Queens Cross Housing Association

Social Regeneration Impact Report: 2025/26



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Foreword

I am pleased to introduce our **Social Regeneration Impact Report for 2025/26**.

The Queens Cross Social Regeneration Team delivers a wide range of initiatives across our communities, supporting the organisation's focus on wellbeing and helping to strengthen the neighbourhoods within which we work. This report highlights activities and opportunities across health and wellbeing, growing, digital inclusion, community engagement, and youth work. The team also supports wider Queens Cross Group projects, including offering entry level employment opportunities, community events, community consultations, and local initiatives.

Our work is shaped by the context in which our communities live. Our neighbourhoods include some of the most deprived communities in Scotland, as identified by the Scottish Index of Multiple Deprivation. The ongoing cost of living crisis continues to place significant pressure on individuals and families, with many struggling to afford everyday essentials. Our Getting to Know You research shows that financial strain can limit opportunities for social engagement and participation in activities, particularly for children. In response we aim to provide access to high-quality local activities that support wellbeing, reduce social isolation and help create cohesive, vibrant communities where people want to live and work.

The challenges faced by our communities are not isolated and reflect wider national trends. The Joseph Rowntree Foundation's report *UK Poverty 2025* highlights that 12 million individuals are living in poverty, including approximately 6 million people experiencing "deep poverty," living on incomes, significantly below the poverty line.

Queens Cross is committed to tackling poverty through its Business Plan, with the Social Regeneration Team playing an important role in delivering this work. We are grateful for the support of the wider Queens Cross Group, our funders, and contractors whose community benefits help us deliver a diverse programme of activity.

In a difficult funding climate, we remain committed to providing activities, opportunities and improved facilities that respond to residents' needs.

We hope you find our **2025/26 Social Regeneration Impact Report** informative and engaging.

Jamie Ballantine
Social Regeneration Manager

OUR VISION, VALUES & STRATEGIC OBJECTIVES

Excellent housing in vibrant communities

Our Values

Respect
We see the positive in everyone, especially our tenants. We treat everyone fairly, regardless of age, race, gender, or background. We ask for opinions even if we know we might not like what we hear. And we address people's concerns in any way we realistically can.

Integrity
What we say in public is the same as what we say behind the scenes. If we say we will do something, we mean it. Our tenants can count on us to solve their problems and make sound decisions.

Aspiration
We want the best for all our current and future tenants. We are not afraid to strive for things that will not be easy – or try things that have not been done before. We seek out opportunities and welcome change. If it does not turn out as planned, we learn and improve and then we try again.

We launched a new business plan in 2025, and our strategic aims for our plan to 2030 are set out below. The work of the team continues to support these aims, broadly and in many aspects.

Our Strategic Aims

A) Keep rents affordable

B) Invest in our tenants' homes

C) Provide safe and attractive neighbourhoods

D) Involve our customers in our decision-making

E) To attract and develop our future workforce.

Our strategic aims were reviewed during 2025/26 and the team pivoted to address the association's new strategic aims. We have included a section on progress against these aims and also our contribution to the newly introduced aims for the 2025 – 2030 where the team is well positioned to make a central contribution.

Social Regeneration Impact Report 2025/26

1.0 Introduction

1.1 Our vision at Queens Cross Housing Association is to '*create excellent housing in vibrant communities.'* Our work in Social Regeneration is key to achieving this vision. This report sets out progress made against the delivery of our Social Regeneration Framework, with reference to projects and activity delivered across our three key themes:

- Theme 1 - Community Integration and Social Cohesion
- Theme 2 - Community Health and Wellbeing
- Theme 3 - Community Learning & Opportunities

1.2 Our themes are linked directly to the Queens Cross Group's Business Plan priorities which we are working towards achieving at present. Our strategic objectives are as follows:

A) Keep rents affordable
B) Invest in our tenants' homes
C) Provide safe and attractive neighbourhoods
D) Involve our customers in our decision-making
E) To attract and develop our future workforce.

1.3 This report sets out the work that has been carried out in relation to each theme and the contribution this work has made against QCHA's Business Plan priorities. The work is delivered and coordinated by the Social Regeneration Team which consists of 4 full time staff members' and a small pool of sessional staff to help deliver our commitments. **This report highlights work carried out between 1st April 2025 and 31st March 2026.**

1.4 **Challenging context: ongoing Cost-of-Living Crisis.**

1.5 Rising prices continued to impact households across the country. Increases in energy, food, and fuel prices placed significant pressure on household budgets, leaving many people struggling to afford everyday essentials. The Association recognises that poverty has a clear impact on mental and physical wellbeing.

1.6 The work of the Social Regeneration Team remains highly relevant. The team creates free and accessible opportunities for people to come together, socialise, share food, learn new skills and support each other. Delivered within local community spaces, these activities respond directly to people's needs and help reduce isolation, strengthen connections and support wellbeing.

2.0 Social regeneration activities and their impact

2.1 The Social Regeneration Team delivers a broad programme of work across our communities and supports people of all ages. Activities and opportunities are free to access and are selected for the benefits they can offer people. Much of our

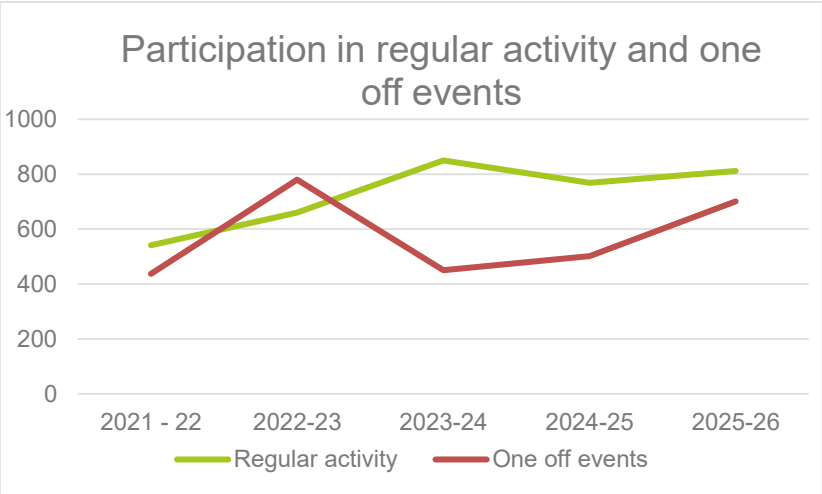
programme has been developed in response to evidence of local need, alongside the interests and requests of people living in our communities.

2.2 We recognise that community activities when considered in isolation may only seem to offer small gains. However, when viewed cumulatively as part of a consistent programme delivered over time, their value becomes clear. The team's work remains popular and contributes directly to wellbeing, community cohesion and development of sustainable local networks.

2.3 This report describes impact using a combination of qualitative and quantitative evidence, including participant numbers, case studies, feedback and practical examples. Where appropriate the Social Value Bank tool is used to illustrate social value generated by activities.

2.4 **Key Statistics:**

2.5 **Participants:** Approximately 811 people took part in regular activities organised by the team during 2025/26. This is a slight increase from 2024/25 where 769 people took part in regular activities. During the year we created new opportunities in growing with the addition of 14 allotments.

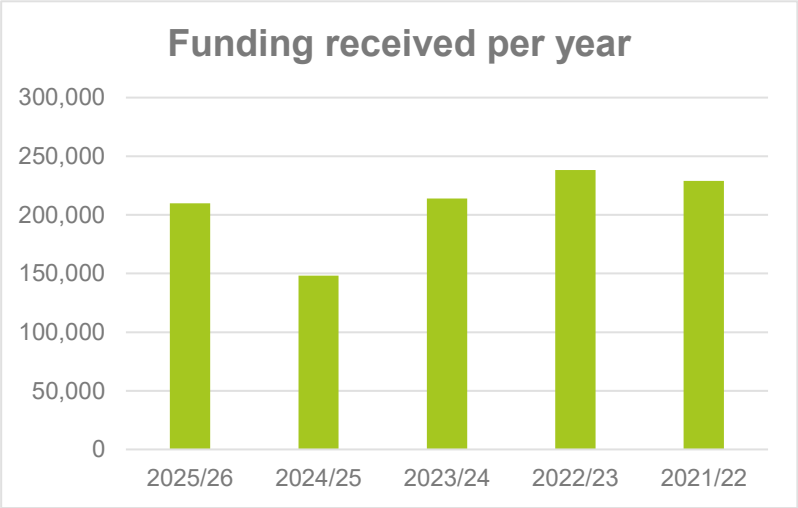


2.6 **Events and engagement: Around 700 people attended** one-off community events and opportunities organised by the team including open days, consultation sessions, pantomimes, Christmas events and a sponsored walk organised for Queens Cross Community Foundation. This is a marked increase on the previous year and reflects a busy programme of events.

2.7 **Gala Day attendance:** The Association's annual Gala Day attracted a record attendance of approximately 2,500 people, compared with typical attendance of between 1,500 and 2,000 people. The event is delivered through cross-departmental collaboration.

2.8 **Grant Funding**

The team secured over £209,000 of external funding during 2025/26 to support a diverse programme of community action. Securing grant funding remains essential to much of the team's work.



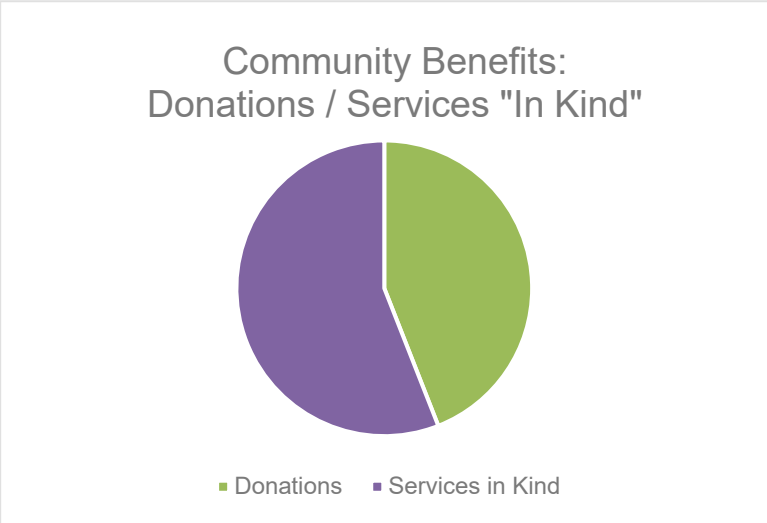
The main sources of funding are shown in the table opposite. There is an increasing level of activity supported through the collective resources of the Queens Cross Group.

2.10 During the last business plan period, the team faced significant challenges funding our Children's Holiday Programme after changes to the funding criteria required us to seek alternative funding. Queens Cross Workspace, and Allied Vehicles have now supported the programme for 2 years, and Queens Cross Workspace has agreed to continue supporting the project until 2030.

Total Grants Received for 2025/26:	
Allied Vehicles	3500.00
GCVS	1748.45
GCC Communities Fund:	67674.00
GCC Holiday Programme Easter (24/25 0 awa	0.00
GCC Holiday Programme Summer	10799.00
GCC AP Mindfulness	2185.00
GCC AP Winter Warmers (Brunch and Blethe	2340.00
LEZ	31989.00
Lets Grow Together Poly Tunnel	1665.00
Lintel Trust - singing	1000.00
Lintel Trust Textile Recycling rebates	1500.00
National Lottery (inc c/f award)	25653.00
SPA – growing	5000.00
SCVO Digital (inc c/f)	18025.00
QCCF Singing	1500.00
QCF – Food	8925.00
QCW – Spring	8317.00
QCW – Sessional -	12930.00
McTaggart donation for holiday programme	5000.00
Total Funding	£209,750

2.11 **Community Benefits**

2.12 Community benefits both financial and in kind are key to the delivery of high quality community activities and events. During 2025/26 the Association received community benefits totalling £25,293.



Community Benefit highlights included:

- **Wright Kerr** provided significant support during 2025/26 including £6,000 towards our Gala Day, arranging for some Partick Thistle FC players to attend and speak with young people, re-painting play equipment at Braid Square, installing two outdoor defibrillator cabinets and donating seasonal activities such as Easter eggs and Christmas selection boxes.

- **McTaggarts** donated £5,000 towards the children's holiday programme in Woodside. The programme provides local children with activities, lunch and snacks during Easter and Summer holidays.
- Landscape maintenance contractor **John O'Connor** supported our community projects by providing additional labour hours to install a polytunnel at Woodside allotments, purchased with funding from Glasgow City Council's Green and Open Spaces Fund. **John O'Connor** also supported our Gala Day by clearing vegetation, including tree pruning work to create space for the fairground rides.

- ***Mackenzie Construction*** supported our Gala Day by providing fencing and pedestrian barriers.
- **Robertson Group / Urban Union** provided a range of community benefits, including raffle prizes for the Gala Day, catering costs for the Queens Cross Community Foundation sponsored walk and community clean-up and de-littering initiatives around their site.

- Other notable community benefits included support from **Clarke Contracts** who painted play equipment at Dunard Street Park and donated to our Children's Holiday Programme. **The Scottish Procurement Alliance** (pictured) carried out 4 clear-up days across our community garden sites.



- Other local businesses and contractors, including LSK, McConnells, Allander Cleaning, John Paul & Sons, Kerr & Taggart, Solis, CGC and Saltire, also donated raffle prizes, staff time, refreshments, Easter eggs, selection boxes and gift vouchers to our community events and activities throughout the year.

2.13 Community benefits help us deliver greater social, economic and environmental outcomes for our communities. Financial contributions are often the most flexible and effective form of support, while in-kind contributions can provide additional value when contractors offer skilled staff time, expertise and materials to support community projects and initiatives.

3.0 Theme 1: Community Integration and Social Cohesion

3.1 Community integration and social cohesion underpins much of our Social Regeneration activity. Our communities are diverse and we recognise that many living in our communities can face barriers to participation, including language barriers, limited social networks and ethnic and cultural differences. Our work aims to create opportunities that bring people together, support inclusion and help people build positive connections.

3.2 **Promoting Inclusion and Celebrating Diversity**

Throughout 2025/26 we have made positive progress in promoting equality, inclusion and community through targeted engagement, culturally sensitive activities and bilingual support we have helped residents from diverse backgrounds access opportunities and build social connections. Examples include:

- 35 residents regularly participated regularly in our online ESOL classes that supports people whose first language is not English.
- 20 participants attended weekly beauty classes delivered in partnership with Glasgow Kelvin College, incorporating informal ESOL learning and vocational skills development.

- Employment of a bilingual Project Coordinator to support residents overcome language and cultural barriers when accessing services and opportunities.
- Community celebration events, including Eid, Chinese New Year, Burns Night and Christmas events.
- Participation across our Chat and Chai Women's Group, Ageing Well Men's Group and craft activities continued to reflect the rich diversity of the local community.

3.3 Community Opportunities Project

Funding from Glasgow City Council's Communities Fund continued to support our Community Opportunities Project during 2025/26. This funding enabled the employment of a full-time bilingual Project Coordinator and supported a wide range of activities designed to reduce isolation, improve wellbeing and create opportunities for local residents.

The project focuses primarily on the Woodside and Wester Common communities and has continued to engage residents who may otherwise face barriers to participation, including language difficulties, poor health, social isolation and poverty.

3.4 During 2025/26, the project supported 356 beneficiaries through a diverse programme of activities and services including:

- Twice-weekly online ESOL classes.
- Weekly Chat and Chai Women's Group.
- Weekly Ageing Well Men's Group.
- Weekly “Crafternoons” sessions.

- Sewing and beauty classes delivered in partnership with Glasgow Kelvin College.
- Weekly walking groups and culturally sensitive yoga sessions.
- Parent and toddler groups delivered across three community venues.
- Winter community meal provision supporting more than 60 local residents.
- Community celebrations and cultural events throughout the year.
- Information and awareness sessions covering health, wellbeing, financial inclusion, employability and climate-related issues.

3.5 **Community Impact**

The project has continued to strengthen people's confidence, reduced social isolation and helped residents access services, training and opportunities.

Participants have benefited from:

- Improved English language skills.
- Greater social connections and stronger peer support networks.
- Improved physical and mental wellbeing.
- Increased awareness of health, financial and employability opportunities.
- Opportunities to develop practical skills.
- Increased participation in consultation and decision-making activities.

3.6 A significant achievement has been the development of strong informal support networks between participants. Many friendships formed through project activities now extend beyond organised sessions, creating lasting community connections and reducing isolation.

3.7 **Chat and Chai Women's Group**



3.8 The Chat and Chai Women's Group continues to be one of the project's most successful activities, with 30 women registered with the group., The group provides a safe, welcoming and culturally sensitive environment where women can build friendships, access information and participate in activities that support their wellbeing. Throughout the year participants attended workshops covering topics including menopause awareness, climate change, financial inclusion and wellbeing.

3.9 Members also participated in a range of external opportunities through partnerships with organisations including the Alliance, CEMVO and Making Glasgow. These activities enabled women to contribute to consultations, participate in creative projects and have their voices heard on issues affecting their lives and communities.

3.10 The group has helped many women increase their confidence, reduce isolation and become more active within their local communities.

ESOL Case Study: from isolation to independence

Farah arrived in the UK in 2021 and moved to the Maryhill area to live with her husband and mother-in-law. Like many women in similar situations, she experienced social isolation, limited English, and a lack of opportunities to connect with others outside the home.

In 2023, Farah heard about Queens Cross Housing Association through a neighbour who was already attending activities and decided to join the Chat & Chai group.

Chat & Chai became Farah's first step into the community. The relaxed, supportive environment helped her build friendships and feel more connected to others. Through conversations with other women and staff, she learned about the wider support available through Queens Cross.

Farah joined our face-to-face ESOL classes, which helped her gain confidence in speaking English. She also attended our Digital Literacy sessions, where she learned how to use a smartphone, navigate online services, and manage everyday digital tasks.

With her growing confidence Farah began build her CV. Through support from our workshop sessions on employability, Zahra successfully applied for and secured a paid role at her local Tesco store.

Farah is now a regular and active member of Chat & Chai, often welcoming new participants and encouraging others to take part. Her journey shows how an initial connection through a women's social group can lead to skill building, independence, and employment, all contributing to a stronger sense of belonging and wellbeing.

Farah says:
"When I first came here, I didn't know anyone, and I was too scared to speak English. Joining Chat & Chai made me feel welcome, like I belonged. Now I have friends, a job, and I feel confident in myself."

3.11 **Ageing Well Men's Group**

3.12 The Ageing Well Men's Group provides a valuable social and wellbeing resource for approximately 20 men. The group provides a culturally sensitive environment where participants can socialise, receive information and access support that promotes wellbeing. Activities have included health awareness workshops, walking activities, shared meals and discussions on topics affecting older men.

3.13 Partnership working has enabled participants to access specialist advice and services from organisations including NHS partners, Chest Heart & Stroke Scotland and Glasgow Caledonian University.

3.14 Participants consistently said they felt less isolated, more connected to their community and more informed about the services and support available to them.

3.15 **Building Stronger Communities Through Partnership Working**

3.16 Partnership working remains central to the success of the Community Opportunities Project. During 2025/26 we worked alongside a range of organisations, including Glasgow Kelvin College, Glasgow Women's Centre, CEMVO, the Alliance, Chest Heart & Stroke Scotland, Skills Development Scotland, Glasgow Caledonian University and NHS partners.

3.17 These partnerships have enabled local residents to access specialist advice, health and wellbeing programmes, employability support, creative learning opportunities and consultation exercises that otherwise have been difficult to access. By providing these opportunities in local community settings, we have helped residents develop new skills, influence service development and become more active participants in community life.

3.18 **Impact of the Project**

3.19 The Communities Opportunities Project demonstrated the value of medium-term, community-led investment. Beyond participation figures, the project has helped residents build confidence, develop practical skills, improve wellbeing and create meaningful social connections.

3.20 One of the most significant outcomes has been the development of lasting friendships and peer-support networks. Participants increasingly support one another outside organised sessions by visiting neighbours, sharing information, assisting with practical tasks and encouraging others to engage in community activities. This demonstrates that the project's impact extends far beyond the activities themselves, contributing to stronger, more connected and resilient communities.

4.0 Theme 2: Community Health and Wellbeing

4.1 Our Community Health and Wellbeing theme includes a programme of activities and physical improvements that create opportunities for people to live healthier lives. Alongside wellbeing activities, the team co-ordinates improvements to community spaces including improvements to community gardens, installing cycle storage, public art, and play areas. A key success has been bringing a previously dilapidated play area back into safe use, addressing a local priority that had been identified through the Association’s neighbourhood planning.

4.2 The rationale for this work is clear. Evidence from the NHS Wellbeing Survey for the Greater Glasgow and Clyde area, the Scottish Index of Multiple Deprivation and QCHA’s own Getting to Know You research shows that ill health, loneliness and social isolation are significant issues within our communities.

4.3 Activities within this theme are designed around the needs and interests of the local community. The programme promotes positive choices around health and wellbeing

for residents. This theme has also typically included a specific focus on Older Persons activities.

4.4 Physical improvements that contribute to community wellbeing

4.5 Dunard Street Play Area: Restored to a safe and useable

4.6 The LEZ Go Play project has restored Dunard Street Play Area to a safe, attractive and fully usable standard for local children and families. Funding from Glasgow City Council's Low Emission Zone fund, alongside community benefits and support from our in-house handy person team enabled a range of improvements to the park. Works included renewed swing chains and shackles, repairs to the large roundabout, replacement climbing frame components, reinstatement of safety surfacing, new play bark and repainting of equipment.



4.7 These improvements transformed the play area from a space with deteriorated and unusable features into a safe, welcoming and functional community asset. By prioritising repair rather than full replacement, the project extended the lifespan of existing equipment, reduced waste and delivered good value for money. The completed works increased opportunities for outdoor play, recreation and physical activity, while also improving neighbourhood pride and environmental quality and biodiversity through the planting of new trees.

4.8 The LEZ Go Play project also restored Wester Common Road Play Area to a safe and more welcoming standard through targeted repairs and improvements. Works included replacement of the Aero Skate components, repairs to safety surfacing and anchor points, grass reinstatement, new signage and the planting of new trees. By repairing existing assets rather than replacing them, the project delivered a cost-effective and environmentally sustainable solution while extending the lifespan of the play provision that supports physical activity and community wellbeing.

4.9 This project demonstrates the team's ability to collaborate across departments for the benefit of the Association and the community. The Social Regeneration Team identified funding, managed procurement and coordinated construction. The project was a response to customer complaints, health and safety concerns and not having resources to address the amount of broken play equipment at these sites.

4.10 The LEZ Go Play project also enabled the repair of the roundabout at Panmure Close, bringing a valued piece of play equipment back into safe use for local children and families. Funding from the LEZ Community Support Fund covered the specialist repairs, avoiding costly replacement and extending the lifespan of the equipment.

4.11 **Creation and allocation of 14 new allotment plots at Woodside**

4.12 The creation of 14 new allotment plots at Woodside has provided an important new community asset, increasing opportunities for local residents to grow their own food, improve wellbeing and connect with others. April 2025 marked the start of the first full growing season at the new site. All plots were allocated from the outset and a waiting list is in operation, demonstrating strong local demand for growing spaces. The allotments have attracted a diverse mix of residents, including both first-time growers and people with significant growing experience, creating opportunities for informal learning, skills sharing and community connection.

4.13 The project has developed into much more than a food-growing space. Throughout the year, growers supported one another, shared knowledge and helped build a welcoming community environment. A former contractor's portacabin was transformed into a community hub, with a mural celebrating local diversity and involving more than 30 children in creative workshops. A harvest event also brought growers together to share food produced on site.



4.14 Investment in site facilities has also strengthened the long-term sustainability of the plots. Funding from Glasgow City Council's Let's Grow Together Fund supported the purchase of a large polytunnel. The polytunnel provides space for seed propagation and extends the growing season.

4.15 Establishing the Woodside Allotments required significant planning, coordination and staff input. A dedicated Community and Growing Spaces Coordinator played an important role in bringing the site into use, supporting new growers, developing community activity and helping the site become a successful and well-used resource.

4.16 **Improved community sites through corporate giving**



Additional physical improvements were delivered through staff days of action supported by the Scottish Procurement Alliance, which enables staff to contribute to community projects as part of their approach to corporate social responsibility. Works included painting raised beds, improving pathways, willow weaving, vegetation management and general environmental improvements.

. Collectively these improvements have enhanced the appearance, accessibility and functionality of community spaces, helping to create environments that encourage ongoing participation, outdoor activity and community interaction.





Photographs show some of the maintenance works in action at each site.

5.0 Health and Wellbeing Activities & Opportunities

5.1 During 2025/26 the Social Regeneration Team's programme continued to deliver a wide-ranging programme of activities that promoted health and wellbeing. Activities took place in warm, welcoming community spaces and gave people opportunities to socialise, meet new friends, learn new skills, and take part in sessions that directly support wellbeing such as yoga, walking, singing and mindfulness.

5.2 More than 200 people engaged regularly in our wellbeing related activities. These opportunities were made possible through funding from Glasgow City Council, the National Lottery, community led action and partnership working with other organisations. A significant funding stream from Glasgow City Council Communities Fund ended for QCHA on 31st March 2026, meaning that some of these activities will no longer be available. However the association continues to pursue new funding and partnership opportunities.

5.3 A summary of our health and wellbeing activities and the funding or support that enabled them, is set out below:

- Growing sessions with horticultural support across our community gardens – National Lottery Funded
- Walking group – Glasgow Communities Fund
- Mindfulness sessions – National Lottery Funded
- Yoga sessions – National Lottery/IYA Funded
- Singing group – National Lottery Funded / SPA Funded / QCCF
- Crafternoon sessions – community led with support from a sessional worker.
- Supporting local community members to visit the science centre – Glasgow Science Centre funded

- Social support groups such as “brunch and blether” aimed at older people - GCC area partnership funded.
- Community Meals – Glasgow Communities Fund



5.4 The team facilitate other activities that support health and wellbeing including a hoarding support group, an informal men’s group and an informal social support group.

5.5 **Growing Spaces**

5.6 Our growing spaces continue to provide valuable opportunities for local people to connect with nature, grow produce, develop new skills and build relationships within their communities. Across our growing sites we offer personal growing plots alongside a range of communal growing areas.

5.7 The creation of 14 allotment plots at Woodside has provided more opportunities for local residents to grow their own food and become involved in community gardening. Interest in the plots has remained strong, reflecting growing demand for accessible green spaces within our communities.

5.8 Our growing spaces continue to produce a wide variety of fruit, vegetables, herbs and flowers throughout the year. Growers have shared produce with fellow participants, local residents and the Courtyard Pantry.

5.9 SOCIAL IMPACT

5.10 Access to green spaces is an important part of our wider approach to improving health and wellbeing. Participation in gardening activities supports physical activity, encourages social connection and improve mental wellbeing. For many participants, the gardens offer a safe and welcoming environment where they can spend time outdoors, develop new friendships and contribute positively to their local neighbourhood.

5.11 Feedback from growers demonstrates the value of these opportunities. Participants regularly talk about enjoying learning about growing and the satisfaction of producing their own food whilst spending time with others who share similar interests. Several participants have gone on to engage with other community activities as a result of their involvement.

5.12 Research from organisations like Keep Scotland Beautiful and the Scottish Government has shown that the appearance of an area can contribute to residents' sense of pride and satisfaction with their neighbourhood. Access to green space benefits wellbeing which is beneficial for public health. Therefore, through supporting tenants and local residents to actively manage and care for these spaces, the Association is helping to foster a sense of ownership and pride in the local environment.

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attracts regular participation from residents across our communities, with weekly drop-in sessions. In addition to food growing activities, the sessions create valuable opportunities for social interaction, peer support and community involvement.

5.13 **Community action on Litter**



5.14 Scotland has a problem with litter and Keep Scotland Beautiful has declared a litter emergency. The problem is no different in our neighbourhoods. Queens Cross is committed to improving the management of our neighbourhoods and with initiatives such as Nurture our Neighbourhoods. We have been encouraging more people to be involved in litter picking activities.

Following initial support from the Social Regeneration team to get started, a group of regular litter pickers have been meeting weekly for over 3 years, collecting over 400 bin bags of litter per year. This small group of residents remain committed to tackling litter in their neighbourhood.



5.15 **SOCIAL IMPACT:** Community-led litter picking has a positive impact on the local environment and the people who take part. By taking ownership of their surroundings, participants not only help create cleaner public spaces they also inspire others. Those who volunteer report a strong sense of wellbeing, purpose, and pride in making a visible difference. As active citizens the group demonstrates the value of grassroots action in strengthening community spirit and promoting environmental stewardship.

5.16 Kids Outdoors Sessions



5.17 "Kids Outdoors" is an outdoor youth session that takes place in our community garden and supports learning about growing and the environment. Previously supported by a social enterprise organisation called Froglife the sessions are now led by our own sessional youth workers.

5.18 The sessions, open to children aged 5–12, attracted 12 to 25 young participants each week.

The children loved being outdoors, engaging with nature, and learning hands-on gardening skills. Learning about nature while living in the city helps foster a stronger connection to the environment, promotes wellbeing, and encourages sustainable habits—bringing the benefits of the natural world into everyday urban life.

5.19 Walking Groups

5.20 Our supported weekly led walks came to an end in 2025/26 due to funding from Glasgow City Council ending. Many of those that were brought together by this initial intervention still continue to walk with each other as a friendship group. The participants enjoyed exploring and frequenting local walking trails around the area, occasionally venturing further afield to coastal destinations like Largs. As the informal walks continue, the legacy of these groups lives on. Some members completed *Paths for All* walk leader training.

5.21 12 people benefited from the walking group during the year. The group offered more than the health benefits associated with walking, it enabled people to connect with others and reduce feelings of isolation.

5.22 **SOCIAL IMPACT:** The walking group continued to play an important role in providing older residents regular opportunities to stay physically active, build social connections and maintain positive wellbeing.

Case Study: Walking Together Through Difficult Times

One of our longest-standing walking group members was living with cancer throughout the year. Despite her diagnosis and the significant challenges she faced, she remained determined to stay connected to the group that had become such an important part of her life.

As her health declined, there were occasions when she could only manage a very short walk and relied on walking sticks for support. Even so, she continued to attend whenever she was able. Sometimes she would join the group for only a few minutes to say hello and catch up with friends.

She often spoke about the positive difference that walking had made to her life, crediting the activity, routine and companionship with helping her maintain her wellbeing for as long as possible. The group offered friendship, encouragement and a sense of belonging during an incredibly difficult period of her life.

Following her death, the impact on the group was significant. Members had spent years walking together and had developed strong bonds of friendship. In the weeks that followed, participants supported one another through their grief, sharing memories, talking openly about their loss and checking in on each other during walks. The group became an important source of comfort and mutual support.

This experience highlighted the true value of the walking group. While the activity promotes physical health, its greatest impact is often the social connections that develop between participants. For many older people, the group provides a trusted network of friendships and support that extends far beyond the weekly walk itself. In this case, it helped one participant remain connected and active until the end of her life, and it helped her friends navigate their loss together afterwards.

Social Regeneration Manager observation: "What we witnessed was not simply a walking group. It was a community. The friendships built through regular participation gave one member the strength to keep coming along despite serious illness, and after her passing those same connections helped others support each other through bereavement. This is a powerful example of how community-based activities can improve quality of life, reduce isolation and create meaningful support networks for older people."

5.23 Mindfulness Sessions

5.24 **In 2025/26** Mindfulness sessions were delivered by an independent mindfulness tutor. These provided residents with a regular opportunity to focus on their mental wellbeing in a supportive group environment. While funding from the Glasgow Communities Fund came to an end during the year through support from the Glasgow City Council Area Partnership we were able to deliver a further 19 sessions. The programme has now concluded. Throughout the year, 19 people were registered with the sessions, with an average of eight participants attending each week.

5.25 **SOCIAL IMPACT:**

The mindfulness sessions provided a safe and welcoming space where participants could take time away from the pressures of everyday life and focus on their mental wellbeing. Many participants experienced anxiety, stress, poor mental health or social isolation, and the weekly sessions offered practical techniques to help manage these challenges. Alongside the mindfulness practice itself, the group created opportunities for participants to connect with others, share experiences and build supportive relationships.

5.26 For many the sessions were an important part of their weekly routine, providing structure, social contact and a sense of calm. Feedback highlighted improvements

in confidence, emotional resilience and overall wellbeing, with participants frequently describing the group as a source of friendship and support as well as a place to learn mindfulness techniques.

When asked what they valued most about attending mindfulness sessions, participants said:

"It gives me time to slow down, reflect and focus on myself for a while."

"I always leave feeling calmer and more positive than when I arrived."

"The techniques I've learned have helped me cope better when I'm feeling anxious or overwhelmed."

"The group is friendly and welcoming. It's good to know you're not facing things on your own."

"The sessions gave me something positive to look forward to each week."

"I've met new people and built friendships that have continued beyond the classes."

5.27 **Free access yoga sessions in the community**

5.28 Yoga sessions continued during the year and these sessions are held at our community space located on the ground floor of 65 Cedar Street. The class is flexible for beginners and includes chair-based yoga practice. 17 people registered, with 9 people regularly attended these sessions.

5.29 These sessions were initially funded thanks to partnership working with our Yoga teacher Margaret Blythe and her membership with the ***Iyengar Yoga Association***.

5.30 The yoga sessions continue to make a positive contribution to both the physical and mental wellbeing of participants. Regular attendees report feeling more relaxed, less stressed and physically better after each session. The inclusive nature of the class, including chair-based options and adaptations for beginners, ensures that people of different ages, abilities and fitness levels can take part comfortably and confidently.

For many participants, the sessions provide more than an opportunity to improve strength, flexibility and balance. The weekly class offers a welcoming social environment where people can meet others, establish routines and enjoy positive social interaction. Free access to high-quality yoga instruction removes financial barriers that might otherwise prevent local residents from participating, helping to ensure that opportunities to improve health and wellbeing remain accessible to everyone in the community.

5.31 **Singing Group "Wee Singalong"**

5.32 The Wee Singalong Group provides a welcoming and enjoyable opportunity for older residents to come together through music. Led by professional singing tutor Sarah Hayes, weekly sessions took place which combined singing, breathing exercises and social interaction. The group has developed an extensive repertoire of songs and continues to welcome participants of all singing abilities. *Photo: Participants at the Wee Singalong Group with tutor Sarah Hayes at Dundasvale Tenants Hall.*



5.33 During the year, funding previously secured for the group from the National Lottery came to an end. However, the positive impact of the Wee Singalong Group attracted support from both the Queens Cross Community Foundation and the Lintel Trust, who awarded funding to enable weekly tutor-led sessions to continue. The group remained well attended, with an average of 10 participants taking part each week.

5.34 SOCIAL IMPACT:

The Wee Singalong Group provides much more than an opportunity to enjoy music. Regular singing can support respiratory health, confidence and overall wellbeing, while learning songs and recalling lyrics helps to stimulate memory and cognitive function. For many participants, the group is also an important source of friendship, routine and social connection. One participant summed it up:



"I am not a singer but what it has helped me is socially and my asthma."

5.35 **Participant Feedback:**

"The singing lifts my mood every week and gives me something to look forward to."

"It's not just about singing, it's the friendships we've built over the years."

"I always leave feeling happier than when I arrived."

"The group gives me confidence and helps me feel connected to other people."

Photo: the group gathered at the resident's hall at Dundasvale with Sarah Hayes their tutor.

5.36 You can also listen to feedback and hear them singing using these links (underlined) or scan the QR code.

Singing Group at Dundasvale 3 minute version

Scanning the code to the right will take you to the 3 minute video.

Scanning the code to the left will take you to the 1 minute video. Singing Group at Dundasvale 1 minute version. Sound on for both!

5.37 **Weekly Craft Group: "Crafternoon Group"**

5.38 **"**Crafternoons" thrived during 2025/26. Established in response to requests from local people seeking opportunities to craft and socialise, the group has developed into a vibrant, welcoming community where participants can learn new skills, share creativity and build lasting friendships. The group remains diverse attracting people of different ages, backgrounds and cultures.



5.39 Alongside weekly craft sessions, members regularly organised social gatherings, including shared meals and celebrations that showcased cultural dishes and traditions from across the group. Participants continued to attend a range of activities together outside of the weekly sessions and maintained strong connections through their WhatsApp and Facebook groups. The group also operated stalls at community events including Gala Day and the Queens Cross Community Foundation Christmas Fayre, showcasing their work and raising the profile of the group.

5.40 Members have continued to use their skills to support others, undertaking clothing alterations and repurposing donated materials into new craft products. By reusing and upcycling unwanted items, the group contributes to waste reduction while creating unique handmade crafts. During the year, 30 people were registered with the group, with an average of 12 participants attending weekly sessions.

5.41 **SOCIAL IMPACT:**

5.42 Crafternoons provides far more than an opportunity to take part in creative activities. For many participants, the group represents an important source of friendship, support and belonging. Members frequently describe how attending the group has helped them overcome loneliness, improve their confidence and develop meaningful social connections within their local community.

5.43 The inclusive nature of the group has created opportunities for people from different cultural backgrounds to learn from one another, celebrate diversity and develop mutual understanding. Through shared projects, social activities and informal peer support, participants have built strong relationships that extend beyond the weekly sessions.

Case Study: When Community Connections become a support network

Mei Lin is a 62-year-old Chinese woman who attended both our weekly women's group and Crafternoon sessions. Before joining the project, Mei Lin was isolated and spent most of her time at home alone. She did not have many friends in the area and had no close family nearby.

When Mei Lin first started attending the women's group, she was very quiet and shy. Over time, however, she began to feel more comfortable. She slowly built friendships with other women in the group and became more involved in activities.

As time went on, her confidence grew and she became more active and engaged. She looked forward to coming each week. The friendships she made gave her a stronger sense of belonging and had a significant positive impact on her wellbeing.

Sadly, over the last three months, Mei Lin has become very unwell and now has mobility difficulties, making it hard for her to leave the house or attend the groups. In the past, this would have meant facing this alone, as she has no close family or strong support network nearby. However, because of the friendships she built through the project, the women from the group have continued to support her. They have stayed in regular contact, visited her at home, helped with grocery shopping, taken food to her and checked in regularly to make sure she is okay.

This has made a huge difference to Mei Lin's life. Instead of being alone and struggling without support, she now has people around her who care for her. Her story shows that the real impact of the project goes far beyond weekly activities: it creates friendships, strong community connections and support that continues even during difficult times.

5.44 **Community Opportunities Project Coordinator Observation:**

"Crafternoons works because of the relationships built between participants. People may join through an interest in crafting, but they continue because of the friendships, support and sense of belonging they find. Members stay connected beyond sessions, support one another and create new opportunities together. The group's diversity is a major strength, with participants sharing skills, stories, food and experiences across cultures. These genuine connections build trust, mutual respect and stronger, more resilient communities"

5.45 **The Sewing Group** continues to play an important role in reducing social isolation and promoting wellbeing among participants. While sewing provides a creative focus, the greatest benefit for many attendees is the opportunity to spend time with others in a friendly and supportive setting. Regular attendance helps participants build routines, maintain social connections and develop a sense of belonging within their community.

5.46 **Social Impact**: The Sewing Group demonstrates how a shared interest can bring people together and create meaningful social connections. While participants come to sew, knit or learn new skills, the sessions also provide friendship, encouragement and mutual support

5.47 **Brunch and Blether: a weekly social gathering for older people.**

5.48 During 2025/26, Brunch and Blether continued to provide a welcoming and inclusive space for older residents to come together, socialise and enjoy time in the company of others. Participants enjoyed refreshments, games, conversation and light-hearted activities in a relaxed environment designed to promote friendship and wellbeing.

5.49 Recognising the value of the group and the positive impact it has on local residents, Queens Cross secured funding from the Glasgow City Council Area Partnership to support the continuation of the sessions throughout the year. On average, 15 people attended each week.

5.50 **SOCIAL IMPACT:**

Brunch and Blether provides much more than a weekly social activity. For many participants, it is an important source of companionship, routine and support. The group helps to reduce loneliness and social isolation by creating regular opportunities for older people to meet others, build friendships and remain connected to their community.

5.51 The sessions offer a safe, warm and welcoming environment where people can share experiences, discuss challenges and support one another through the ups and downs of later life. Participants frequently tell us that they value having somewhere to go each week where they feel included and part of a wider community.

5.52 Alongside the social benefits, participants enjoyed free refreshments and access to a comfortable, welcoming venue, helping to ensure that everyone could take part regardless of their circumstances.

5.53 **Social Regeneration Manager Observation:**
"Brunch and Blether demonstrates the importance of providing simple, accessible opportunities for older people to come together. While the activities themselves are enjoyable, the real value lies in the friendships, peer support and sense of belonging that participants develop over time. For many attendees, the group has become an important part of their weekly routine and a trusted source of social connection within the community."

6.0 Theme 3: Community Learning and Opportunities: including Digital Inclusion

6.1 Community Learning and Opportunities includes digital inclusion, community learning, youth work and employability support. Throughout 2025/26 we continued to support residents develop skills, confidence and connections needed to participate fully in modern society. Digital inclusion remains a key priority as more services move online. People without access to digital skills, devices or who lack confidence risk are at greater risk of being excluded from essential services, employment opportunities and social connections.

6.2 **Why Digital Inclusion Matters:** Our community engagement and social research show that poverty, low incomes and digital exclusion continues to affect residents across our communities. Internet access is no longer a luxury. It is essential for accessing benefits, employment, banking, healthcare and housing services. Our digital inclusion work helps people access these opportunities and build the confidence needed to use technology independently.

6.3 **Digital Inclusion Support:** During the first part of the year, digital inclusion activities continued to benefit from funding through the SCVO Digital Pioneers Programme. This funding supported an enhanced programme of learning opportunities, including Digital Café sessions.

6.4 This funding ended during 2025/26 and no replacement funding was secured, reducing the scale of our digital inclusion offer. However, Queens Cross remains committed to tackling digital exclusion and continues to provide free digital inclusion drop-in sessions across our neighbourhoods.

6.5 **Support provided included:**

- Accessing Universal Credit and online services.
- Creating and managing email accounts.
- Completing online forms and applications.
- Applying for Blue Badges and parking permits.
- Developing CVs, searching for employment opportunities and completing online job applications.
- Setting up devices and staying safe online.
- Reporting repairs and making enquiries to QCHA

6.6 **SOCIAL IMPACT:** Digital inclusion helps people access opportunities and services. Developing digital skills can improve employability, increase financial resilience, reduce stress and enable people access services more independently. During the year, support was provided to 90 people.

6.7 For many participants, learning how to use devices, navigate online systems and communicate digitally has helped them stay connected with family, friends and support services. As more essential services move online, free and accessible

support in the local community venues helps residents build confidence, increase independence and participate more fully in an increasingly digital society.

6.8 **Digital Café Sessions at The Courtyard**

6.9 Digital Café sessions continued during the year at The Courtyard in partnership with Won Connect. These relaxed and supportive sessions combined practical digital learning with social interaction, enabling participants to learn at their own pace while building confidence with technology. Topics included online safety, using devices, accessing digital services, artificial intelligence and how technology can support health and wellbeing.

6.10 **SOCIAL IMPACT:** The Digital Café approach demonstrated that digital learning can be both practical and social. Participants improved their skills and confidence while meeting new people and sharing experiences in an informal environment. By reducing anxiety around technology and providing ongoing support, the sessions helped participants become more confident and independent digital users.

6.11 **Coding Club:** Our Coding Club continued to provide young people aged 10-16 opportunities to explore coding, game development and digital technology through fun and engaging activities at Woodside Library. The sessions encouraged creativity, problem solving and digital curiosity while introducing participants to skills that support future learning.

6.12 **SOCIAL IMPACT:** Coding Club introduces young people to skills that are increasingly important. Through practical activities and experimentation, participants develop confidence, creativity and problem-solving skills.

6.13 **Digital Inclusion Coordinator Observation**

"Digital skills have become an essential part of everyday life. While the end of SCVO funding reduced the scale of activity we were able to deliver, demand for support remains high. With our offer of digital inclusion sessions across our neighbourhoods, we are helping residents access services, stay connected and build the confidence needed to navigate an increasingly digital world."

7.0 Working with Young People and Families

7.1 During 2025/26 we continued to provide a wide range of youth work, family support and holiday activities designed to reduce the impact of poverty, create meaningful opportunities and support positive outcomes for children and young people.

7.2 The year Queens Cross Workspace approved a new five-year commitment to support both our Holiday Staffing Programme and the introduction of a new **First Jobs Programme**. This investment recognises the importance of creating pathways into employment for local young people whilst ensuring children and families continue to benefit from high-quality holiday provision.

7.3 **Highlights of the Year**

Key achievements during the year included:

- Successful delivery of Spring and Summer Holiday Programmes.
- Securing long-term support from Queens Cross Workspace to strengthen our holiday provision and create new employment opportunities through the First Jobs Programme. Providing structured activities, healthy meals and enriching experiences for children during school holidays.
- Weekly youth activities.
- Maintaining strong partnerships with organisations including Glasgow Science Centre and Glasgow Sculpture Studios.
- Participation in youth activities remained strong, with around 200 young people registered across our programmes during the year.

7.4 **Creating Opportunities Through Employment:**

7.5 A major development during the year was the launch of the **First Jobs Programme**, funded through Queens Cross Workspace. The programme creates entry-level opportunities for local young people who may have little or no previous work experience.

7.6 Participants gain practical experience, develop workplace skills and build confidence. Alongside employment experience, young people receive training in areas such as safeguarding, communication, teamwork, health and safety and leadership.

7.7 The programme builds on a positive trend already established within the Social Regeneration Team, where former youth participants have progressed into volunteering, work experience and paid sessional roles.

7.8 **SOCIAL IMPACT:** Providing meaningful employment opportunities for local young people helps tackle barriers that can prevent young people entering the workforce. By offering supported employment within a familiar community setting, participants gain skills, confidence and experience that can improve their future employability.

7.9 The programme and these youth work opportunities creates positive role models for younger children. Seeing local young people progress from participants to paid staff demonstrates that opportunities exist within their own communities and helps raise aspirations amongst future generations.

7.10 **Spring and Summer Holiday Programmes**

7.11 Our holiday programmes continued to offer free activities, healthy meals and structured activities for local families during school holidays. Access to this service helps families experiencing financial pressures who couldn’t afford to send their children to a private summer holiday programme. Our programme can support up to 70 children per day, with 35 places at each site.

7.12 Children and young people participated in a variety of indoor and outdoor activities including arts and crafts, sports, outdoor learning, science-based activities and educational trips. Activities were designed to promote learning, creativity, teamwork and confidence while ensuring children had access to safe and engaging environments throughout the holidays. One particular highlight was our partnership work with Glasgow Science Centre, enabling local children to access experiences that may otherwise have been beyond their reach.

7.13 **SOCIAL IMPACT:** Access to free holiday provision remains increasingly important for families facing financial pressures. Our programmes provide a safe, supportive environment where children can socialise, learn new skills and access healthy meals throughout the day. Children have fed back that spending time with friends, participating in activities and receiving breakfast and lunch were amongst the things they valued most about attending.

7.14 **Parents and Toddlers**: Our Parent and Toddler sessions continued throughout the year, providing safe and welcoming spaces where families with young children can enjoy positive play, social interaction and early learning opportunities. The sessions encourage children's development while also providing opportunities for parents and carers to meet others, share experiences and reduce feelings of isolation.

7.15 **SOCIAL IMPACT:** For many families, Parent and Toddler sessions provide an important source of support. The sessions help children develop social skills and confidence while building strong peer networks amongst parents and carers. By providing free activities, refreshments and learning opportunities, the project helps ease some of the financial pressures experienced by families.

7.16 **Community and customer impact of QCHA Youth Work:** Our youth work continues to create opportunities that extend far beyond the activities themselves. By providing safe, inclusive and engaging programmes, we help children and young people develop confidence, social skills and positive relationships whilst supporting families who may be experiencing financial hardship.

7.17 The long-term impact of this work can be seen in the progression of young people who have moved from being participants in our activities to work experience placements and paid staff. The introduction of the First Jobs Programme further strengthens this pathway and demonstrates our commitment to developing future community leaders.

7.18 Queens Cross communities are culturally diverse, and our youth activities bring together children and families from a wide range of backgrounds. By participating in shared experiences, forming friendships and learning alongside one another, young people develop greater understanding and respect for others. These positive interactions help strengthen community cohesion and contribute to building more connected and resilient neighbourhoods.

7.19 **Youth Work Coordinator Observation**

"Our youth work is about much more than keeping children occupied during holidays. It creates opportunities, raises aspirations and helps young people realise their potential. The introduction of the First Jobs Programme is particularly important because it creates a clear pathway from participation to employment, enabling local young people to gain skills, confidence and valuable work experience within their own community. Combined with our holiday activities, youth clubs and family programmes, this work helps tackle poverty, supports parents and invests in the next generation of community leaders."

7.20 **Social Regeneration Manager Observation**

"Youth work brings another interesting benefit for Queens Cross as an organisation. When children, young people and families access high-quality, free activities that improve their lives, they associate those positive experiences with Queens Cross. Rather than interacting with the Association only when reporting a repair or dealing with a tenancy issue, families experience Queens Cross as a trusted partner that is investing in their wellbeing and future opportunities. This helps strengthen relationships with our communities, builds trust and goodwill, and reinforces our reputation as an organisation that genuinely cares about the people and neighbourhoods we serve".

8.0 Working with Queens Cross Community Foundation

8.1 The Social Regeneration Team continues to work closely with Queens Cross Community Foundation (QCCF), the Queens Cross Group's independent charitable foundation. This support includes assisting trustees with governance, administering grant programmes, progressing the Foundation's business plan objectives and supporting fundraising and community engagement activities.

8.2 The Foundation remains an important partner in our shared commitment to tackling poverty, improving life opportunities and investing in local communities. Queens Cross Housing Association provides administrative, governance and operational support, enabling the Foundation to maximise the funding available for grant giving and community benefit.

8.3 **Delivering Local Impact:** During 2025/26, the Foundation awarded £30,163.45 in grants and bursaries, benefiting more than 300 local people through its Community Chest, Small Grants and John Gray Bursary programmes. These grants help remove practical barriers that prevent people from accessing opportunities, education, employment, sport, creative activities and community participation. Often relatively small amounts of funding can make a significant difference by enabling individuals and families to access opportunities that may otherwise be unaffordable.

8.4 The Social Regeneration Team supported trustees throughout the year to administer these programmes, promote funding opportunities and ensure that funding reached those most in need within our communities.

8.5 **Community Chest Grants:** The Foundation's Community Chest programme continued to provide small grants of up to £150 for young people aged up to 25 years. During 2025/26, 72 Community Chest grants were awarded, totalling £10,728.

8.6 **The grants supported a wide range of needs including:**

- Access to sports and extracurricular activities.
- Equipment to support education and learning.
- Clothing and resources for employment and training.
- Sensory equipment for children with additional support needs.
- Activities that promoted wellbeing, inclusion and social participation.

8.7 **Small Grants Programme:** The Foundation awarded £9,435 through its Small Grants Programme during 2025/26, supporting both local organisations and individuals.

Funded projects included:

- A school trip for pupils from Abercorn School.
- Continued support for the Wee Singalong Group in Dundasvale.
- A sensory room project at Dunard Primary School.
- Additional equipment and free sessions through Glasgow Kayak Club.
- Welcome packs for new residents in Hamiltonhill.
- An educational community beehive project at Braeside Community Garden.
- Practical support for households experiencing financial hardship.

8.8 These grants help strengthen community organisations, widen access to opportunities and support local initiatives.

8.9 **John Gray Bursary:** The Bursary Scheme continued for a fourth year, distributing £10,000 to local residents undertaking further and higher education. Five students received bursary awards during 2025/26, bringing the total number of students supported since the scheme began to 23. The bursary helps students meet education related costs, including technology, books, study materials and travel expenses. Feedback from recipients consistently demonstrates that the bursary reduces financial stress and helps students to focus on their studies.

8.10 **SOCIAL IMPACT**: The Foundation's grant programmes continue to demonstrate how targeted funding can create meaningful impact for individuals, families and communities.

8.11 Funding supports participation in education, training, employment, sport, creative activities and community life. It helps remove barriers created by low income, reduces exclusion and creates opportunities that improve confidence, wellbeing and future prospects.

8.12 **Community Events and Fundraising**

8.13 The Social Regeneration Team continued to work alongside trustees to organise a range of community and fundraising activities throughout the year. These included:

- Queens Cross Gala Day.
- The Queens Cross Community Foundation Sponsored Walk.
- Christmas events and festive activities across our communities.
- Community fundraising initiatives.
- Support for Foundation awareness raising activities.

8.14 These events are about more than fundraising. They provide opportunities for residents to come together, meet neighbours, celebrate their communities and engage positively with both the Foundation and Queens Cross Housing Association.

8.15 **Queens Cross Gala Day:** The Queens Cross Gala Day once again was one of the highlights of the year, attracting 2,500 people.
Delivered in partnership between QCHA and QCCF, the event provides free access to rides, entertainment, games, stalls and family activities. Thanks to the generosity of sponsors, funders, contractors, volunteers, trustees and staff, the event remains free to attend and accessible to local families during a period when many households experience financial pressures.

8.16 **Christmas Events and Sponsored Walk**

8.17 The Community Foundation also supported Christmas events across all four Queens Cross neighbourhoods and organised its annual Sponsored Walk. Approximately 50 people participated in the sponsored walk, with additional residents joining the community barbecue at The Courtyard. These events provided opportunities for people of all ages and backgrounds to meet, socialise and strengthen community connections. Similarly, Christmas events and festive celebrations gave residents opportunities to come together during the winter period, helping to reduce isolation and create a sense of community spirit.

8.18 **Social Regeneration Manager Observation**
"The Community Foundation is one of the Queens Cross Group's greatest strengths. Over the last 20 years it has provided targeted support where it can make the biggest difference, helping people overcome barriers and access opportunities that might otherwise be beyond their reach. Whether funding a young person's extracurricular activity, supporting a student through further education, helping a community group develop a new project or creating opportunities for residents to come together through community events, the Foundation continues to demonstrate the powerful impact that local grant making can have. The close partnership between QCCF and Queens Cross Housing Association ensures that resources, opportunities and support reach the people who need them most."

9.0 Equalities Monitoring

9.1 Equalities monitoring is important to ensure that the uptake of our services and opportunities reflects the demographics of our diverse local communities. The Social Regeneration Team record equalities information of participants wherever possible. The returns we receive highlight evidence of a diverse range of people with regards to protected characteristics.

9.2 Ethnicity: Our communities are ethnically diverse, and this is reflected in the participants of our activities. For example, over 50% of the children registered with our youth activities are from Black and minority ethnic backgrounds. and 45 people registered with ESOL are from ethnic minority communities.

9.3 Over the last decade we have employed staff and sessional workers from BAME communities and we have observed directly how this helps attract people from a broad range of ethnic backgrounds.

10.0 Social Value Calculator

10.1 Social impact illustrated by participation levels, positive feedback and case studies provides us with insight into community or “wider role” activities delivered by the Social Regeneration Team. Examples and case studies have been highlighted in this report to demonstrate the level of participation and value that people place on the activities and opportunities. We have been using the Social Value Calculator and the Social Value Bank toolkit to report on the social value since the reporting period 2020/21.

10.2 The Scottish Federation of Housing Associations recommends the model by HACT, which is a charity that supports housing organisations to measure the ‘Social Value’ housing associations can make in monetary terms, by being involved in wider role and community activities. HACT have created a Social Value Bank that lists some of the activities a Housing Association may be involved in beyond housing development and housing management.

10.3 HACT provides a cash value to help quantify social impact, to demonstrate the impact in real terms positive engagement can have on communities. HACT says that their social value calculator is: “a way of measuring the positive benefits your work has on both individuals and communities”. We have applied this model to our work. It is important to note that not all activities we are engaged in at Queens Cross are listed in the social value bank, so we have only counted those that are consistent with the Social Value Bank criteria.

10.4 The “social values” are determined by HACT, it has been helpful to track how the “social value” of our work has increased using their measure. We offer this information as supplementary to our numbers around participation and our examples of social impact. Our activities and their prescribed social value by HACT are included on the next page.

Social Value of activities using the HACT Toolkit*.

*Values assigned by HACT

Activity (Regular unless stated otherwise)	No of Participants	Social Value per Toolkit £	Social Impact Value Per Activity £
Yoga	12	1,515	18,180
Coding club young people	25	1,515	37,875
Walking Group	12	1,670	20,040
Digital Skills Sessions (12-week class with lunch)	9	1,515	13,635
Digital Drop Ins	45	1,515	68,175
Gardening Sessions (with horticultural support)	14	1,411	19,754
Regular Gardeners with QC growing spaces	30	1,411	42,330
ESOL (English for Speakers of Other Languages)	44	1,567	68,948
Crafternoons Group	18	1,515	27,270
Mindfulness Classes	12	1,515	18,180
Men's Group Woodside BAME	20	1,850	37,000
Men's Group at Courtyard	3	1,850	5,550
Brunch & Blether	19	1,850	35,150
Womens Group BAME	30	1,515	45,450
Clutter Chat Hoarding Group	6	1,850	11,100
Sewing Group (Older people)	15	1,515	22,725
Litter Picking Group	5	1,515	7,575
Parent and Toddler	70	1,515	106,050
Singing group	12	1,515	18,180
Providing a digital device & internet connection	5	2,413	12,065
Community Meals	50	1515	75,750
Youth groups	200	1,515	303,000
Total Social Value Per Toolkit			**1,013,982**

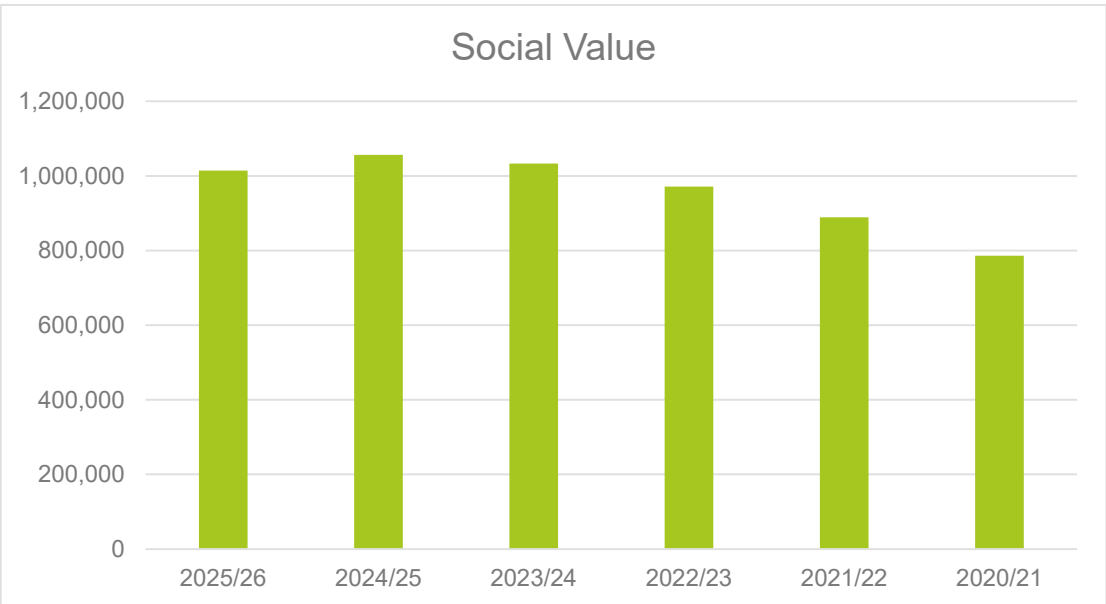
10.5 Values explained: Extract from HACT Toolkit *2020 values

The toolkit says the following values can be applied to the number of participants providing the activity is regular e.g. for more than two months. We have therefore only applied these values to regular activity organised by the Association's Social Regeneration Team.

HACT Descriptor	HACT Value
Yoga	£2256
Member of a social group	£1850
Keep fit or light exercise	£1670
Access to internet	£2413
Hobbies	£1515
Gardening	£1411
General Training	£1567

10.6 Trends and analysis

10.7 Using the Social Value Bank Toolkit, we can see the change in in social value for our HACT qualifying activities since we began using the tool in 2020/21. Based on the Social Value Bank calculator, Social Regeneration Activity in 2025/2026 has contributed £1,013,982 of social value compared with £1,056,342 in 2024/25, up from £1,033,366 in 2023/24, and £971,242 in 2022/23, £888,938 in 2021/22 and £785,778 in 2020/21. This tool does not provide a value for all our activity, but nevertheless it serves as an additional measure that allows us to track progress.



10.8 Caution should be used when reporting these figures as the values are created by a third party using a complex methodology. These figures may be useful for benchmarking against other RSLs involved in Wider Role Activity, providing we

remember that not all activity has a HACT value. There will also be activities carried out by other teams in the association that will be listed in the Social Value Bank.

11. Strategic Review and Alignment

11.1 **Review of Activities Against Strategic Objectives:** Having compiled the 2025/26 impact report, the Social Regeneration Team reviewed its activities and programmes to ensure that resources continue to be targeted towards activities that contribute to Queens Cross Housing Association's strategic objectives and deliver meaningful outcomes for residents.

11.2 Reflecting on the programme of activities delivered in 2025/26, delivery remains strongly aligned with both the Association's previous Business Plan strategic aims. Looking to the priorities contained within the new 2025-2030 Business Plan, the team has already began to pivot, and is indeed well placed to make a significant contribution towards the delivery of this plan.

11.3 Whilst individual projects and funding arrangements have evolved over time, the core purpose of Social Regeneration has remained consistent: helping people access opportunities, improve their wellbeing, overcome poverty and play an active role in their communities. The team’s work aligns closely with the Association's strategic priorities by ensuring that investment in communities sits alongside investment in homes. Through attracting external funding, developing partnerships and delivering targeted community programmes, the Social Regeneration Team generates additional social value and opportunities for residents that would otherwise not be available. Our activities contribute to safer and more attractive neighbourhoods, increase customer participation, and create opportunities for learning and employment.

11.4 **Positioning for the Future:** This report demonstrates the breadth and impact of Social Regeneration activity delivered during 2025/26. Across health and wellbeing, youth work, digital inclusion, growing spaces, community events and learning opportunities, the team has continued to create positive opportunities for local people whilst attracting external funding and resources that maximise the value of the Association's investment.

11.5 As Queens Cross enters its new Business Plan period, the Social Regeneration Team is evolving to reflect changing organisational priorities and community need. While many successful activities continue, there is now a greater focus on customer engagement, participation and neighbourhood-level influence, ensuring that residents have meaningful opportunities to shape the communities in which they live.

11.6 **Supporting Business Plan Delivery**

11.7 The programme delivered during 2025/26 already makes a positive contribution towards the priorities set out within the 2025-2030 Business Plan. Through community events, growing spaces, volunteering opportunities and environmental projects, the team supports the Association's ambition to provide safe and

attractive neighbourhoods. Through youth work, employability initiatives and the First Jobs Programme, we help create pathways that support skills development, confidence and future employment opportunities.

11.8 Alongside direct service delivery, the team continues to secure external funding, sponsorship and partnership support that enables Queens Cross to deliver activities and opportunities beyond those that could be funded through core resources alone. This helps maximise social value and ensure that the Association gets value for money.

11.9 **Customer Engagement and Participation**

11.10 During 2025/26 significant progress was made in strengthening the Association's approach to customer engagement. A new Customer Engagement Strategy has been developed and is due to be considered by the Board. This provides a framework for increasing customer influence and participation across the organisation.

11.11 Reflecting this strategic direction, team responsibilities have also evolved. Resources previously dedicated to the Community Opportunities Project and elements of Digital Inclusion have been redirected to support customer engagement activity. This includes developing opportunities for residents to participate, influence decision-making and engage with the Association through both traditional and digital channels.

11.12 The team's involvement in neighbourhood planning, consultation exercises and the Queens Cross 50th Anniversary programme further evidences our ability to change to the business needs, engaging with residents and capturing community views in meaningful and accessible ways.

11.13 **Adapting to Change**

11.14 The team continues to operate within a challenging funding environment. Some externally funded programmes have ended or reduced in scale during the year,. However, the team has adapted by maintaining core services, redesigning roles and seeking new opportunities for partnership working.

11.15 2025/26 saw the conclusion of the Community Opportunities Project and the team has also absorbed additional responsibilities. This includes supporting the future development of community growing spaces and gardens through a combination of staff input and freelance specialist support.

11.16 The team now has a stronger focus on customer engagement, neighbourhood participation and developing opportunities for residents to influence the Association and their communities. At the same time, youth work, employability initiatives, health and wellbeing activities and community events continue to provide direct benefits to local people.

11.17 Importantly, these activities generate thousands of positive interactions with residents every year. Whether attending a youth club, participating in a wellbeing activity, participating in a community garden, engaging in a consultation exercise

or enjoying a community event, residents experience Queens Cross as more than a housing provider. They experience an organisation that is investing in people, listening to communities and creating opportunities.

12.0 Conclusion

12.1 This report highlights the wide range of activities delivered by the Social Regeneration Team in 2025/26 and the positive impact they have had across Queens Cross communities. Through health and wellbeing activities, youth work, digital inclusion, community events, growing spaces and grant programmes, the team has created opportunities for residents to connect, learn, participate and thrive.

12.2 The year has also been one of transition. As Queens Cross begins delivery of its new 2025-2030 Business Plan, the role of the team is evolving to place greater emphasis on customer engagement, participation and neighbourhood-level influence. Alongside maintaining valued community activities, the team has supported the development of a new Customer Engagement Strategy, contributed to neighbourhood planning activity and begun reshaping resources to support the Association's future priorities.

12.3 Despite ongoing pressures on funding and the loss of some external funding streams during the year, the team has continued to secure additional resources, develop partnerships and attract investment that benefits local people.

12.4 The activities described throughout this report demonstrate that investment in communities sits alongside investment in homes. Community events, youth activities, wellbeing programmes, learning opportunities and volunteering projects all help create positive experiences and strengthen relationships between residents and Queens Cross. For many people, these activities represent regular contact with the Association in a positive and constructive setting, helping to build trust, strengthen community connections and reinforce our reputation as an organisation that cares about the people and places it serves.

12.5 Looking ahead to 2026/27, the team remains committed to supporting the delivery of the Business Plan through meaningful community engagement, neighbourhood improvement, youth opportunities and wellbeing initiatives.

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