providing one-to-one and group support, training and resources for activities our Volunteer Co-ordinator has supported local people deliver a wide range of activities for the whole community. This includes workshops for children and young people, Christmas activities and a Multicultural Food Festival to celebrate Burns Night.

*“I really enjoyed it as it was a great way to pull our Syrian families together and be more involved with the wider community.”*

Syrian Catering Volunteer,  
Tannahill Centre

### YoMo Ferguslie – Young Movers

YoMo is a youth empowerment charity with a track record of delivering youth-led activities across Glasgow. In Ferguslie YoMo have been working with a group of young people, who have named themselves the 'Tanny Crew', providing them with a wide range of personal development and training opportunities. As well as helping out at community events the Tanny Crew held their first event in celebration of STEM week.

# COVID-19 Pandemic Response

On the 23rd March 2020, the UK government instructed the nation to halt social interaction as a result of the COVID-19 pandemic. Since then, the Tannahill Centre has been closed to the public, however we have continued to work with other organisations to provide ongoing support to people living in Ferguslie Park during the pandemic.

As well as acting as an emergency food distribution hub for both Ferguslie and Renfrewshire, the Tannahill Centre have been delivering activity packs, providing telephone counselling services, meals for those who are self-isolating and other socially-distanced activities for the whole community.

In addition to this we have secured funding to support the activities of the Darkwood Crew, Own Yer Bike and YoMo during the pandemic.

More information on these activities will be available in our next annual report.

## Executive Committee as at 9th September 2020

Christine Reilly  
(Chairperson)

Foster Evans

Helen Glassford

Magi McCulloch

Jim Strang

# Our Finance

## The New Tannahill Centre

Statement of Financial Activities including Income & Expenditure Account

For the year ended 31 March 2020

Current financial year	Unrestricted funds 2020	Restricted funds 2020	Total 2020	Total 2019
<b>Income and endowments from:</b>				
Donations	–	19,094	19,094	32,343
Income from charitable activities	414,494	131,491	545,985	554,799
Investment income	129	–	129	86
Miscellaneous income	1,500	–	1,500	560
<b>Total Income</b>	<b>416,123</b>	<b>150,585</b>	<b>566,708</b>	<b>587,788</b>
<b>Expenditure on:</b>				
Charitable activities	<b>403,837</b>	<b>202,687</b>	606,524	19,094
Net income/(expenditure) for the year/ Net movement in funds	12,286	-52,102	-39,816	54,383
Fund balances at 1 April 2019	242,458	112,481	354,939	300,556
Fund balances at 31 March 2020	254,744	60,379	315,123	354,939

All income and expenditure derive from continuing activities.

The financial statements have been audited by Alexander Sloan Accountants and Business Advisers and the Auditor has found the financial statements to be free from material misstatement.

**Ferguslie Park Housing Association**

The Tannahill Centre • 76 Blackstoun Road • Paisley PA3 1NT

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