



in your neighbourhood

Winter 2013

ST ANDREWS DRIVE

Welcome to the latest edition of the GoWell newsletter for St Andrews Drive...

We send two newsletters each year to keep you updated on what's been happening in GoWell and to let you know what residents have been telling us in our surveys. If you're a bit unsure of what GoWell is, the box to the right describes briefly what we are about. We are interested in how people are affected by housing or neighbourhood improvements and whether these changes are making a difference to health, wellbeing and community life.

In this issue we have highlighted some of the responses to our questions about homes and neighbourhoods. As you will see there are some positive findings relating to how people feel about their homes and their neighbourhoods. Many participants who took part in our most recent survey said they were happy with their home and various aspects of the neighbourhood. What's more, most of these percentages have increased over time, indicating that the quality of your homes and neighbourhood appears to be improving. In the current difficult economic climate however, where budgets are being cut and there may be less money to spend on housing and neighbourhood improvements and maintenance, it will be difficult but crucial to maintain these increases in satisfaction.

Members of the community may also be affected by a reduction in income due to the welfare reforms and we have included in this newsletter some of the survey responses to our questions about affordability difficulties. We know that finding it difficult to pay bills and being in debt can impact on mental health and wellbeing. On the back page you will find contact details for organisations that can provide information and help.

We hope you find this newsletter of interest. As always, we would welcome any thoughts or comments you may have on it. You can find our contact details on the back page.



GoWell is a ten-year research and learning programme that aims to find out from local people what they think of the efforts to improve their area and whether the changes are having an impact on their health and wellbeing. We have now completed three surveys in St Andrews Drive, in 2006, 2008 and 2011. The next survey is planned for 2015. From these surveys, we have built up a picture of the changes that are taking place in your community; and what changes are important to residents.

We share and discuss these findings with a range of organisations that plan and deliver services in your area and more widely, including housing associations, the local health board, Glasgow City Council and the Scottish Government. The findings are being used to help shape and improve services and regeneration efforts both now and in the future.





Overall satisfaction with home

In 2011, 70% of residents were satisfied or very satisfied with their home. This is similar to 2008 and higher than in 2006.

Overall satisfaction with home	2006	2008	2011
Satisfied/very satisfied	62%	69%	70%

Overall condition of home

In 2011, 71% of residents were satisfied or very satisfied with the overall condition of their home. This has improved slightly since 2006.

Overall condition of the home	2006	2008	2011
Satisfied/very satisfied	66%	62%	71%



Housing improvements

In **St Andrews Drive**, 44% of social housing residents said they had received some type of improvement works since 2008, and the majority of these improvements had been in the form of a new kitchen or bathroom.



Main types of home improvements	Bathroom / shower / toilet	Kitchen	Rewiring / electrical repairs
% received	13%	37%	8%

Of these tenants, 78% were either very or fairly satisfied with these improvements.



Attractiveness of neighbourhood environment

Just over half (53%) thought that attractiveness of the neighbourhood was very or fairly good in 2011. This has increased since 2006.

Attractiveness of neighbourhood environment	2006	2008	2011
Very/fairly good	43%	45%	53%

Satisfaction with neighbourhood as a place to live

In 2011, 69% of participants were very or fairly satisfied with their neighbourhood as a place to live. This has increased from 56% in 2006.

Satisfaction with neighbourhood as a place to live	2006	2008	2011
Very/fairly satisfied	56%	75%	69%





Quietness and peacefulness of the neighbourhood

53% of residents thought that their neighbourhood was very or fairly quiet and peaceful in 2011. This had increased since 2006.

Quietness and peacefulness of the neighbourhood

	2006	2008	2011
Very/fairly quiet/peaceful	41%	55%	53%

Household budgets

Our survey asks not only about how people feel about their home, neighbourhood and community but about their personal circumstances. This includes some questions on household budgets and we specifically ask participants whether they ever have difficulty meeting the cost of a selection of household items. In **St Andrews Drive** in 2011...



35% had difficulty paying their rent or mortgage

43% had difficulty paying for fuel (gas, electricity or other bills)

34% had difficulty paying their council tax

31% had difficulty paying for clothes or shoes

24% had difficulty paying for food

While some effects of the austerity measures introduced by the UK coalition government may already have been felt within communities, the main effects of austerity measures and associated welfare reforms may only become apparent in coming years. This raises the question of whether these percentages will have increased by the time of our next survey in 2015.

The welfare reforms mentioned in this newsletter include a whole range of changes to the UK's welfare system, the most well known of which are the changes to Housing Benefit and the introduction of Universal Credit, which will see a range of benefits such as housing benefit, income support, employment and support allowance, jobseekers' allowance and child tax and working tax credits bundled up into one single monthly payment and paid directly into recipients' bank accounts.

A lot of work is going on in your area and in the city to help support people through these changes, so if you are unsure or worrying about how the changes will impact on you, the following organisations will be able to provide you with information and support.



The Southside Housing Association Welfare Rights Advice Service provides comprehensive advice on entitlement to benefits, income maximisation, potential awards, assistance with applications and appeals to all welfare benefits.

Suzanne Lavelle, Welfare Rights Officer and Kevin Morrison, Assistant Welfare Rights Officer are available at Southside Housing Association's offices. Office appointments or home visits are available and an interpreting service can be arranged if required. The service is free and confidential.

To make an appointment please call **0141 422 2341** or **0141 422 1112**. Alternatively drop in at your local Association Office at 435 Shields Road to make an appointment. Welfare benefits staff are available at 435 Shields Roads on Mondays (9am-5pm), Tuesdays (9am-12pm) and Thursdays (9am-12pm).



If you are receiving Housing Benefit but are still having difficulty meeting your rent payments, you may be able to get extra help from the Discretionary Housing Payment Fund. This fund is available through Glasgow City Council with assistance from the Scottish Government. There are special rules about applying so to get more information you can contact your local benefits office by phone on **0141 287 5050** or visit them 45 John Street, in the City Centre.



GAIN is a network of agencies including the citizens' advice bureau and legal, housing and independent money advice agencies. GAIN offers free, confidential and impartial advice on a wide range of financial issues including debt, money management, benefits advice and housing issues, as well as providing free legal advice.

The GAIN Helpline is a freephone helpline for people living and/or working in Glasgow. GAIN Helpline advisers will give you initial advice (including a full benefit check if appropriate) and refer you to a GAIN agency for more in depth advice if required.

For free advice call the GAIN Helpline on **0808 801 1011**.

Opening hours are Mon - Fri 10am - 8pm and Sat 10am - 2pm.

Their website is www.gain4u.org.uk.

What's next?

We'll send you another newsletter early next year. If you have any questions or queries meantime though please don't hesitate to contact us.



We have also now joined the world of Twitter so you can follow us at: **@GoWellOnline** for all our latest updates and news.

For more information on GoWell, please contact:

Jennie Coyle, Glasgow Centre for Population Health,
1st Floor House 6, 94 Elmbank Street, Glasgow, G2 4NE

Email: jennie.coyle@dps.glasgow.gov.uk

Phone: 0141 287 6268 / 6959

Or visit our website at: www.gowellonline.com

All the personal information we collect is completely confidential and anonymous and is not shared with anyone outside the research team

