

Annual Report

2015/16



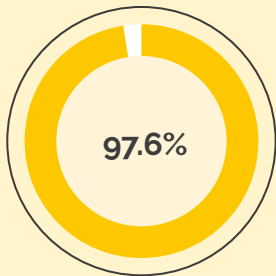
The Year in Numbers



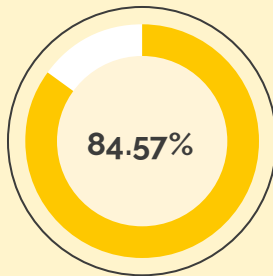
Care home grades by Care Inspectorate



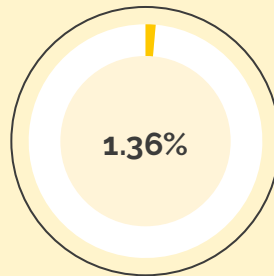
Housing support grades by Care Inspectorate



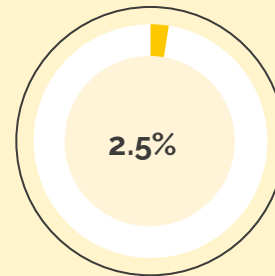
Care home occupancy



Tenant satisfaction with repairs



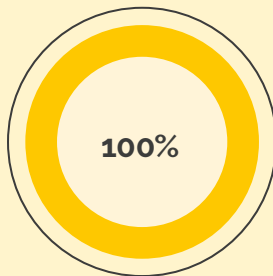
Void losses (housing)



Arrears (housing)



Lettings



Stock meeting SHQS



Capital investment in our care homes



Capital investment in housing

A year to grow

This year's report is shorter but no less inspiring. It has been a year of growth and innovation for our services and we are excited to start seeing the positive impact on our customers and the wider communities we serve. A new Community Café at Balfour House, the Health Hub at Croft an Rìgh, our Craft Café members exhibiting as part of the British Art Show 2016, and the wonderful park at St Raphael's – they are all brilliant examples of our vision at work.

Inspection grades for both housing and care homes continued to highlight the incredible dedication and expertise of our staff. Cunningham House, opened in 2015 as an extension to St Raphael's, was inspected for the first time and the feedback could not have been more encouraging (All our inspection reports are available at careinspectorate.com). We were pleased to see our occupancy level across the 3 care homes stay constant at around 97% during the year.

It is also important to mention the substantial investment in our properties this year, enabling us to comply with the Scottish Housing Quality Standard (SHQS) and work towards achieving the Energy Efficiency Standard for Social Housing (EESH) by 2020. This will significantly improve energy efficiency and will lead to savings in energy costs for our tenants, reducing fuel poverty and the emission of greenhouse gases.

Finally, the Board was delighted to welcome three new members this year: Jackie Macdonald, Tom Roehricht and John Beaton, member of the Fife Tenants' Forum. Jackie, Tom and John bring a wealth of experience and we are grateful for their leadership and support.

We hope you enjoy the report

Dorry McLaughlin
Chief Executive

Rob Rae
Chairman





Clockwise from top left:
Evan, 4, enjoys a sunny day in the park in St Raphael's as Gail and Verna look on. Tenant Ina poses inside the brand new lift in Balfour House. Tenants Barbara and Mary, after their presentation of the Tenant Care scrutiny report to the Board. Jill shows off her delicious homebaking at the Bay Tree Community Café. Terry with Roger and Richard from the Grange Association stand by the boundary wall in Chalmers Crescent, rebuilt by Viewpoint. Kelly enjoys a massage in the new staff wellbeing clinic. The Dementia Experience Bus, parked outside St Raphael's.



Successful partnerships

As we consider what additional services we could offer in the future, we have been working closely with tenants to help us rethink our sheltered housing service in Edinburgh. This spring we placed a bid to the City of Edinburgh Council to provide a **holistic housing support, care at home and estate and housing management service** to our sheltered tenants in the city, in direct response to what customers told us they want. This is a unique service co-designed with tenants and staff and if our bid is successful we look forward to implementing our ideas during 2016/7. **Tenant scrutiny** work has also been key this year and has focused on Tenant Care, providing

useful input as we review our sheltered housing services.

We were delighted to open a **community cafe in Balfour House** in partnership with social enterprise Bay Tree, providing fresh and nutritionally balanced meals. Plans to provide a **Health Hub** at Croft an Rìgh were given a major boost thanks to a £22000 grant from the Edinburgh and Lothian Health Foundation. The first of its kind in an urban environment in Scotland, this one year project will provide support for tenants with long term health conditions to be able to monitor their health, through digital technology, without the need to attend their GP. Over in Kilravock, thanks to a partnership with the City

of Edinburgh Council and NHS, we have been able to equip an empty flat to be used as a **step down facility**, a stopover between hospital and home, enabling a patient to have space to heal and regain independence before returning home.

In our care homes, St Raphael's residents and staff worked together to develop the unused back garden in a way that would encourage different generations to enjoy the space. The result is our beautiful **old fashioned country park**, complete with full bandstand, ice cream hut, swings, slide, climbing frame and country garden planting. The park has quickly become a very popular place for our residents and visitors.

Continuing investment

This year we **invested just over £3 million** in planned, cyclical, reactive and void maintenance works to our housing stock and care homes. 545 properties benefitted from external and internal redecoration, 37 bathrooms were upgraded, boilers in 4 developments were replaced and our care homes' heating systems were upgraded, amongst other works. We also **completed 6858 emergency, urgent and routine repairs**, with over 81% of repairs fixed at the first visit.

As a responsible employer we took part in the Scottish Government's Healthy Working Lives. The programme encourages ways of working that sustain and improve our health and well-being and as a result we have introduced our first ever **wellbeing clinic for staff**. Training was also a priority in the year and in partnership with training2care, we brought the **Virtual Dementia Tour Bus** to Scotland. The Bus recreates the experiences of those living with dementia and is a powerful training tool to increase

awareness and empathy. Our care home staff took part in the training and we found it such a valuable tool that we have booked it to come back later in the year. This year we also continued to invest heavily in our **ICT infrastructure** and this has ensured the stability of our systems, allowing for future business growth. During 2016/17 we will be focused on improving our business systems, including the reimplementation of QL Housing Management System.

Financial Performance

We are once again reporting good financial performance, with sufficient surpluses to continue our investments to maintain and upgrade properties and services. In order to comply with Accounting Standards we were required to adopt Financial Reporting Standard 102 (FRS102). This meant a re-statement of 2015 figures for the items affected, including recording the long term past pension deficit of £5.4m (2015 restated: £5.7m) as a liability. We have always contributed to this so there is no change to the payments we make, it is just the treatment in the accounts which has changed.

The surplus of £1.7m was comparable with the previous year. Our surplus (before interest) in housing for the year to 31

March 2016 was £1.5m (2015 restated: £1.4m) and £620k (2015 restated: £710k) in other activities, principally Care Homes. Interest payable for the year was £443k (2015 restated: £515k).

Our capital programme on existing housing properties was £0.9m in the year with £424k on Care Homes, including the completion and opening of Cunningham House. Cunningham House has been mostly full since it was opened and is proving to be a huge success. £329k was spent on replacing other fixed assets, including spending on common areas in housing, equipment and ICT systems.

Our properties continue to be compliant with the Scottish Housing Quality Standard and indications are that the

investment to ensure adherence to the EESSH (Energy Efficiency Standard for Social Housing) is ongoing. Previously we recorded designated reserves of £6.8m which were allocated to meet future investment needs in our housing and care home properties. We no longer need to report designated reserves under FRS102, however our long term financial plans continue to encompass similar amounts.

We conducted a service charge review during the year to 31 March 2016 and have introduced a number of changes in response to tenant consultation. We appreciate that rent and fee increases are not always welcome and are committed to keeping these as low as we can without being detrimental to our properties or tenants.

	2016 (£'000)	2015 restated (£'000)
Turnover	15,311	14,285
Operating Costs	-13,186	-12,146
Operating Surplus	2,125	2,139
Gain on Sale of Fixed Assets	-4	1
Interest Receivable and Other Income	81	76
Interest Payable and Similar Charges	-443	-515
Net Surplus for the year	1,759	1,702

The Board

Rob Rae (Chair)	William Campbell
Iain Thompson (Deputy Chair)	Nicki Donaldson
Roger Stewart (Chair of the Audit Committee)	Jackie Macdonald (co-opted 17 May 2016)
Jean Simpson (Chair of the Remuneration Committee)	Ian Mackay
Gordon Anderson	Robert McNeill
Robin Barnes	Tom Roehricht (co-opted 17 May 2016)
John Beaton (co-opted 17 May 2016)	Vic Stewart

The Executive Team

Dorry McLaughlin, CEO	Jenni Fairbairn, Director of Finance
Helen Barclay, Director of Housing and Property Services	Donna Macleod, Director of Care Services

Auditors

Chiene + Tait (External)	BDO (Internal)
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Solicitors

TC Young	ACH Shoosmiths
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Bankers

The Royal Bank of Scotland

Registered Office

4 South Oswald Road
EDINBURGH
EH9 2HG

Viewpoint Housing Association
A Scottish Charitable Housing Association
Scottish Charity No. SCO05619
Scottish Property Factor No. PF000364
Register of Cooperative and Community Benefit Societies No.1228RS
Register of Scottish Housing Association No. HEP 199

