



Photo: Service User, Musselburgh @ Go Ape

Annual Report
2017/18

Chairman's Statement

The financial statements for the year ended 31 March 2018 show a surplus of £329,471 (2017 - £492,440) and the Statement of Financial Position of the Association shows net assets of £4,953,285 (2017 - £4,623,811).

The Association continues to maintain sound financial management policies and enjoys a strong financial position. The results compare favourably to the budget set, with close control over costs and void levels resulting in a better than budgeted performance.

It is not possible to summarise succinctly in a few lines the detail of a whole year's service provision, business management, budgeting, project operation, planning and reviewing but it is suffice to say that again the Association has performed extremely well in the face of significant challenges on all fronts. Unfortunately, we don't expect things to get any easier in the years ahead, such is the operational world we now live in.

The entire sector faces challenges including financial and structural and the Association is not only well placed but very determined to face them, and continue to provide the highest quality service it can to those who depend on it. Our major internal reviews and restructuring continue apace and it is hoped that this coming year will see most of the new significant posts filled, which will allow us to move to the next stage of ensuring our organisation is fully resourced to meet the future head on, confident in its ability to succeed and continue to properly support those in need.

The continued achievement of high performances, recognised by sector regulators is pleasing and encouraging to everyone. However, an honest 'thank you' from service users supported through transitioning to a tenancy, or learning life skills, or just being able to rely on a friend is the real reward for everyone at Blue Triangle. And while perhaps not every day can be said to be as satisfying as the last one, the positive impact made on lives at various critical stages of development puts a smile on the faces of those involved in organisations such as Blue Triangle. Working with some of society's most vulnerable and marginalised members is taxing but also intensely rewarding.

Thank you to everyone, particularly to the project staff teams and Managers for all the fantastic work they do in partnership with service users and their families, and our statutory and third sector partners. Thank you also to the Committee of Management and the various Sub-Committees for all their work and also our Chief Executive, her executive team and the office staff team for their effort and commitment.



N Robinson
Chairman

What we've been up to in 2017/18...



Job Evaluation & salary review

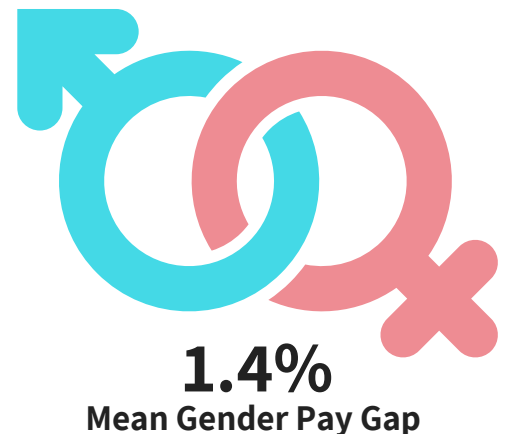
The Association employed a consultant to develop a Job Evaluation scheme that will both rank jobs according to level of responsibility and also benchmark these jobs according to what level of pay all jobs should be paid. This work is ongoing in consultation with UNISON, who are instrumental in assisting us to achieve a salary and grading system that will result in Equal Pay for Equal Value.

Living Wage

We are pleased to note that we are working hard to ensure that we have a robust salary grading system that will ensure that we pay our staff the Scottish Living Wage.

Gender Pay Gap

The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017 came into force on the 1st April 2017. This act means that any employer with 250 employees or more must publish a Gender Pay Gap report. We worked hard during the year to prepare our Gender Pay Gap report and we are pleased to report that our mean gender pay gap is 1.4% in comparison to the UK average of women being paid on average 18% less than men.



GDPR and Data Protection

The General Data Protection Regulation came into effect May 2018. Significant time and resources were involved in preparing the Association to be GDPR compliant for the deadline.

Recruitment of new COM members

This year we recruited a number of new Committee of Management members. The Association has been lucky to recruit some very experienced and committed individuals which can assist us achieve our mission and vision.



Photo: Staff & Service Users, Whatriggs



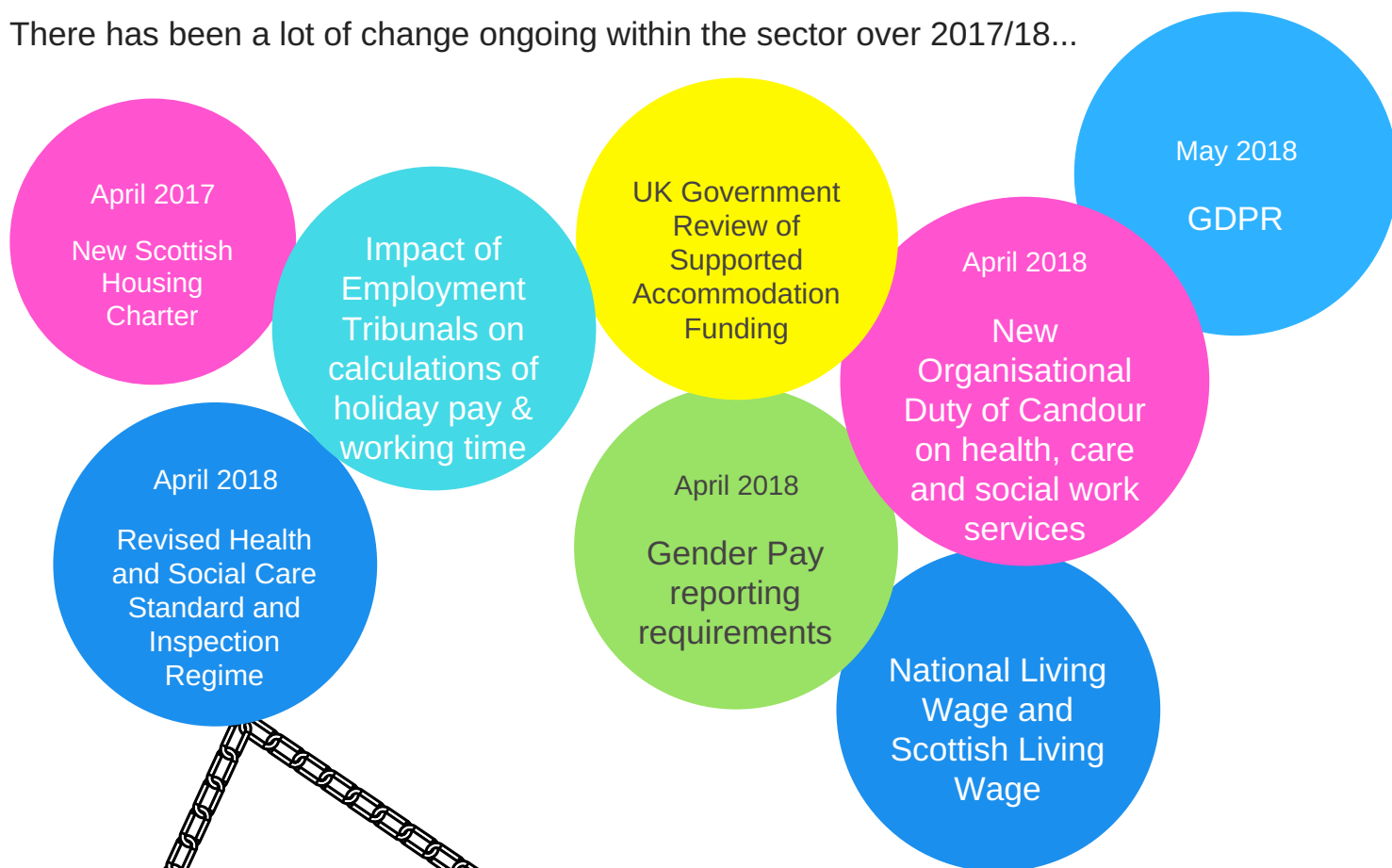
Strategic plans and activities

- This year we successfully re-tendered to retain existing services in both South Lanarkshire and North Lanarkshire Council areas, indicating that we continue to operate high quality services.
- Senior staff have been involved in “co-production” meetings with other social care providers in the Glasgow area in preparation for a complete re-shaping of the delivery of homelessness services commissioned by Glasgow City Council
- Our plans to change and develop the organisation are progressing slowly given that the majority of the time is spent on the day-to-day activities of a very complex environment

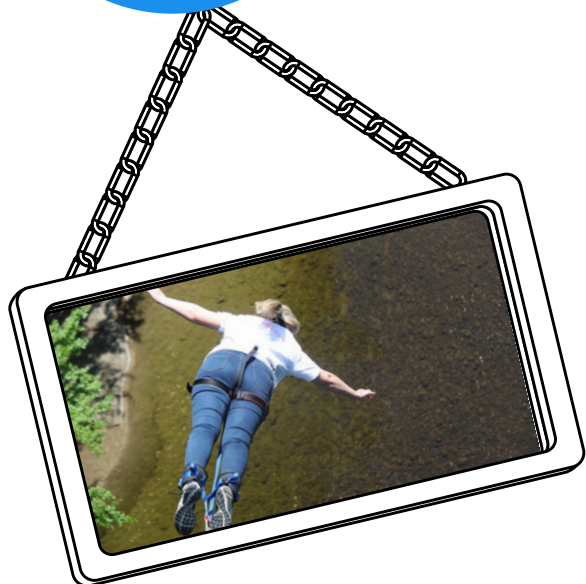


Managing change

There has been a lot of change ongoing within the sector over 2017/18...



WE'VE BEEN
BUSY!



Complaints Handling 2017/2018

Stage 1 (5 Working Days)



Stage 2 (10 Working Days)



Complaints

| Financial Year | | total complaints | equalities based | other | responded to in full | responded to within timescales | upheld |
|----------------|---------------|------------------|------------------|-------|----------------------|--------------------------------|--------|
| 2015 | stage 1 | 10 | 1 | 9 | 10 | 10 | 4 |
| 2016 | *1 case c/fwd | 19 | 0 | 19 | 18 | 18* | 8 |
| 2017 | | 10 | 0 | 10 | 10 | 10 | 5 |
| 2015 | stage 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2016 | *1 case c/fwd | 8 | 0 | 8 | 7* | 7 | 1 |
| 2017 | | 2 | 0 | 2 | 2 | 2 | 0 |

Service User Satisfaction 2017/2018

We collect evaluation of services from our service users and they have rated our services highly throughout the year:

1.
Approximately **98%** of service users said they were well/very well involved in preparing their support plan.

2.
Approximately **98%** of service users said that the service was explained to them well/very well.

3.
Approximately **97%** of service users said they were well/very well supported in accessing other services such as housing.

4.
Approximately **98%** of service users said that the support they received supported them well/very well.

| | Average % score 2015/16 | Average % score 2016/17 | Average % score 2017/18* |
|---|-------------------------|-------------------------|--------------------------|
| 1 | 98 | 98 | n/a (98) |
| 2 | 95 | 99 | n/a (99) |
| 3 | 90 | 98 | n/a (97) |
| 4 | 99 | 99 | n/a (98) |
| *New system in place but data available | | | |

Financial Trends

Voids (income lost as % of turnover)

| Financial year | Qu1 (April-June) | Qu2 (July-Sept) | Qu3 (Oct - Dec) | Qu4 (Jan-March) | % at year end | Budget |
|----------------|------------------|-----------------|-----------------|-----------------|---------------|--------|
| 2015/16 | 2.88 | 3.01 | 3.02 | 2.86 | 2.86 | 5% |
| 2016/17 | 3.07 | 2.42 | 2.26 | 2.1 | 2.1 | 5% |
| 2017/18 | 1.82 | 1.95 | 2.1 | 2.04 | 2.04 | 5% |

2017/18
2.04%

Bad Debts (income lost as % of turnover)

| Financial Year | Qu1 (April-June) | Qu2 (July-Sept) | Qu3 (Oct - Dec) | Qu4 (Jan-March) | % at year end | Budget |
|----------------|------------------|-----------------|-----------------|-----------------|---------------|--------|
| 2015/16 | 1.13 | 1.27 | 1.29 | 1.37 | 1.37 | 1% |
| 2016/17 | 0.48 | 0.83 | 0.72 | 0.83 | 0.83 | 1% |
| 2017/18 | 0.7 | 1.02 | 1.14 | 1.2 | 1.2 | 1% |

2017/18
1.2%

Sums owed as % of turnover

| Financial Year | Qu1 (April-June) | Qu2 (July-Sept) | Qu3 (Oct - Dec) | Qu4 (Jan-March) | % at year end |
|----------------|------------------|-----------------|-----------------|-----------------|---------------|
| 2015/16 | 5.4 | 3.16 | 4.7 | 4.12 | 4.12 |
| 2016/17 | 7 | 6.12 | 6.91 | 4.33 | 4.33 |
| 2017/18 | 3.8 | 5.22 | 6.56 | 4.86 | 4.86 |

2017/18
4.86%

Maintenance Trends

| Financial Year | Av % of jobs completed within target timescales | Volume of jobs carried out | Number of emergency repairs completed | Number of hours taken to complete emergency repairs | Av time to complete emergency repairs | Number of non-emergency repairs completed in year | number of working days to complete non-emergency repairs | Av time to complete non-emergency repairs | Number of reactive repairs completed |
|----------------|---|----------------------------|---------------------------------------|---|---------------------------------------|---|--|---|--------------------------------------|
| 2015/16 | 98.28 | 843 | 28 | 20hr 10mins | 4hr 23mins | 607 | 695 | 4.5 days | 607 |
| 2016/17 | 99.89 | 916 | 46 | 38hr 30mins | 5hr 7mins | 657 | 714 | 4.4 days | 657 |
| 2017/18 | 99.89 | 901 | 37 | 20hr 40mins | 1.9hr | 638 | 714 | 4.46 days | 638 |

Total Jobs completed this year

901

Emergency repairs completed
37

Average time to complete emergency repairs

1.9hr

Non-emergency repairs completed

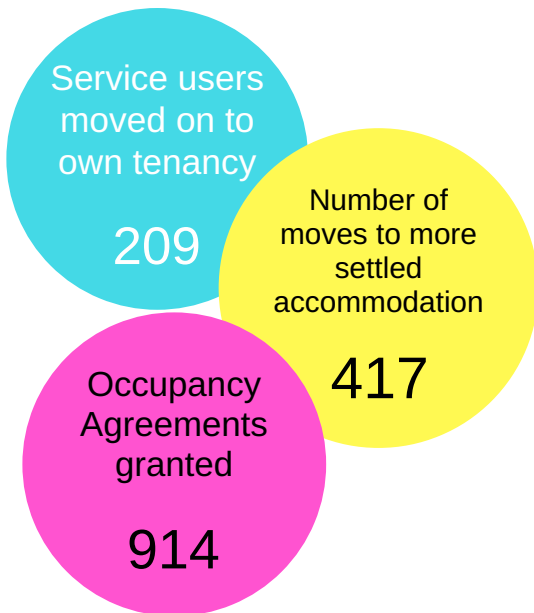
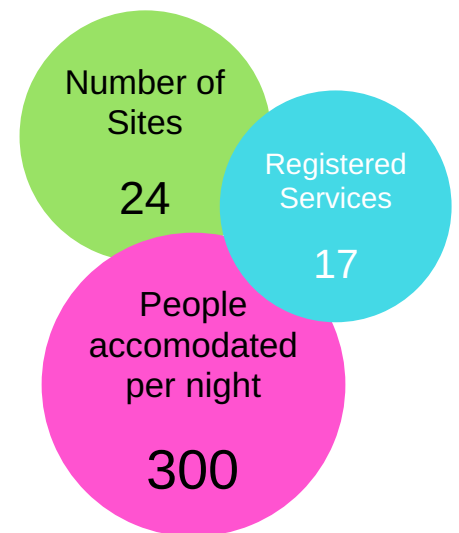
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Our Projects

Our Projects have had a successful year in providing much needed services for vulnerable people.

We provide 17 registered services over 24 sites in nine local authority areas and in any given night we accommodate and support up to 300 vulnerable people.

Over 2017-18, we accommodated 914 service users in our supported accommodation projects.



During the year, 417 service users moved on to more settled accommodation such as other temp accommodation (131), own tenancy local authority (183), own tenancy in the private sector (12), own tenancy Housing Association (14), rehab unit (6), and returned home (71). This means that 58 % of all our service users left the accommodation in a planned way.

Unfortunately, 82 service users had their occupancies terminated, the vast majority for violence or drug dealing, which accounts for 11% of the total number of leavers during the year.

% of service users who have moved on in a planned way

| Financial Year | Qu1 (April-June) | Qu2 (July-Sept) | Qu3 (Oct - Dec) | Qu4 (Jan-March) | % Av |
|----------------|------------------|-----------------|-----------------|-----------------|-------|
| 2015/16 | 53 | 48 | 53 | 49 | 50.75 |
| 2016/17 | 50 | 54 | 60 | 52 | 54 |
| 2017/18 | 61 | 58 | 62 | 49 | 57.5 |

% of service users having their occupancy terminated

| Financial Year | Qu1 (April-June) | Qu2 (July-Sept) | Qu3 (Oct - Dec) | Qu4 (Jan-March) | % Av |
|----------------|------------------|-----------------|-----------------|-----------------|-------|
| 2015/16 | 14 | 13 | 15 | 21 | 15.75 |
| 2016/17 | 13 | 13 | 10 | 22 | 14.5 |
| 2017/18 | 7 | 13 | 9 | 17 | 11.5 |

Occupancy agreements granted

| Financial Year | Qu1 (April-June) | Qu2 (July-Sept) | Qu3 (Oct - Dec) | Qu4 (Jan-March) | total |
|----------------|------------------|-----------------|-----------------|-----------------|-------|
| 2015/16 | 211 | 204 | 220 | 208 | 843 |
| 2016/17 | 219 | 241 | 226 | 188 | 874 |
| 2017/18 | 215 | 243 | 242 | 214 | 914 |

Our outcomes and performance

We work with a number of regulators: The Scottish Housing Regulator, The Care Inspectorate, the Scottish Social Services Council, Office of the Scottish Charity Regulator.

Scottish Housing Regulator



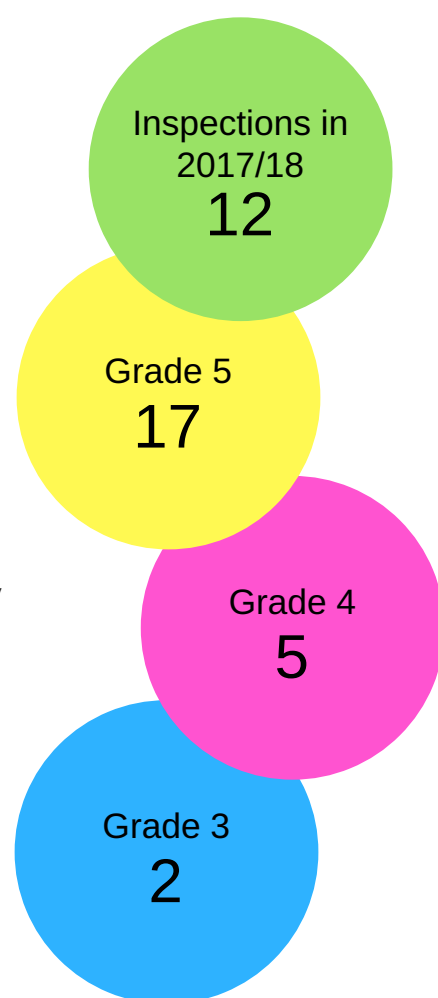
We are pleased to note that the Scottish Housing Regulator assessed us a “low engagement” on the basis of our returns, our EESSH (Energy Efficiency) rating for our properties, and the risks ongoing on the sector which the Regulator has assessed will impact on us.

Care Inspection Reports

The Care Inspectorate carried out 12 inspections of our services this year. Whilst there are three different inspections themes namely Quality of Management & Leadership, Quality of care & support and Quality of staffing each inspection only focuses on two of these themes.

Over the 12 inspections we received 17 x Grade 5, 5 x Grade 4 and 2 x Grade 3 (Grade 6 is excellent; Grade 1 is poor). This is an excellent result and shows the quality and commitment of our staff team.

The projects inspected were Ayr, Musselburgh, Sauchiehall Street, Hamilton, Viewpark, Oban, Lanark, Port Seton, Lomondside, Shettleston, Clydebank and Charles Brownlie.



Care Inspectorate Reports*

| Financial Year | *12 inspections carried out | | | | | |
|----------------|-----------------------------|------|------|------|------|------|
| | Gr 1 | Gr 2 | Gr 3 | Gr 4 | Gr 5 | Gr 6 |
| 2015/16 | 0 | 0 | 0 | 8 | 23 | 5 |
| 2016/17 | 0 | 0 | 0 | 1 | 7 | 0 |
| 2017/18 | 0 | 0 | 2 | 5 | 17 | 0 |

Our Staff & Our Values

People Focused

Quality

Integrity

Going the Extra Mile

Our staff are our biggest assets – we could not achieve anything without them! We recruit on the basis of our values and are happy to report that our staff across all our projects continue to excel in providing services to our service users. We also have fantastic “back office” staff who understand and are fully engaged with our mission. Everyone in the Blue Triangle team works together to ensure we get the best outcomes for service users

- Fiona Stringfellow

The Executive Team...



Fiona Stringfellow

Chief Executive Officer



Graeme Holmes

Finance Director



Ian Batt

Operations Director

What our staff say...

I enjoy working with Blue Triangle in the CB Hamilton & CB Blantyre projects as every day is different.

We work with such a diverse client group and every day I learn something new.

I have faced many challenges while working within the organisation but again it's a learning curve and due to the diversity of our service users it is great to see how different theories and plans work for different people, it also helps to have a strong supportive management team and also working team who all pull together when needed.

- EJ

My saying is every day is a school day and I am delighted to be working for Blue Triangle, having the opportunity to develop not just within myself but my role.

I applied to work with Blue Triangle because I believed in their mission statement people can achieve better life's etc, and I have not been disappointed

Working at Blue Triangle has provided me with so many opportunities, for both my personal and professional development.





Early 2018 saw Scotland experience a period of exceptionally challenging winter weather. Shops and service providers across the country struggled to remain open but ultimately, the weather won, and many closed for a number of days. However, Blue Triangle's fantastic staff maintained a business as usual status for all of our residential projects. This was thanks to our wonderful Snow Angels who battled through the elements to make sure our service users were safe and supported.

Our staff weren't the only one's to go "above and beyond" though, several service users spent the snow days clearing and gritting paths, going on runs to any shops that remained open and keeping everyone in the project's spirits up when cabin fever started to set in!



Photo: Alexandria



Photo: Service User @ Bonhill



Photo: North High Street, Musselburgh



Photo: Service User @ Whatriggs

Service User Stories

Part of the inspection process involves asking service users what they thought of their services and here are a range of the quotes received:

"I'm not sure where I'd be if I hadn't come here. It's been the best thing for me".

"I get really good support from staff. This really helps when you've got the kind of issues I have".

"I feel safe and secure. I feel it is a calm environment."

"My worker is good at her job and supports me in everything I do"

"I'd give this service 10/10 for the care I have been given."

"Staff have really helped me with my anger management. They make you feel special at birthdays and Christmas. You couldn't meet nicer people they all want the best for you."

"I feel comfortable talking to staff. There's nothing they need to do differently. They're working but they're chilled, it's not like they're working. They talk to you and they understand. When I came here I was down and in trouble. My mental health is more stable now ... They give you food which helps out. They'll give you fares to get to an appointment. I would recommend this to a friend. I used to be in a big hostel. If you don't want to get in with the wrong crowd you'd be better off here".

"Staff are great. They help you in every way they can."

"I can't fault them. They do what they can to support me. I really appreciate it"



The Big Struggle

Life is hard and a struggle

If you don't fight for what you've got

You're only destined to give yourself trouble

So what's the point in living that struggle

You just gotta fight, fight, fight and win that battle

Why use illicit drugs, cos it just ain't the answer, it could kill you like cancer

We know life's a struggle, but why make it double

You know if you falter, you'll just have to alter

The grass may be green, but you should just chase your dream

You just gotta have faith in yourself, for no-one else will

Life's a struggle, so if you should let it double, you could land in trouble

See all these fakers, they're just take, take, and takers

We may have dreams, though it could be nightmares

But you must accept this, we're not all failures

If you put your life in perspective, you shall surely reach your objective

So please don't take life for granted, it's not how the big man planned it

If you can't live your life in sanity, it could maybe lead you in the path of insanity

Some may feel that life's a joke, but others find it hard to cope

Life may be hard and sad, but if you fight damned, you'll be so glad

So don't be so hard on yourself, it'll surely affect your mental health

Life may be cruel, but if you try your best, it won't be such a duel

"The Big Struggle"

N. Dempsey (Chalmers Court)

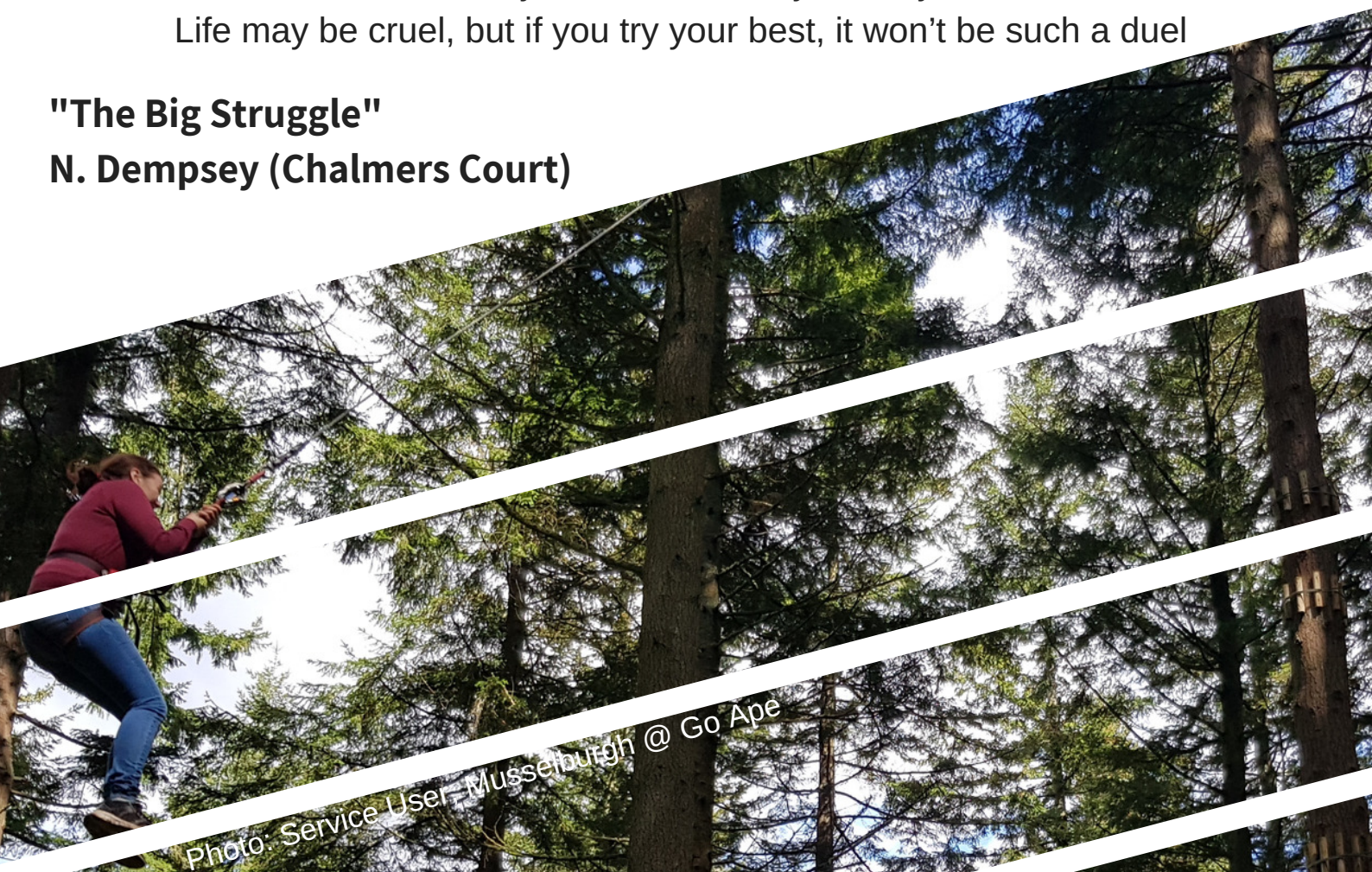


Photo: Service User - Musselburgh @ Go Ape

The following case study gives an example of what we do:

J. was referred by his local authority's homeless services after he had returned to the area when his marriage broke down. At his assessment J. disclosed that he had 2 sons however had no contact at this time but was hoping this would change in the future.

J. had a live claim for Job Seekers allowance (JSA) and was registered with the local drug services for his substance misuse. J had been diagnosed with Hep C and was hoping to undergo treatment for this however at this point. J was not registered with a GP practice at this time.

On admission, J. was supported to register with a local GP, optician and dentist. J. also claimed at the time that he was drug free however due to an accidental overdose staff discovered that this was not the case. J. was then admitted to hospital and was also treated for pneumonia.

With a lot of support from the project and the drugs service, J. became more involved with things going on within the project such as the garden (the project was growing its own vegetables, with the service users helping out in the garden) the service user forum and various service outings such as bowling, the movies, going out for dinner and would often participate in the food nights.

J. continued to attend the drug service and eventually became opiate free and was referred to the local Hep C clinic where our staff supported J. to attend his appointments on a regular basis. From the assessment it was decided that J. was a candidate for treatment. Meanwhile J. was advised by his drugs worker to change his benefit from JSA to ESA. This brought a new set of problems for J. as he was declined ESA due to not attending previous medical assessments. J. was therefore sanctioned and received no benefits including Housing Benefit (HB). Staff supported J. to make a rapid claim for JSA and full benefits were reinstated.

J. was eventually offered a tenancy very close to the project which he was very pleased with. Staff supported J. to apply for a Community Care Grant (CCG) and a Furnished Tenancy Grant (FTG) from the local authority.

As J. lived very close to the project he would come to the project for advice at times. He had been referred for housing support via local authority and it was eventually agreed by the local authority that if our staff could provide this they would financially support this.

J. eventually renewed contact with his sons and they spent the school holidays with him. As much as J. loved spending time with his sons, money was tight. Staff were able to provide J. with vouchers for the food bank and this enabled J. to get extra food for him and the boys. At Christmas time, J. was given a food hamper and gifts from the project for himself and the boys, as well as being invited for dinner.

Continued...

Circumstances changed, and J. advised that his 2 sons were to stay with him on a temporary basis. On coming to stay, both boys had very little clothing and as J. was on a limited income, he was supported to make a claim for child benefit and tax credits. Staff also at this time notified the local social work department that the boys were living with J. on a regular basis and that staff had not identified any concerns with the boys being in dad's custody. J. was also starting his Hep C treatment at this time so he had a lot going on, and was in need of ongoing support.

J. was then supported to register both his sons at local schools. Support staff liaised with the schools and due to J's limited budget the schools agreed to provide the boys with uniforms and free school dinners until J.'s benefits were sorted.

J. was also supported to apply to the local council for a crisis grant to help J. with food and clothing for his sons, as well as assist in payment for utilities and he was awarded this assistance. Both schools and the benefits agency however needed copies of J's sons' birth certificates, and J at this time did not have the monies to pay for them. Funding sources via local authority and social work were unable to assist at this point, and in order for benefits to be secured it was a priority for J. to obtain a copy of the birth certificates. The project manager on behalf of J. applied to the BTHA trust for the money for the birth certificates. This was a major help to J. in being able to finally secure child tax credits and child benefit.

From this everything fell into place for J. and he was awarded full benefit entitlement for his sons. Now with, a regular income and the ability to take charge of his finances, J. and his sons have a routine in place. J's Hep C treatment is also currently underway.

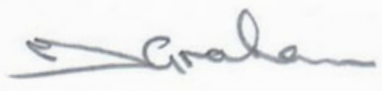
J. is now much more settled. He has gained the skills and confidence to manage and maintain his tenancy; look after himself and his sons; attend on going health appointments and has taken charge of his own life and affairs. Follow on support has been reduced gradually to once a fortnight with a view to drawing to a positive closure over the next few weeks.



Photo: Staff and Service User @ Hamilton

HOMELESS

12/12/14

HOMELESS, AND OUT ON THE STREET,
DO I FACE ANOTHER DEFEAT,
I HAVE A CHANCE TO RESOLVE MY LIFE
LONG MANGLE,
I GAVE IT A GO AT THE BLUE TRIANGLE,
SO THERE I WENT ALONG THE STREET,
TO ADDRESS THE STAFF,
I HAD YET TO MEET,
ONCE I GOT THERE, AT THE ADDRESS,
AS YOU CAN IMAGINE MY THOUGHTS
IN A MESS,
AGAIN AND AGAIN, I'M MIXED UP
AND SHATTERED, BUT LOW AND BEHOLD,
NOT MUCH ELSE, REALLY MATTERED,,
SO THEN I MET A LADY NAMED GRACE,
TO WHICH MY PROBLEMS, WE WOULD
BOTH HAVE TO FACE,
I HOPE AND PRAY THAT MAYBE SOME DAY,
ALL MY PROBLEMS, WILL GO AWAY,
AND TO WHICH WE CAN BOTH SELEBRATE,
WITH A LOUD AND PROUD,
HIP HIP HOORAH! 

"Homeless"
by T. Graham (Renfrew)

Working Together

"Aye We Can" & Glasgow Homelessness Network

Service users and staff from several of the Association's projects attended a "Can We Fix Homelessness in Scotland? Aye We Can" event in Glasgow, which was run by Glasgow Homelessness Network. They wanted to hear from those with "lived experience" first hand and for their voices to be heard

Jim Barclay from GHN also visited several projects and spoke to service users about their journey through homelessness and how they felt services could be improved.

Those who participated said they felt empowered by getting involved and also spoke very highly of the support they have received whilst living in Blue Triangle accommodation.

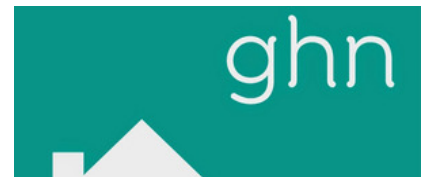


Photo: Staff and Service Users @ "Aye we Can" event



Sleep in the Park 2017

On December 9th 2017, 8,000 people slept out in -6c temperatures at "Sleep in the Park", led by Social Bite, to raise awareness of homelessness in Scotland as well as raise funds.

The event raised over 4 million pounds to fund projects aimed at eradicating homelessness in Scotland.

Blue Triangle took part as a team of 5 and raised over £2,000! We will be participating again in 2018 and aim to raise even more!

This year we have received donations and support from...



M&S



Joanne & James, Santa Dash
(Somerset Place)

Oakshaw Trinity Church
(Paisley)



Ex- Service User Zaid
(Hamilton)

Golden Friendship Club
(Clydebank)

Fiona Greer, Marathon
(Funds for Suitcases)



THANK YOU!

Future Challenges

Review of supported accommodation funding

The UK Government has been considering the best way to fund supported accommodation when Housing Benefit ends in 2020. Their original plans involved replacing the current system with a system based on Local Housing Allowance levels which are based on private sector rent levels. Consultation with the sector resulted in this proposal being shelved and replaced by the UK government's current proposal which involves delegating a specified sum of money to the Scottish Government to issue to providers who run services. The Scottish Government have established a working group (Blue Triangle attend this group) and there is a lot of discussion currently as to creating a fair system which ensures continuation of this form of accommodation. This will be significant for us going forward this year as proposals are agreed and firmed up with the sector.



Equal Pay for Equal value

There are a number of high profile cases involving difference in women's and men's pay being challenged through the employment tribunal courts currently.

This is something we are 100% committed to continue to achieve through the review of our grading and pay structure which will go through a comprehensive Equality Impact Assessment to assure the Committee, staff team and UNISON that we have a completely high quality and robust system for setting and reviewing pay and terms and conditions.



Strategic change in reducing/eliminating homelessness in Scotland

There have been a number of high profile working groups appointed by the Scottish Government to examine ways in which homelessness can be eliminated. This will result in a very different strategic environment for both local authorities and providers with a real push to ensure that anyone assessed as homeless will get a permanent tenancy as quickly as possible. Services like ours will need to adapt to a new strategic environment so that we are still meeting the needs of vulnerable people who require supported accommodation and a safe environment by which to gain the right skills to sustain their permanent tenancy when they are ready for it. This will require us to keep an eye on developments that are happening both at Scottish and local government level to ensure that we have strategies in place to meet the new strategic environment.



What Next?

Activities for the year ahead...

We have five main strands of work for the year ahead:

1. Recruitment of new specialist members of staff to ensure that our strategic plan moves ahead
2. Investment in our staff teams
3. Major investment in IT
4. Major investment in HR systems and processes
5. Major investment in new initiatives for our service users and also our business.

In closing, I would like to thank our Committee of Management for their commitment, their energy and their reassurance. It goes without saying that they help us focus on achieving our strategic aims and goals by making sure that we plan ahead as well as keeping us grounded on making sure we deliver on a daily basis for our service users.

I also want to thank all the staff teams across all our projects and HQ for their commitment and enthusiasm; our partners for funding our services, and finally a word of thanks to our service users who amaze us every day by overcoming their many challenges to make better lives for themselves.



Fiona Stringfellow
Chief Executive Officer

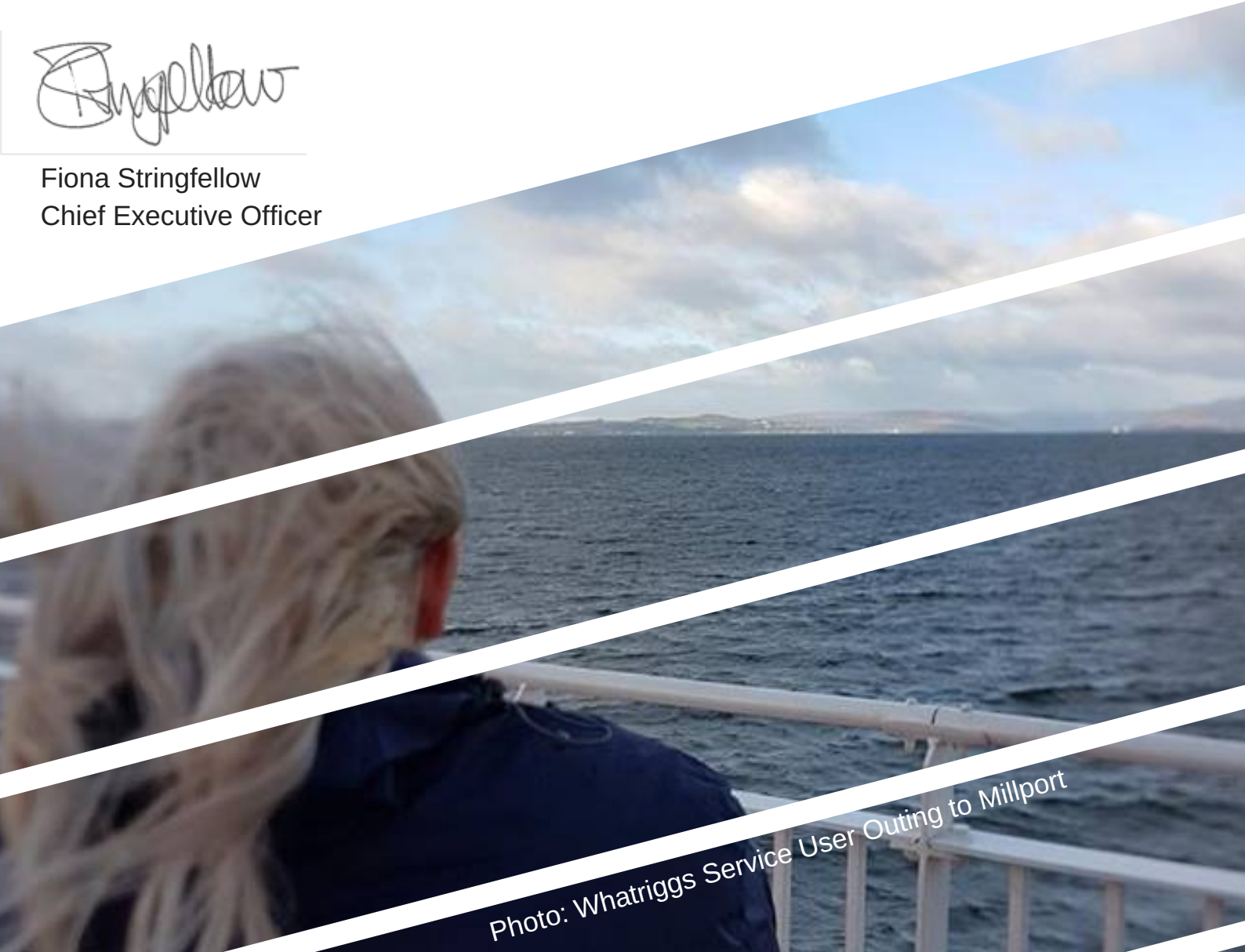


Photo: Whatriggs Service User Outing to Millport

facebook.com/BlueTriangleHA



@BlueTriangleHA



www.BTHA.org.uk



Blue Triangle (Glasgow) Housing Association
100 Berkeley Street
3rd Floor
Glasgow
G3 7HU

