



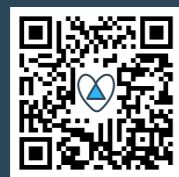
**blue triangle**



**Annual  
Review**

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Our website

Our social media:



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(Glasgow) Housing Association Limited

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Scottish Charity Number SC010858

## Letter from Chair of the Board

Blue Triangle has had a place in my heart for nearly 20 years, after finding myself in one of the worst periods of my life, ending up as a resident in one of our services for 6 months. I owe my life, and everything I've achieved since, to Blue Triangle and I love that we're still here all these years later, doing the same for so many people who need our help, giving them the love, care and safe space they desperately need.

Similar to our outgoing Chair, Anna Davis, I'm passionate about bringing the human touch and pride myself on being very approachable. My aim is to ensure that our Board are also approachable and more importantly, human, as we're all in this for the same reason. As I step into this new role as Chair, and as we formally welcome our new CEO, Gary Meek, I want to make sure that we're continuing to put our staff and our supported people at the forefront of everything we do.

I'm pleased to be able to report that, despite the continuing sector challenges and cost pressures, Blue Triangle has performed well and finished the 2022/23 year in a healthy position and within budget. 2023/24 will definitely come with its own challenges, as is

the norm in this sector, but I'm confident that our Board, our CEO and the Senior Leadership Team, as well as all of our incredible teams across our services and Central Support, will face into this year with the same passion, tenacity and dedication to ensuring we weather any storm. I'm excited to step into this new year, and to work alongside Gary and his team, to review our strategy and ensure that we are fit for the future.

On behalf of the Board, I want to express our gratitude and thanks to the whole Blue Triangle team, without whom none of this would be possible. We are continually blown away by the contributions of every team member in this business, and everything they bring to work every single day, and it's amazing when we get to hear so many good news stories about things happening in our services, and it shows us that our values run through everything we do.

**We are kind, passionate and creative... we are Blue Triangle.**

I also want to extend my own thanks to our Board and Committee Members for their ongoing commitment, dedication and passion to what they do, as well as our clients and the many organisations who we work alongside, all of whom increase our ability to make a difference. Finally, I'd also like to give thanks, on behalf of the Board, to Anna Davis for all of her contributions both as a Board Member and also as Chair, including helping navigate Blue Triangle through the complexities of COVID and all the challenges that brought.

**Jonathon McNaughton**  
Chair of the Blue Triangle Board



# Letter from CEO

*I am honoured to present the annual report for Blue Triangle, highlighting our achievements, challenges, and the path forward as we continue our commitment to providing quality housing and support services to our communities.*

## Overview

This past year has been marked by resilience, adaptability, and unwavering dedication from our team. Despite the challenges posed by the evolving socio-economic landscape, we have remained steadfast in our mission to serve the people who use our services and the communities therein.

## Key Achievements

**Expanded Outreach Initiatives:** We successfully extended our outreach programs to reach a larger demographic, providing solutions and support services to a greater number of individuals and families in need.

**Renewed Focus on Sustainability:** Through strategic partnerships and initiatives, we have made significant strides toward creating sustainable solutions, reducing our environmental impact, and promoting eco-friendly practices within our properties.

**Enhanced Engagement:** Our efforts to foster inclusive and supportive communities have resulted in increased participation from those who use our services and in community activities, fostering a sense of belonging and mutual support.

## Financial Performance

Despite economic uncertainties, Blue Triangle has maintained a solid financial position. Our prudent financial management has allowed us to continue investing in the improvement and expansion of our facilities while ensuring the sustainability of our operations.

## Challenges Faced

**Market Volatility:** The volatile housing market has presented challenges in securing affordable housing options, requiring us to explore innovative solutions and partnerships.

**Resource Allocation:** Balancing the increasing demand for our services with resource constraints has been a continuous challenge, prompting us to seek more efficient and sustainable resource allocation strategies.



## Looking Ahead

As we move into the next year, our focus remains on innovation, collaboration, and community engagement. We are committed to:

**Enhanced Service Provision:** Developing new services based on needs of our communities.

**Furthering Sustainable Practices:** Implementing new initiatives to reduce our carbon footprint and promote environmentally friendly practices across all our properties.

**Expanding Partnerships:** Strengthening collaborations with local authorities, businesses, and nonprofits to create more diverse and accessible housing options.

**Embracing Technology:** Leveraging technological advancements to improve service delivery and streamline operations for the benefit of our residents.

## Gratitude

I extend my deepest gratitude to our dedicated team, supportive partners, and stakeholders who continue to stand by us in our mission. Your unwavering support fuels our determination to create positive change in the lives of those we serve.

In conclusion, the journey ahead is promising, and we are committed to upholding our values and driving innovation in the housing sector.

**Gary Meek**  
CEO Blue Triangle

# Highlights of 2023



Blue Triangle reached a milestone of working across **ten local authorities** in 2023. We took on Garry Place, a supported accommodation service for young people in Falkirk, following successful tender.

Our Bonhill and Clydebank services celebrated their **20th anniversaries**.

We relaunched our **Intensive Peer Recovery Support**, RISE, in West Dunbartonshire.

Blue Triangle also launched Women Thriving Together, a domestic abuse support service working alongside South Lanarkshire ADP.

Our Oban service won the **Service User Choice Award** at the A&B HSCP Awards of Excellence.

Blue Triangle gained our **LGBT Charter: Foundations level**.

We also continued our sponsorship of the **Motherwell FC Women's team**, extending this until the end of season 2023/24.

**134 training courses** were completed by Blue Triangle staff in 2023; this included mental health first aid, trauma training, digital skills and many more.



One staff member completed their SVQ level 2, eleven staff members gained their **SVQ level 3** and five gained their **SVQ level 4**. One of the Managers within the SVQ 4 remit also achieved their Management and Leadership Award.

We launched our **new staff intranet**, Involv, and rolled out our outcomes and admission system, SHARP across our services. Our training platform **THRIVE** also marked its one year anniversary.



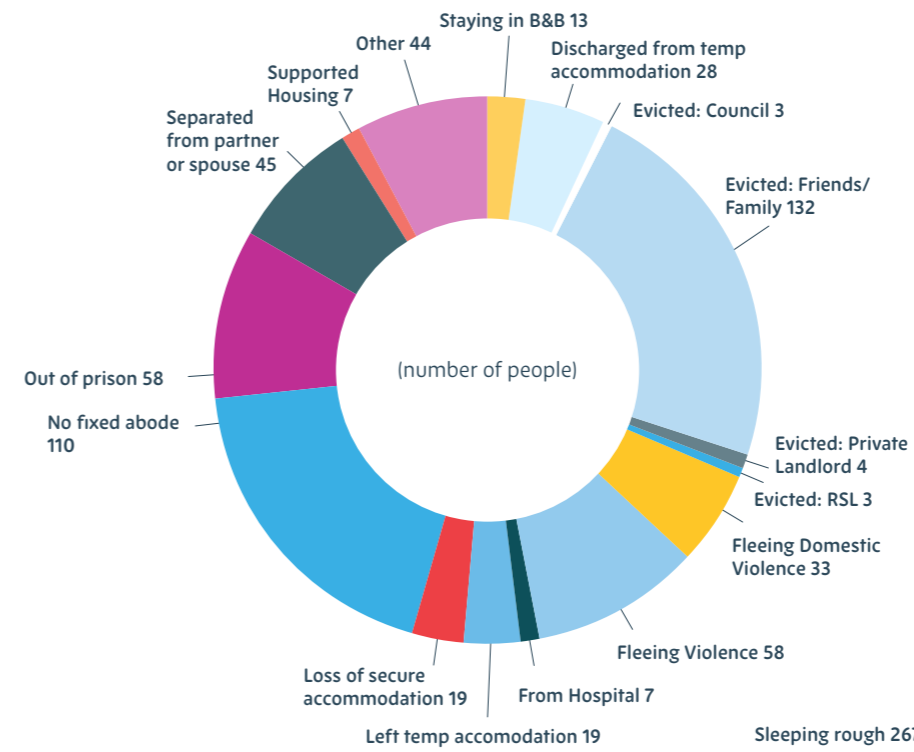
# Stats from 2023

**young people**  
aged **16-25** years old  
were admitted to our services. This was **38%** of our total admissions

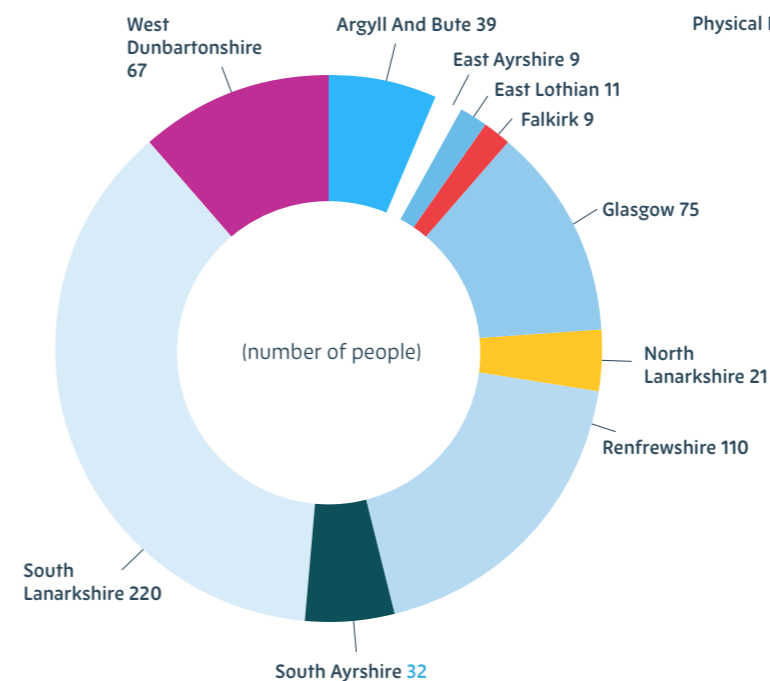
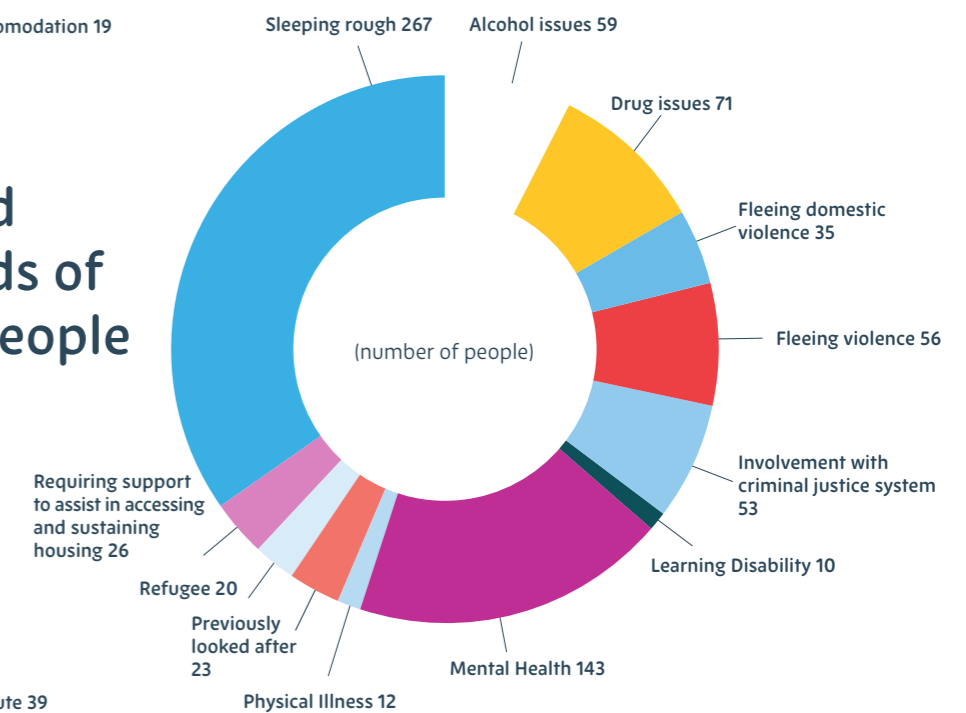
**25%** women and **74%** men were admitted during this time frame.

**1%** self-identified as other/non binary.

**50%** (half) of our supported people went onto their own tenancies.



## Primary and secondary needs of our supported people



## Breakdown of admissions by local authority

## Iain's Story: The Only Way is Up



"I found myself in Blue Triangle due to the fact that I had family issues... arguing constantly and not getting in the best place mentally for myself and it just led to even more issues. These couldn't be resolved, so unfortunately it put me somewhere that I didn't want to be, but it's somewhere where I needed to be - to get my own space and that led to me coming to Blue Triangle.

"I got curious about wanting to change career paths after speaking to staff individually a lot and just curious on how to become a worker for Blue Triangle. I ended up speaking to Khara because she was more recently out of college and she gave me the advice: yeah if you go to college and do your HNC, you can do all these different levels to go towards it, then you can work your way up to become a Relief Worker or a Key Worker. So I just started asking around what made people want to become a part of Blue Triangle and they told me a bit of their individual stories or where they wanted to go with it.

"After applying for college and waiting for a wee while, I was getting quite close to the start date and then I woke up to a phone call from one of the lecturers. I put down my phone I was like **"wow wow wow"**. So Blue Triangle helped me get into college while helping me get the insights of what I'll be expecting. They also gave me the stuff I might need at the start like a laptop. It made me feel valued... it made me feel great, it made me just feel passionate even more about the place.

"So after staying in the services for six months at the Blue Triangle services, I got offered my own place and so many thoughts were running from my head. Like where's it going to be, am I ready to handle this? I really wanted this, it was something that I've been working hard for. It was surprising how quickly it was for me to be where I was to where I'm now, to get my own place and after I realised how close it was, that I was getting a new build. When I went for my viewing it was it was... so unreal like to this day I still I

still can't believe the house that I'm living in right now is my first house my first place and it was a true blessing in disguise and it feels like my hard work and everything that I went through, it just came into a whole big like here's your prize kind of thing. It's still a thing that I need to tell myself on a daily basis that I've earned what I have - in the space of a year from moving into Blue Triangle to where I am now... I've gone through a lot of new transitions in my life such as moving into my own place to a college placement to even starting my new career within Blue Triangle as a Relief Worker.

"It's great to know because I can always go back to Blue Triangle and speak to the members of staff - it's an open door policy they'll never reject you they'll never push you away. You can always go up there, they want to hear how you're doing, they want to hear what you've accomplished and what's new in your life.

"Where I see myself in the future is achieving all my college qualifications from my Higher to my HNC and getting that all under my belt, to progressing in Blue Triangle and that is where I'm starting from right now. I'm a Relief Worker and I want to move up to key worker and so on and so on. It just shows wherever you are in life if you are at rock bottom the only way you can go is up. My goals are limitless at this point and it's all about giving back as well. That's what I want to do with Blue Triangle, is give back. They gave me their time and I'm going to give it back and hopefully inspire young people as well and even people a wee bit older than me to move on. No matter where you are in life there is a positive outcome, it's just you must have to want it and that's what my goal is, being able to help people and help myself in knowing that I'm doing great in life."

**Iain is now working as a Relief Worker for Blue Triangle and is excited to progress his career.**

# What our Supported People Say About Blue Triangle

On average, **85%** of our supported people felt welcomed in our services when they first moved in.

When asked, how did the staff team manage and assist you with any basic necessities when you moved in, **86%** replied very well and **15%** replied well.

**85%** of those asked said they felt very safe and supported in our services during their stay.

**69%** felt very involved in preparing their support plan/care plan with our staff. **76%** said their opinions and choices were listened to very well, and **21%** said their opinions and choices were listened to well when creating their plan.

When asked, how well are you supported in accessing other services, e.g. housing, health, leisure, etc, **81%** said very supported.

**84%** said 'very good' when rating the support they received assisting them, and **13%** said 'good'.

**74%** of those asked said they felt very encouraged to join in on activities and events within their service.

When asked, how well do you feel the support workers carry out their professional duties in supporting you, **85%** said very well and **13%** said well.

**81%** of supported people said they were very confident that managers in their service would listen to their views and treat them with respect.

*"I have just moved into the service but so far the staff have been very welcoming. The flat and everything in it is great."*  
Supported person from our Portwell service

*"All staff have helped me feel settled for the first time in ages. I will miss Blue Triangle when I leave."*  
Supported person from our Hamilton service

*"The staff were very welcoming and friendly and have continued to support me during my stay."*  
Supported person from our Lanark service

*"I get on well with the staff and my flat-mates - we share the same interest in playing the guitar. The staff hold quiz nights and cooking sessions."*  
Supported person from our Sauchiehall Street

**98%** of support people believed staff were trained and had enough knowledge to carry out their work

**95%** of supported people said they knew how to make a suggestion or complaint about their service

**98%** of supported people believed that staff keep the service safe for them

**87%** of supported people felt ready to move on from the service.



What supported people gained the most from staying at Blue Triangle:

**Able to be self-sufficient** **A place to call home**  
**Acceptance** **I didn't feel alone**  
**A safe and supported environment**  
**Confidence** **Stability**

**Advice on benefits**  
**Getting life back on track**  
**I feel valued**  
**I gained life skills**  
**Peace of mind**  
**A good night's sleep**  
**My mental health was looked after**



# Nazia's Story: You've Got This



"Homelessness can happen to anybody. I was one of the ones that thought it'd never happen to me. I ended up getting into a relationship with my children's father and that ended up the start of my homelessness. I had my daughter, and then I had my wee boy and... I didn't want to believe that I was suffering from post-natal depression, so I thought I could take everything on myself. I was in a Women's Aid refuge with my two babies, on my own. Kids were given to their dad for the weekend and not returned and that's the point of where I hit my low.

I just felt as if... that's it, my babies are away I've nothing to live for anymore. And... I touched alcohol. That was where my problem started. A litre to two litre of vodka every single day. On top of that, I was taking drugs. And... it ended up that the police came to my house and took me out my house for my own safety. And... that's where I ended up in the homeless unit.

In my last three months, I was sober and I got offered a scatter flat. I was in my scatter flat a couple of months and that's when the Blue Triangle Intense Floating Support came in. I had a keyworker, who was Rose. Rose built me up, bit by bit. Started taking me out to different groups. She started building my confidence which is something that I had never had. Somebody who believed in me... she would always say "Nazia, you've got this." And... see just hearing that..."Nazia, you've got this," nobody had ever said that to me before. That meant the world to me.

Rose helped me apply for the Scottish Drugs Forum and that's where I started doing a lot of my voluntary work. Lots of training, working on various projects. I then got offered my permanent home, again, I started panicking and I thought...

.....  
**'How am I gonna do this on my own?'**

But Rose said: **"But you're not on your own."**

And I said: **"But Rose..."** and she went **"You've got all of us."**

"All of us" meaning, all of the workers in The Blue Triangle.  
.....

I looked at them, workers in the Blue Triangle, like a family, because that's what they were like. They treated you with respect, treated you with dignity. It didn't matter what you had done in your past. That was your past. You can move forward, you can have a life. Once I had my home, I thought... 'This is the happiest I've ever been in my life.' If it wasn't for the Blue Triangle, and all these guys, I wouldn't be here today. And that's me being truthfully honest. They saved my life... and I can't thank the Blue Triangle enough for everything they've done. My life now is... something that I could never imagine. I've got my kids back in my life... got my family back. I'm working with the Scottish Drugs Forum. I'm just living life, which I never thought I could. What I'm wanting to do is to give back what was given to me. And what was given to me through the Blue Triangle and that's somebody there and an ear to talk to and tell you: **"It's okay not to be okay... but you've got this."**



# Intense Peer Recovery Support



We operate four Intense Peer Recovery Support services across Ayr, North Lanarkshire, Oban and West Dunbartonshire. These services are made possible thanks to the CORRA Foundation.

**ROOTS** supports individuals in Ayr and the referral pathway is a mixture of statutory, third sector and self-referrals. The referral process is very simplified and the main criteria is to reach individuals that are at risk of drug related death and are currently in the homeless sector of housing provision.

ROOTS takes referrals from people in supported accommodation across South Ayrshire and people living in temporary furnished accommodation. Their outcomes are to reduce drug related death and the number of non-fatal overdoses, provide health and wellbeing education, self-management skills, harm reduction and to move into more positive destinations through appropriate sign posting and moving on plans. They provide short term and often crisis intervention and we do work around pre-rehab, accessing rehab and post rehab. ROOTS link in across a range of multi- disciplinary partners and with a wide range of grassroots recovery originations.

**Feedback about ROOTS:**

*"The support has helped me so much, so many times I have wanted to give up but having the support from ROOTS has literally saved my life."*

*"I had tried to end my life on numerous occasions and Emma came to see me in prison and helped me to see a way out of it. Since I was released from prison I have been working really hard on my recovery and the support has been so good."*

*"The ROOTS service has helped my brother enormously, before he went to the service he was homeless, using drugs every day and was a shadow of his former self. I was so worried about him I really thought he would die. my brother is now doing so well, he is so much better for having the support."*



**Breakthrough** is based in North Lanarkshire's Crisis Outreach Service. The intensive support service is for people of any age with alcohol or substance issues, mental health, or housing issues. Breakthrough delivers a trauma-informed, person-centered approach working within a Connected Community model, linking in with other groups and agencies in the local area. They provide assertive outreach and sustainable connections to support individuals on their recovery journey, with direct support and engagement tailored to each individual's needs and pace.

Referrals welcome via other agencies or self-referral. Breakthrough also runs SMART Recovery meetings.

**Feedback about Breakthrough:**

*"I am so grateful to Stuart and Lauren. They are kind and helpful and are always there for me."*

*"Breakthrough have made such a massive difference. I am in a much better place since having support and I am grateful to know they are always there to speak to. I've had to deal with difficult situations but I've dealt better than I would have before with Lauren and Stuart to talk to and help me."*



Watch Breakthrough: the beautiful game as a road to recovery here →





**RISE** is the new rebrand for our Alexandria-based IPRS service. RISE offers tailored one to one addictions support, SMART recovery sessions and support to access rehabilitation services. They can also support people to sustain their own tenancies and become more connected in their community.

RISE recognises that everyone's journey is unique, and people will be at different stages in their recovery. They can help those in active addiction access rehabilitation services, provide support to maintain appointments and provide training in the use of naloxone in hope to reduce drug death within the local community. RISE aims to help individuals in their journey to becoming more connected in the community and reduce the stigma surrounding drug use.

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**Feedback about RISE:**

*"Thanks again for your help and time, I am so grateful for what you and the rest of the team have done."*

*"Thanks mate, for everything. Appreciate all the help. The A TEAM!"*

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**SORCHA**, which means Gaelic for brightness, is based in our Oban Shore Street service. SORCHA works alongside various community groups within the Oban area to offer support to vulnerable adults with addiction and homeless related issues. SORCHA offers a holistic approach to all family members and will link them in with relevant agencies as required. This support is provided by Kay while in supported accommodation, transitioning from supported accommodation into their own home and out in the community to ensure they can maintain their tenancies.

SORCHA has received self-referrals and referrals from the local NHS Mental Health Team, local Police and Housing Services. They have built good working partnership relationships with "We are with you" addiction services, Police, NHS - Harm Reduction and our local wellbeing groups.

SORCHA offers Brunch and Banter once a week in our HUB. We are with you staff and Kay run a recovery group sessions weekly alongside SMART recovery online meetings weekly. The service is able to provide Naloxone training to both staff and supported people as and when required.



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**Feedback about SORCHA:**

*"Kay has been great with emotional support; I have been struggling being alone and had no support with day to day."*

*"My worker Kay has been amazing, she has boosted my confidence and helped me every step of the way. Helped me more than I expected, she is an amazing person. She is kind, caring and always there when I need her. I owe my recovery to her."*

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# Accounts

To view our Audited Accounts, Annual Assurance Statement and more, scan this QR code to visit our page on the Scottish Housing Regulator's website.



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