

For emergency repairs call
the McDougall Group on
0800975 1234
For emergency gas heating
repairs call City Building on
0800 595 595
For emergency gas escapes
call Transco on 0800 111 999



**Magazine
delivery -**
How would you like yours?

If you would prefer to have
your copy of Knowes News
sent via email please let us
know by emailing
info@knowes.org



Holiday Closure:

Our office will be closed for the Christmas and New Year
holidays from lunchtime on 24th December 2019 and
re-open at 9.00am on Monday 6th January 2020.

Christmas Donations

Knowes HA is delighted to support Faifley's local school's and Pierre, Knowes Director went along to Edinbarnet Primary, St Joseph's Primary and Auchnacraig Nursery to present each with a cheque for £100 towards their Christmas celebrations.



Faifley Primaries Colouring Competition

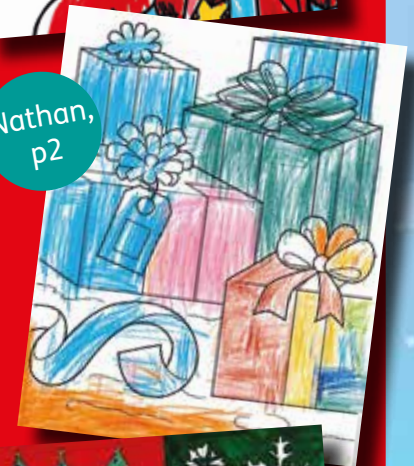
Ellie,
p4



Caleb,
p2



Nathan,
p2



Sarah,
p7



Tenant Satisfaction Survey – *How We Did!*

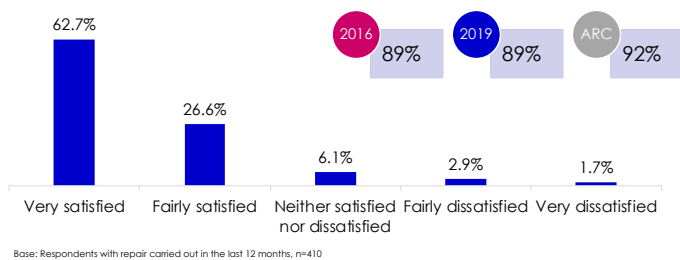
At Knowes we carry out a Tenant Satisfaction Survey every 3 years and this time around we increased the number of those questioned to 729 - this being 70% of all our tenants. The feedback you have provided allows us to see how we are performing as your landlord and most importantly see where we can make improvements on our service. The face-to-face survey revealed:

- 90.26% of our tenants are either very or fairly satisfied with Knowes overall service, and only 3.6% expressing dissatisfaction- the Registered Social Landlord (RSL) average is 90%

We are pleased to see that there has been a consistently high level of overall satisfaction with the service we provide since the survey 3 years ago.

Satisfaction with repairs

Q17 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Knowes Housing?



- 89% of our tenants are either very or fairly satisfied with our repairs service, whilst 4% of tenants were dissatisfied- the RSL average is 92%

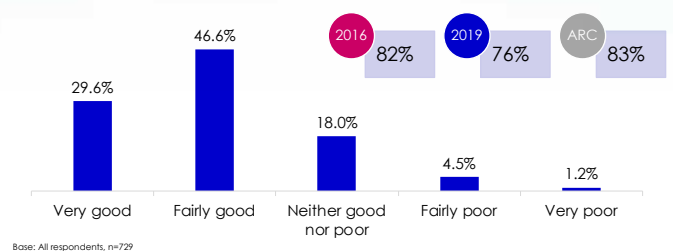
We know that our repairs service is important to our tenants, over and above our face to face survey we ask tenants who use our repairs survey to complete postal surveys, and the results are consistently high. We are working with our main contractors to find ways in which we can improve the service. Whilst 89% satisfaction is good, we would like to improve on this.

- 89% of our tenants are either very or fairly satisfied with the quality of our homes, whilst 3% of tenants were dissatisfied – the RSL average is 88%

We asked tenants which aspects of their homes they were dissatisfied with, and we provide further information on how we plan to address this on the next page.

Value for money

Q22 Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents value for money? Is it...



- 76% of our tenants are either very or fairly satisfied that their rent provides value for money, whilst 6% of our tenants felt the rent was not value for money – the RSL average is 83%

We know that in these challenging times rent levels are very important to our tenants. Year on year our rent increases have been amongst the lowest across the country, and the actual rents for our properties are well below the average for similar Housing Association properties.

We aim to continue to keep rent increases low, and you can see this in our article on the consultation for the rent increase for 2020 to 2021

Tenant Satisfaction Survey – *How We Did*

- 89% of our tenants are either very or fairly satisfied with the way we manage the neighbourhood, with only 2% being dissatisfied. – the RSL average is 88%

We believe that it is important to make sure the place where you live is well kept. We have introduced a new service this year to clear all debris from back courts on a weekly basis, and this has had a huge impact on the cleanliness of back courts. We do however have plans to further improve communal areas and we will continue to upgrade parts of the estate through grounds maintenance and planting.

- 94% of our tenants are either very or fairly satisfied with the way we keep you informed about services and decisions, with only 2% being dissatisfied – the RSL average is 92%

Again we have maintained a consistent high level of satisfaction since the last survey, and we will continue to keep tenants informed going forward.

Interestingly, we asked tenants how they would like to be kept informed. 74% said by newsletter, and 71% said by letter, next more popular was text message at 21% followed by website at 12%.

From this it is clear that the majority of our tenants want us to continue keeping you up to date by newsletter and letter, so this is what we will focus on. We will of course keep our web site up to date with relevant information, and we will continue to use text messaging for certain types of communication.

- 88% of our tenants are either very or fairly satisfied with the opportunities we provide to allow participation in the decision making process, with only 1% being dissatisfied. – the RSL average is 87%

- We also asked you about what aspects of your home you are satisfied or dissatisfied with.

The items within your homes that had the lowest levels of satisfaction were bathrooms (78% satisfied) and kitchens (77% satisfied)

We are currently in the process of renewing kitchens to around 65 properties and this work will be complete early next year, Our kitchen

Customer contact

68% been in contact in last 12 months

98% satisfied with ease of contact

95% satisfied staff were helpful and knowledgeable

93% satisfied with quality of advice and assistance

replacement programme will continue over the next 3 years and represents an additional investment of around £700,000

We replaced around 50 bathrooms this year and we also plan to invest in replacing bathrooms next year and over the next 4 years, and this represents an investment of around £350,000.

- We asked you if you would be interested in using online methods such as an app to make payments, report repairs, check account balance and update personal details

Between 65% and 70% of tenants said they may be interested in using such a method of contacting Knowes, and around 25% of tenants said they would not use such a method.

- We asked you about your experience when you made contact with Knowes recently

98% of tenants are satisfied with the ease of making contact

95% of tenants were satisfied with how helpful and knowledgeable our staff were

93% of tenants were satisfied with the quality of advice and assistance they received from our staff.

- We asked you whether you agree that Knowes takes tenants views into account when providing its services, and 89% of tenants agreed and 4% disagreed

- We asked you whether you thought Knowes is focused on meeting the needs of our tenants, and 89% of tenants agreed and 3% disagreed

Tenant Satisfaction Survey – *How We Did*

Finally, we asked if you were experiencing problems in your area with a number of issues.

- By far the biggest issue is dog fouling, 333 people said they had an issue with this.

Following the last survey we instigated a campaign to try and reduce the amount of irresponsible dog behaviour, we think it was successful to an extent, and we will start another campaign and also try and introduce more litter bins to encourage people with dogs to use them.

- The next biggest issue is parking, 208 people said they had an issue with this.

Unfortunately given the nature of the estate, and that West Dunbartonshire Council is responsible for the road network, it is very difficult for us to do much to improve the parking situation.

- After parking the next biggest issues were rubbish disposal and dumping of bulk items, 178 and 159 people respectively.

Knowes has this year initiated a contract for cleaning rubbish and bulk items from back courts on a weekly basis. West Dunbartonshire Council however have reduced the frequency of emptying the bins, which we know has had a negative impact on our tenants and the estate.

We will continue to monitor the estate for dumping of rubbish, and increase the frequency of removal if necessary. That said it is unfortunate that local residents choose to dump bulk items in the estate rather than dispose of them responsibly.

- The final item that is a significant issue is speed of traffic, 134 people.

Following our survey 6 years ago, we helped campaign for speed control measures in Faifley, and as a result of that speed bumps were introduced in a number of areas. It appears however that the speed bumps are not very effective.

We will campaign again via our local councillors to try and get further traffic control measures put in place.

We also asked some questions about Auchnacraig Woods. The reason we asked about this is that Knowes is making a funding application to try and get funding to carry out an arts project focussing on the prehistoric rock art in the woods, and also to make the rock art more accessible and have signposting to some of the rock art so that people interested in it can visit and see it.

- 212 people said that they use the woods for walking their dogs or for recreation
- 331 people said that they had heard of the rock art, but didn't know much about it
- 62 people said they would be interested in a walking group at Auchnacraig Woods. We hope to publish some information in the newsletter to help people start a walking group.
- We asked people what they thought should happen to the rock art. It is clear that there is support for signposting and information boards (320 people) and also that it should be cleaned up so that people can see it (292 people), there is also a lot of support for the idea that it should become an important part of Faifley's future (275 people)

Faifley's Rock Art Trail

The results from our Tenant Satisfaction Survey showed that:

- **320** residents believe that the rock art should be signposted, with information boards to help people understand it better
- **292** believe it should be cleaned up so that people can see it
- **275** believe the rock art should become an important part of Faifley's future e.g. taught in schools, public art, healthy walks etc.

Following on from these results, Knowes HA have lodged a funding bid with The Lottery Heritage Fund, with the aim of opening up the pathways to the rock art and having information boards situated alongside each. The bid is also geared to funding a large scale arts project within Faifley schools that will link in with the rock art, health, fitness and heritage.

To hear the all latest news and more on the Faifley Rocks! Project come along to the Public Meeting in Skypoint on 13th February 2019.

Fire Detection

The Scottish Government has introduced legislation that requires all Housing Associations and Local Authorities to upgrade the fire detection in their properties. The previous requirement of a smoke detector in the kitchen and hall, and the upper hall where there is an upper floor, has now been replaced. The new requirement is for a heat detector in the kitchen and a smoke detector in the hall, living room and upstairs hall if there is an upper floor. The new detectors have to be connected wirelessly.

We have already started the replacement programme but it will take us some time to get round everybody. The work will take around 30 minutes per house and our contractor, The McDougall Group, will contact you to arrange access.

I would like to thank you for your co-operation in getting this work delivered.



FAIFLEY COMMUNITY COUNCIL
faifleycc@outlook.com



Public Meeting Faifley Rocks!

Come along and hear about The Lottery Heritage Funding bid to fund an Arts Project in Faifley's Schools and a Rock Art Trail that will link in with the rock art, health and fitness and heritage.

To help create our rock art walking trail, a series of talks, workshops, excavations, and walking tours will be held across 2020 which will be **free** for all Faifley residents to take part in.

**Come along on the night to
hear all about it!**
**Public Meeting 6.30pm in
Skypoint on 13th February 2019**
Everyone welcome!!

Housing (Scotland) Act 2014 – Important Changes to your Tenancy Rights

If you have a Scottish Secure Tenancy Agreement, or a Short Scottish Secure Tenancy Agreement with Knowes Housing Association, it is important you read the following information. This explains the changes to your tenancy rights made by the Housing (Scotland) Act 2014.

A number of changes have been made in the new Act for situations where a tenant wants to assign or sublet a tenancy, apply for a joint tenancy with another person, and where a member of the household wishes to apply for succession to a tenancy when a tenant has died. To prepare, all tenants were notified of the changes which come into effect on the 1st November 2019

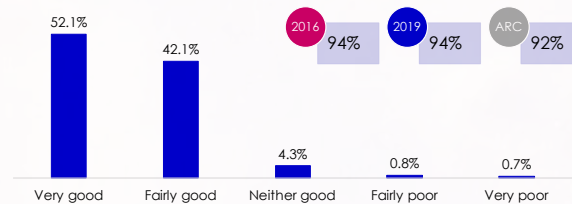
The Act introduces a new qualifying period of 12 months for tenants wishing to request a joint tenancy or to assign or sublet their tenancy and requires the joint tenant to have notified the landlord that they are residing in the property before the qualifying period begins. This also applies to applications for succession, where a tenant has died, with the exception of any remaining joint tenant of the property

Assignment and Joint Tenancies – if a tenant wants to assign their tenancy or create a joint tenancy with another person, the Act now requires that both the tenant and the other person should have been living in that home as their only or main residence for 12 months

Subletting – before a tenant can apply to the landlord for permission to sublet their home, the tenant will have to have been living at the property as their only or main home for the 12 months prior to the application.

Keeping tenants informed

Q3 How good or poor do you feel Knowes is at keeping you informed about their services and decisions?



Base: All respondents, n=729

Succession – there is now a 12 month qualifying period for co-habiting partners, family members and carers for succession, which means that the person applying for succession will have to have lived in the property as their only or main residence for the 12 months immediately before the tenant's death before they will be able to succeed to the tenancy.

In all cases of assignation, joint tenancies and succession, the 12 month period starts at the point when the landlord has been informed in writing that the individual is living in the property as their only or main home.

Therefore, to ensure that your tenancy rights are protected, it is very important to ensure that you advised us of any changes to your household. This includes telling us about everyone who has previously moved in with you who you haven't already told us about, and also when anyone moves into or out of your home in the future (and at the time they do so).

If you are unsure about whether you have told us about anyone who has moved into your home, please contact your Housing Officer or our Allocations Officer to check if our records are up-to-date.

Scottish Fire Service Safety Advice



Christmas is a special time for celebration and should not end in tragedy because of the extra hazards that are present at this time of year. So when you're decking the halls make sure you follow our simple advice and stay safe.

Fairy Lights

- Unplug fairy lights or other electrical Christmas decorations when you leave the house or go to bed.
- Check fairy lights are in good working order and replace any bulbs that have blown.
- Bulbs can get very hot, don't let them touch materials that can scorch or burn easily, such as paper or fabrics.
- Make sure the fuse in the plug is the correct rating.
- If you need to plug more than one appliance into an electrical socket use a multi-socket adaptor which is fitted with a fuse and has surge protection.

Alcohol and cooking

Mixing cooking and alcohol is a recipe for disaster. Remember – fire starts when your attention stops!

Cooking is the biggest cause of house fires in Scotland. If you're tired, have been drinking, or

taking drugs, you will be less alert to the signs of fire. You are more likely to fall asleep and you are less likely to wake up if a fire does start, particularly if you don't have working smoke alarms in your home. Make sure your home has working smoke alarms. Every kitchen in your home should have at least one heat alarm to give you early warning of a fire.

If fire does break out, alcohol or drugs can heighten feelings of disorientation, making it difficult for you to escape.

If you're out at a Christmas party or if you're just having a night out down the pub, it's best to buy food on the way home, rather than attempting to cook when you get back. If you do want to make something when you get home, then it's best to prepare cold food – a sandwich could save your life!

Christmas Dinner

If you're not concentrating, then cooking even the simplest meal can cause a fire – so when you're doing turkey with all the trimmings, it's even more important to keep alert.

It's easy to get distracted when you're cooking a big meal and it's easy for fire to start – it only takes a minute: NEVER leave hobs unattended while you're cooking.

Interested in Your Local Area?



FAIFLEY COMMUNITY COUNCIL
faifleycc@outlook.com

**Community Councils
Bringing People Together
To Make Things Happen
& Help Improve Their Local Area**

Meetings:

**Last Thursday of every
month in:
Skypoint,
Lennox Drive, Faifley
Time: 6pm until 8pm**

**All Faifley residents & groups
are welcome to attend and
raise local issues**



**If you are interested in helping your community please get in touch
Email: faifleycc@outlook.com**

Thinking about ending your tenancy with Knowes Housing Association?

If you are a tenant of the Association, you will already be aware that if you want to end your tenancy you must give us the required 28 days notice in writing.

What you might not be aware of is that when you end your tenancy you

may be entitled to our **Void Incentive Scheme** that encourages outgoing tenants to return the tenancy to the Association in a clean, rubbish-free condition. **Tenants who meet the criteria will qualify for a one-off payment of £100.**

CONTACT THE ASSOCIATION'S ALLOCATIONS OFFICER FOR MORE DETAILS

Domestic Abuse Policy

The Association has recently introduced a policy outlining what we can do to assist anyone who is residing in one of our tenancies who is the victim of domestic abuse. We will provide support where possible and advise on other agencies and partners who can offer support and advice. The policy also outlines how we will provide added security to properties where a tenant requires a lock change or additional

security measures such as a chain or spy hole, all free of charge. In addition, the policy outlines action we can take against anyone who is convicted of abuse and who is a tenant.

As well as the introduction of the Domestic Abuse Policy, housing staff have undertaken comprehensive training on the subject and will use this to assist tenants and household members where we can.

Owner Satisfaction Survey – *How We Did*

At Knowes we carry out an Owner Satisfaction Survey every 3 years. The last time around we conducted a survey by letter but received a very poor response. This time we used an external company to conduct a face to face survey. We focused on owners living in tenement properties who receive our full factoring service and we managed to visit 100 owners out of the 192 owner properties in tenement flats. The feedback you have provided allows us to see how we are performing as your factor and most importantly see where we can make improvements on our service.

OWNER SATISFACTION SURVEY RESULTS

OVERALL SATISFACTION

The survey began by asking owners how satisfied or dissatisfied they were with the overall factoring services provided to them by Knowes Housing Association. Just over 7 in 10 respondents (71%) were very or fairly satisfied in this respect.

INFORMATION

- Owners were most likely to prefer to be informed about Knowes Housing's plans relating to common areas of their building by newsletter (78%) followed by letters from the Association (74%).
- The majority of respondents (83%) were of the opinion Knowes are very or fairly good at keeping them informed about their services and decisions
- Interest in accessing a variety of services online ranged from 56% with regards to reporting a repair or to report a complaint to 66% with regards to making a payment.

PARTICIPATION

- The majority of owners (86%) were aware that could have input into Knowes decision-making processes by joining Knowes Committee while 72% were aware they could join Knowes Scrutiny Panel.
- Owners were most likely to prefer to be consulted by Knowes through letter (69%) followed by email (53%), telephone (40%) and questionnaires (39%).

- Just under 8 in 10 respondents (79%) said they were very or fairly satisfied with the opportunities given to them to participate in Knowes decision-making processes

CUSTOMER CONTACT

- Just over half of owners surveyed (55%) said they have contacted Knowes Housing within the past 12 months
- The vast majority of owners who had contact said they were satisfied with:
 - The ease of contacting the Association (98%);
 - How helpful and knowledgeable the staff were (91%);
 - The quality of advice and assistance they received from staff (87%).
- 66% of respondents said they were aware of receiving feedback from the Association about the results of regular surveys, with 88% of those who were aware saying the feedback received was informative.
- Just under two thirds (65%) of respondents agreed that Knowes takes owners' views into account when providing services and agreed Knowes is focused on meeting the needs of its customers.

THE HOME

- Respondents were then asked how satisfied they were with aspects of their home. Satisfaction ranged from 74% with regards to the back court to 83% with regards to the close windows.

Owner Satisfaction Survey – *How We Did*

- Just over 8 in 10 respondents (82%) were very or fairly satisfied with the quality of their common building and common landscape areas.

FACTORING FEES AND ASSOCIATED COSTS

- More than half (56%) of respondents said their factoring fee and associated costs represent very or fairly good value for money
- More than 4 in 10 respondents (44%) said they would be interested in paying their invoice online or via an App.

NEIGHBOURHOOD

- 74% of owners were very or fairly satisfied with Knowes contribution to the management of the neighbourhood they live in.
- Respondents were most likely to experience problems with:
 - The control of dogs and dog fouling (53%);
 - Rubbish disposal (41%);
 - Parking (35%);
 - The dumping of bulk items (33%).

AUCHNACRAIG WOODS

- More than one third of owners (37%) said they have visited Auchanraig Woods within the last 12 months, with 62% of these respondents saying they visited the park for relaxation and health purposes.

- Owners were asked how much they know about the prehistoric rock art sites that can be found around Faifley, revealing;
- 57% have heard about this but don't know much about it;
- 20% knew nothing about the sites;
- 19% have seen some of the rock art in the park but aren't sure what it is;
- 4% know lots about it and have visited some of the rock art sites.
- When asked if knowing they have an internationally important prehistoric rock art sites in their area would change their perception of the area:
- 75% said it would not change their perception of Faifley either way;
- 20% said it would somewhat improve their perception of Faifley;
- 5% said it would definitely improve their perception of Faifley.
- When respondents were asked what they would like to happen with the site in the future:
- 47% said it should be signposted, with information boards to help people understand the site better.
- 30% said the site should be cleaned up so that people can visit and see it.



Owner Satisfaction Survey – *How We Did*

KNOWES' RESPONSE

The overall satisfaction levels of our factored owners (71%) compares favourably to the Scottish average of 67% owner satisfaction with services as reported in the Scottish Housing Regulator's Annual Return on the Charter. Although we were pleased that the majority of owners are satisfied with our service we do recognise that there is always scope for improvement and we gratefully received all the comments and suggestions made as part of the survey. There are too many of them to report here but where possible we will be taking these on board.

Some of the issues raised by our owners were similar to the issues raised by our tenants – that is, close cleaning and the maintenance of common areas of the estate. Please see the response to the tenant satisfaction survey as to the steps we have already taken and work we further intend to do to improve matters in this area.

With regard to information that we provide to owners in the form of letters, booklets and invoices – we will continue to benchmark our communications against our peer group to ensure we provide information in the clearest possible format.

With regard to our factoring fees and associated costs, we will also continue to benchmark our costs against other property factors in the area including both Registered Social Landlords and factors in the private sector. We currently believe that our fees compare favourably to those of other property factors. Moreover repairs and maintenance costs are charged out to owners at the same cost to Knowes with no added margins. All of our contracts are procured in strict accordance

with the Scottish procurement legislation which governs housing associations to ensure the most competitive rates possible to our tenants and owners whilst retaining quality of work.

As the survey results were received anonymously we will not be able to contact you directly if you are having any current concerns with repairs or invoices. You can continue to report any repairs or concerns you may have with our service, your common close and the wider estate to our office at 01389 877752 or e-mail us at info@knowes.org.

To report a repair please ask to speak to a member of our repairs team, to query an invoice it will be a member of a finance team and for close cleaning issues it is a member of the housing management team. For any instances of anti-social behaviour we will only be able to mediate if one of our tenants is involved. All reports of ASB can be made to West Dunbartonshire Council Housing Operations Monday to Friday between 8.30am - 4.15pm on 01389 772048. After this time you can report all cases of ASB to Police Scotland on 101.

For more information on our services to owners please see our owners page on our website at www.knowes.org or if you do not have access to our website please email info@knowes.org or telephone 01389 877752 with your query. We are also pleased to welcome you to our office at 10 Field Road if you wish to discuss any issues with a member of staff. We are open Monday to Friday 9am to 5pm (4.45pm on Fridays). Bank holidays and staff training closures are advertised on our website and through notices in our office.

Thank you to everyone who gave their time to take part in our survey.

MAINTENANCE PROJECTS

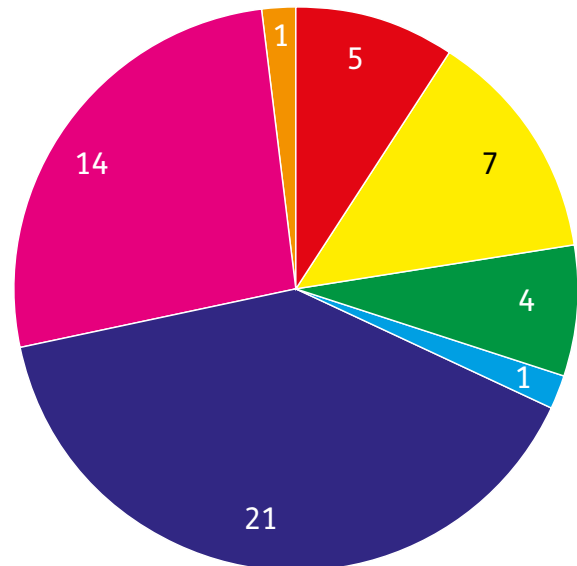
2019/20 (Year 19)	Progress
Dwelling Doors Phase 10, Type 4,6,8 & 9 (Langfaulds Cres, Limekilns St, Lennox Dr , Abbeylands Rd, Craigbanzo St, Craigpark St, Ferclay St, John Burnside Dr, Watchmeal Cres	Complete
Kitchens Type 1,2,6, 14 & 15: Abbeylands Rd, Lennox Dr, Craigpark St, Craigbanzo St, Ferclay St, John Burnside Dr, Knowes View, Middleward St	Started Nov 19, to be completed Feb 20
Bathrooms Phase 13: Whitehill Cres	Complete
Heating Phase 13: Whitehill Cres	Complete
2020/21 (Year 20)	Progress
Kitchens Phase 13, Type 4,8 & 9 (Whitehill Cres, Limekilns St, Lennox Dr, Abbeylands Rd, Langfaulds Cres, Quarryknowes St, John Burnside Rd, Meal Kirk St, Ferclay St, Craigbanzo St, Watchmeal Cres)	Summer/Autumn 2020
Doors: Type 10: (Auchnacraig Rd, Faifley Rd, Waulkingmill Rd)	Summer 2020
Windows & Doors: Type 13 (Veitches Court)	Summer 2020

REPAIRS PERFORMANCE

Priority	% Complete in Time To 30 Nov 2018	Target 18/19	% Complete in Time to 30 Nov 2019	Target 19/20
Call out 2 Hours	100%	100%	100%	100%
Gas same day	99.18%	100%	99.81%	100%
Routine	96.89%	98%	97.11%	98%
Urgent	97.29%	98%	96.97%	98%
Right To Repair	100%	100%	99.67%	100%
Voids	99.15%	100%	98.77%	100%
Gas Servicing within 12 months	100%	100%	100%	100%

ALLOCATIONS PERFORMANCE 1 APRIL TO 31 NOVEMBER 2019

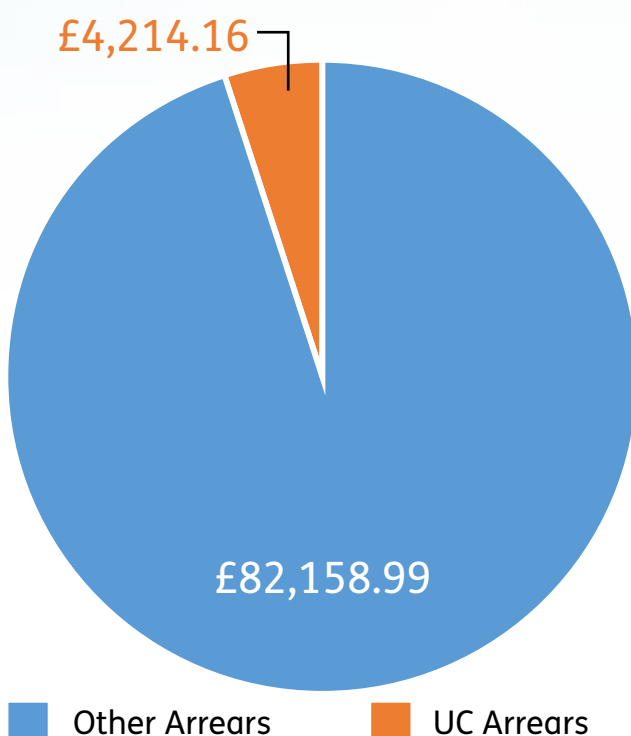
- Medical
- Nomination
- Overcrowded
- Transfer Preference
- Waiting List
- Homeless
- Other



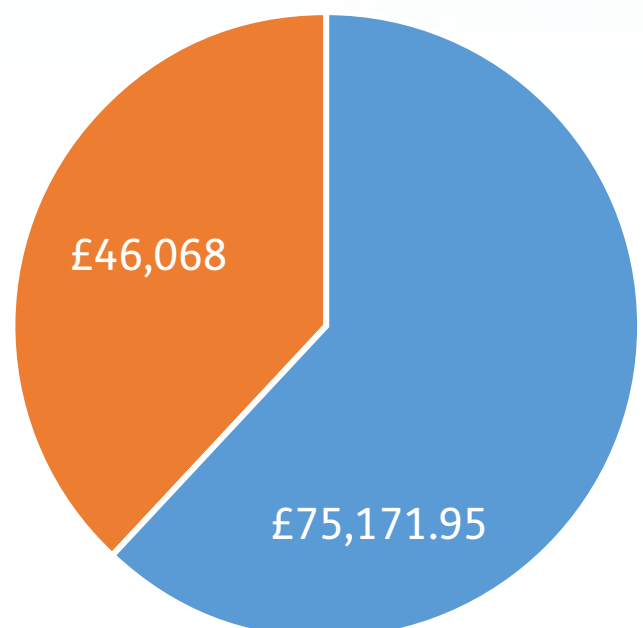
The Associations rent arrears performance over the past year has been severely impacted on by Universal Credit. As can be seen in the below graphs there is a marked difference in a year of what makes up the gross arrears, with only 5% of arrears in November 2018 attributable to UC. Whereas in November 2019 38% of the arrears total is as a result of UC.

There are a variety of reasons why UC is affecting arrears but our main problems is that UC direct payments are paid in arrears by up to 2 months in many cases. There are also issues around tenants in receipt of the rent element of UC not using this money to pay their rent. We continue to manage all arrears cases effectively where we can and despite the issues around UC we continue to perform well when compared to our peers.

GROSS RENT ARREARS OCTOBER 2018 = £86,374



GROSS RENT ARREARS OCTOBER 2019 = £121,239.95



- Other Arrears
- UC Arrears

Complaints/Matter

At Knowes HA we see complaints as opportunities to improve the quality of the service we provide. From 1st April 2019 to 31st November 2019 we have received twenty six Frontline and four Stage 2 complaints.

So Do Compliments

We are also happy to receive customer compliments, as was the case when we received the following:

"Please will you pass on our thanks to the bathroom installers for a job well done. They did an excellent job of installation, fitting the bath we requested with grab handles, plus they fitted a new shower for us. They came on time both days, were very friendly and swept the front hall and bathroom along with the close, at the end of each day. I have nothing but praise for their workmanship."

Employability Programme

from The Tell Organisation Ltd



Are you aged 16 or over?

- Looking for a new beginning
- Not sure where to start
- Looking for training or employment

Tell can help you
Come in and have a chat with us

Contact the Employability Team on:

01389 726555

E-mail us:

tell@tell.co.uk

Or visit your local Job Centre / Careers Office

Modern Apprenticeships

- Business & Administration
- Engineering
- Health & Social Care
- Digital Marketing
- Management

Training Academy's

- Social Services & Health Care
- Customer Service

Training Opportunities

- 17th Edition Electrical
- Driver CPC
- First Aid
- Customer Service
- Forklift Counterbalance & REAC
- IPAF Mobile Work Platforms
- Moving and Handling of People
- PASMA Tower Scaffold
- Personal Licence Holder
- PA1 Foundation Module
- Chainsaw



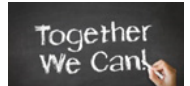
Short Sharp Courses

- REHIS Food Hygiene
- REHIS Health & Safety
- Many More..

We can assist you with

- Personal Development Workshop
- IT Courses
- Employability Workshops
- Sector Specific Training
- Support to make a new claim
- Job search Assistance
- Mock Interviews
- Universal Job Match
- One to One Support
- Benefit/Debt Advice
- In Work Support

We also offer assistance in helping you find the right job by using various job search tools/techniques, CV building, interview skills and support for digital job search.



Clydebank Women's Aid
0141 952 8118

Clydebank Women's Aid are an all-woman local Women's Aid collective based in Clydebank who provide information, support and refuge to women, children and young people who have or are experiencing domestic abuse.

**Depressions Alliance
Scotland –**
0131 226 8152

www.actiondepression.org
Depression Alliance Scotland offers online support and encouragement to young adults who are affected by depression

The Silver Line –
0800 470 8090

www.thesilverline.org.uk
Silver Line is the only free confidential helpline providing information, friendship and advice to older people

**Scottish Families
Affected by Alcohol &
Drugs (SFAD) –**
0808 101011

www.sfad.org.uk
Scottish Families Affected by Alcohol & Drugs exists to support those affected by the substance misuse of a loved one, because families need to recover too. They facilitate a Scotland-wide network of family support groups and run a helpline service.

Samaritans –
116 123

www.samaritans.org
Samaritans provide confidential non-judgemental emotional support, 24hrs a day, for people who are experiencing feelings of distress or despair including these which could lead to suicide.

**Breathing
Space –**

0800 838587
www.breathingspace.scot
Weekdays: Monday-Thursday 6pm-2am
Weekends: Friday-Monday 6pm-6am
Breathing Space offers a free and confidential support service for any individual who is experiencing low mood or depression, or who is unusually worried and in need of someone to talk to.

**Scottish
Domestic Abuse
Helpline – 0800 027 1234**
www.sdah.scot

The Scottish Domestic Abuse Helpline offers telephone information and support to anyone affected by domestic abuse or forced marriage.

**Alcoholics
Anonymous –**
0800 917 7650

www.alcoholics-anonymous.org.uk
Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

FRANK –
0300 123 6600

www.talktofrank.com
FRANK provides friendly confidential drugs advice, you can contact them if you would like support or if you are concerned about a friend or a family member.