

This isn't a new look Newspoint but a better read Newspoint- we hope. You said you wanted Newspoint to tell you more about what we are doing as well as more about us as a business. We hope we have done that and if you have any comments - good or bad- please let us know by emailing newspoint@viewpoint.org.uk or by phone on 0131 668 4247.

Page 2	Rent and Service Charge Increase	Page 4	Voluntary Arts Week	Page 6	Planned Maintenance for 2016/17
------------------	---	------------------	----------------------------	------------------	--

Viewpoint STARS- 2 years on



Clockwise: Ben, Carol, Margaret and Shirley from Marian House. Mike and Angela from Finance and Housing. Hazel and Judite from St Raphael's/Cunningham House. Edwin from Inverard received his STAR award from a tenant.



Lennox House Care Home: "I was really surprised and delighted to be nominated by a resident and a family member - I also now understand more about STAR as I wasn't too familiar with it before."

Marian House Care Home winners pictured are Ben Sappayani, Care Assistant, Carol Kelly, Senior Care Assistant, Margaret Scott, Domestic and Shirley Prestage, Administrator.

They said: "Winning a STAR award makes you feel special - and our residents and families congratulated us - we celebrate our STARS on our noticeboard and in the Marian Clarian with the pictures - it's a good scheme."

In St Raphael's/Cunningham House, Judite Cabrite, Care Assistant and Hazel de los Santos, Charge Nurse, pictured above said:

Hazel: "I am grateful for being the STAR awardee - it may be for my hard work but I share the credit with my colleagues and the management for the support and opportunity they give me to grow in my career."

Judite: "I was very pleased to get a STAR especially because it was given to me for my hard work. This was due to the point of view of a colleague of mine. It was a nice feeling to be recognized as a good worker. I must say that I do not feel it's hard work, I feel pleasure in caring."

Please keep your nominations coming- you can find our STAR cards in all our housing complexes, care homes and head office. You can also nominate staff via our website viewpoint.org.uk/star

Elizabeth Douglas Learning and Development Manager

Our STAR scheme - Special Thanks And Recognition - has now been in place for just over two years.

STAR recognises members of staff going the extra mile, making a difference and/or making any improvements within their workplace. Since its introduction many have been rewarded with a £25 gift voucher that can be spent in many retail outlets - they also receive a STAR badge and certificate.

Nominations are submitted to the Learning and Development department every 3 months - the deadlines for the

rest of 2016 are 20 March, 20 June, 20 September and 20 December. Nominations can be submitted by both fellow colleagues and customers, however the nominations must be for Viewpoint staff members only.

All nominations are passed on to our Chief Executive and Directors. They then choose the winner from each of the 5 categories - Lennox Care Home, Marian Care Home, St Raphael's Care Home, Housing hubs and Head Office. We have 5 winners each quarter.

Here are some comments from past winners:

Angela Kennedy, Housing Officer and Mike Gibson, Management Accountant

Mike: "It was a real lift to be nominated by the team at Lennox; we don't do our work to get awards, but it's a great motivator when someone appreciates what you've done. And my daughter thought it was great getting a meal at Pizza Express to celebrate with my voucher!"

Angela: "It was a nice surprise to be rewarded for my efforts even though we are faced with challenging situations daily. It's really good to be thanked by your colleagues and I still wear my gold pin on my coat!"

Erin Gorrie, Care Assistant,

Housing Support Roadshows

Anne McCarry, Housing Services Manager

Following on from the success of our Housing Support Roadshows during November and December last year, we will be holding further

roadshows to update you on what we have been doing with the useful information tenants gave us. This has helped us start to mould what the new service could look like, as well as taking into account which services you would be most interested in, or could benefit from in years to come.

The upcoming dates and sites for your calendars are:

Croft-an-Righ on Monday 21 March at 10am (Abbeyhill, Edinburgh EH8 8EG - 0131 5564696)

Gillespie Crescent Tuesday 22 March at 10am (47 Gillespie Crescent, Edinburgh EH10 4HY - 0131 2283284)

Old Farm Court on Tuesday 22 March at 2pm (303 Colinton Road, Edinburgh EH13 0NR - 0131 4414311)

Again, we would like to encourage as many tenants as possible to come along and hear about our plans, and to continue to feed into the planned new service. We look forward to seeing you!

Rent and Service Charge Increase

Jenni Fairbairn, Director of Finance and ICT

Our aim of providing good quality housing and care homes is the focus of what we do. We have continued to make significant investments in our properties and develop our staff so that we can provide the best experience for our tenants and residents. Each year we assess our costs for the forthcoming year and consult with our tenants on the proposed rent and service charge increases. This year we have increased rent by 1% and service charges by a maximum of 2.5%. Once we take into account the costs for each housing complex we are able to calculate specific increases for each group of tenants. The average increase for tenants was just

under 2% which compares favourably with other housing associations we benchmark with. Individual letters detailing your housing charges were sent out at the end of February.

As part of the service charge review we carried out in 2015, it was agreed that appliance charges and contents insurance would be stopped. Please bear in mind that if you want to continue insuring your contents you will need to arrange this yourself. We have details of a number of schemes which are designed for housing association tenants and our Housing department will be pleased to pass on these details to you. They can be contacted on 0131 668 4247, option 2.

Research and Development at Viewpoint

Julia Murray, New Business Development Manager

Viewpoint is increasingly being recognised by the NHS and City of Edinburgh Council as a quality provider of housing and care services. Through these networks we are also coming to the attention of the world of academia. We have recently been approached by the University of Edinburgh, Queen Margaret University and Heriot Watt University for help on small research projects in which they would like to work with you, our tenants.

EdinburghApps is a competition looking for new ideas and concepts to solve the city's challenges. University of Edinburgh students have agreed to come along to the end of the Housing Support Roashow events in March to explain a bit more about this and how they are trying to develop a new app and technology equipment that is user friendly to older people. They will be doing a short presentation and asking a few questions, the outcome



of which will help them with their designs. So they would like input from you! This is your chance to help develop usable technologies for the future and you don't need to know anything about technology to participate. Look out for them at Croft an Righ, Gillespie Crescent and Old Farm Court in March. See edinburghapps.net for last year's winners or follow @edinburghapps on Twitter to keep up to date with what is going on currently.

I have also been speaking to Professor Alan Gow from Heriot Watt University. As loneliness and isolation are now recognised as becoming one of the biggest issues in the retired age group, affecting the mental health of some older people, his interest is in the psychology and well-being of older citizens. This work

is in its early stages and I will be in touch with your Housing Coordinators when plans are more firm and ask you to consider working with him and his students on this piece of important research which should help shape social policy in the future.

Finally, Balfour House will shortly have some Dietetics students visiting from Queen Margaret University as they want to investigate what tenants want from their café. The students are PVG (Protecting Vulnerable Groups) checked and will contact you directly. This is your café. If each and every one of you give your input, Jill from Baytrees will do her best to accommodate you.

If you would like more information on the research work mentioned in this article you can contact me on 0131 668 4247.

Direct Debits



It gives you peace of mind

Direct Debit is one of the safest and most reassuring ways of paying your bills:

- Payments are made automatically, so bills are never forgotten, lost in the post or delayed by postal problems and there's no risk of late payment charges
- Organisations using the Direct Debit scheme have to pass a careful vetting process, and are closely monitored by the banking industry
- The Direct Debit Guarantee protects you and your money. It's offered by all banks and building societies that take part in the scheme.

It saves you time

Modern life is hectic – but Direct Debit helps. It takes away much of the hassle associated with paying bills, and puts an end to queuing at the bank and filling out cheques. You'll find it easier to stay on top of your bills, and you'll know exactly how much money is going out each month.

We are implementing new ways for our customers to pay. Direct Debits are being introduced firstly in our care homes in May 2016 and this service will be extended to housing during the summer.

The benefits of our Direct Debit system are shown below:

It's guaranteed

Direct Debit payments come with a guarantee so you're automatically protected by three important safeguards:

- An immediate money back guarantee from your bank in the event of an error in the payment of your Direct Debit
- Advance notice if the date or amount changes
- The right to cancel at any time.

Allpay



their unique Allpay card. This should not only make it easier for people to pay but will also ensure that payments are credited to accounts more quickly. If you are unsure about how this works please contact your Housing Officer or Housing Coordinator who can explain how and where to make payments. Our Housing staff can also arrange for new and duplicate cards. You can also continue to pay at participating post offices with your giro book if you prefer.

Viewpoint tenants can now pay their rent at Allpay PayPoints as well as making payments over the phone directly to Allpay. Tenants who currently pay by giro book or by cash will have now received



4 South Oswald Road
Edinburgh
EH9 2HG
tel: 0131 668 4247
email: admin@viewpoint.org.uk
web: www.viewpoint.org.uk

Viewpoint Housing Association
Scottish Charity No. SC005619
A Scottish Charitable Housing
Association

Office Opening Hours

Monday - Thursday 9am - 5pm
Friday 9am - 4.30pm

If you have an emergency when the office is closed, pull the cord of your alarm call system or telephone: **0800 783 3615**

Property Services: Call Handling Hours

Mon - Wed - Thu 9am - 5pm
Tue 10am - 5pm
Friday 9am - 4.30pm

Ways to Report a Repair

Repairs Desk direct number:
0131 662 0688
Freephone repair number:
0800 345 7347
Email: repair@viewpoint.org.uk
Web: www.viewpoint.org.uk

Board member Nicki leads well at managing people and change

Jenny Mackenzie, Old Farm Court

LEADERSHIP can take on different hats, and not all of them sit comfortable and snug. Proven leader Nicki Donaldson, CEO for Fife Housing Group for the last two years and Viewpoint Board member for six, demonstrates the better fit.

You could liken leading a large organisation to running a country. There are two main options. You could dish out charm, take photo shoots with tots, pups and centenarians, pretend to consult and consider, then ride roughshod over your electorate or clients towards profit for a selfish few – likely to lead to an unhappy electorate and a lot of complaining customers.

Or you could focus on your peoples’ needs first, take effective communication seriously, aim for democratic governance, and above all, listen respectfully before you act on impulses that will affect a lot of peoples’ lives.

Nicki sums it up: *“Look after your tenants, customers and people first: that looks after the business.” This mantra, she says, brings out the best for all concerned. Her skill of course is creating*

the balance between doing just that, while pushing for often very necessary, fundamental change across the whole of an organisation. “Leadership,” she says wisely “Is taking people with you while implementing change. Being dogmatic and rigid is not helpful. It’s important to set clear guidelines that can be adapted to differing situations. Of course not everyone embraces change, and it is for them to take some personal decisions about their future.”

Keys to success

AFTER almost 29 years in social housing, slightly driven Nicki, who started working part-time at 11 years old, is now in her mid-forties and turning around a large organisation of 2,500 social rents alone, in a group that was ripe for change and floundering in some of its service areas.

She knows that consultation is crucial and the key to the best businesses. She says that businesses need to be agile in order to proactively respond to the external environment. Just as Viewpoint finds recent roadshows helpful in gathering tenant views,

Nicki listens attentively at the newly developed ‘Community Cafes’ which are attended by tenants, colleagues and stakeholders. She knows how to manage change when people get stuck in their ways, stuck in jobs and stuck in the past. She keeps her eye on the demanding future just over the hill.

Viewpoint CEO Dorry McLaughlin is very grateful for Nicki’s presence on the Board. *“She brings so much knowledge and experience to Viewpoint, and the staff team gains as much from this as the Board does,”* she says. *“As well as having an astute business head Nicki is a really fun person to be around.”*

This is certainly true. High achiever Nicki, who has a string of qualifications after her name, has the most endearing home hobby that has to make you smile.

Her compact smallholding just outside Dundee provides a happy home to two horses, four mini Shetland ponies, one mini donkey, called Jacksean, (all regular show winners), two dogs, two cats and several hens. *“I have to stop collecting animals”* she says, with just a touch



of disapproval. Happily, her husband plays a big part in keeping this little menagerie intact and well-fed. *“I couldn’t do what I do without his assistance now and then”* she says.

Nicki began her working life at 16 years old as a housing assistant aptly known as a ‘floater’ – someone who did different jobs as required at six area housing offices in Dundee. That versatile and adaptable attitude has stood her in good stead ever since.

“I’m a problem solver” she says. *“My best skill is going in and turning things around, while keeping the people, who after all matter the most, on side as you adapt to the change.”*

These skills are invaluable to Viewpoint’s Board in today’s challenging financial climate.

New faces at Viewpoint!

Every month many new faces join our head office, housing and care home teams. 4 new members of staff told us about their first months with us:

Kevin Bryant, ICT Officer, joined us in December 2015



Kevin says:
“I’ve worked in IT for over 20 years and the opportunity to work at Viewpoint was an ideal move

to again combine my IT experience with supporting our customers. I’m looking forward to the challenge of learning the systems and working with everyone both internally and externally – my favourite thing about Viewpoint? Laughter- my team is a joy to work with.”

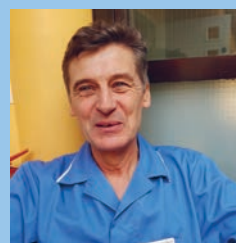
Kate Smith, Care Assistant at St Raphael’s, joined us in December 2015



Kate says:
“I joined in December, having worked previously as a Care Assistant in Midlothian. I have only been

part of the team for a short time but I have felt very welcomed by all. My favourite thing is definitely the warmth of the staff and having very understanding managers; it has been very easy to settle.”

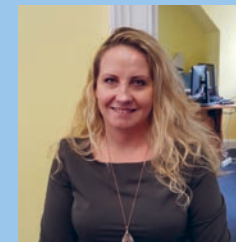
Joachim Barth, Care Assistant at Marian House, joined us in January 2016



Joachim says: *“I moved here from Germany where I also worked with people living with dementia. I am very happy in Marian House,*

we all work very well as a team and I have found my colleagues to be very cooperative.”

Mariola Kopa, Finance Assistant, joined us in February 2016



Mariola says:
“I have worked in Finance for over 2 years in different companies but this is my first time with

a housing association. Viewpoint is definitely the best place I have worked in- my favourite thing is the atmosphere we have in the office- the people I work with are great!”

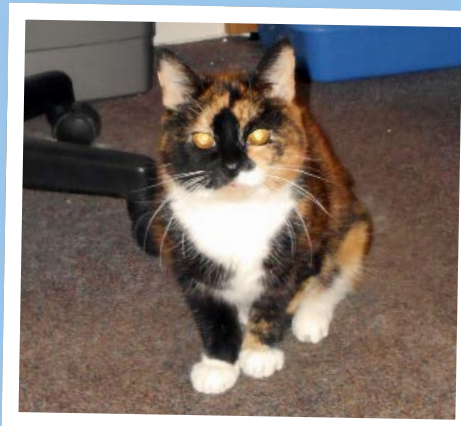
New Team Member at Lennox House

Donna Macleod, Director of Care

The residents and staff at Lennox House were delighted to welcome a 2 year old tortoiseshell cat recently into their home. She has been named Jessie and is a bonnie, gentle wee lass. She was a stray for most of her life until she was rescued by the Cat Protection League. Jessie was "fostered" by Allie from the Cat Protection League, whose job it was to assess her temperament for rehoming and to scrutinise any prospective new home. We were delighted to pass the "home visit" scrutiny and Jessie moved in on the 29th February. Allie had never heard of a rescue cat being rehomed in a care home before and thought it was a fantastic idea; she will be promoting the idea amongst her colleagues.

Jessie is our second rescue cat in recent years. Having a cat or dog in a care home has been recognised as being very therapeutic for people living with dementia. Animals, by their very "nature" are non-judgmental, making them the perfect therapists and companions for individuals with dementia. They can provide a tremendous source of social support and unconditional love.

Research shows that people with dementia recognise a pet in the environment as friendly and non-threatening. Pets have proven to reduce agitation and increase pleasure just by their presence. Many individuals with dementia, who respond to little or nothing else in their environment, will respond to the presence of a gentle animal. Animals



also provide a natural and easy conversation topic for people living with dementia, who often feel a great deal of strain when in social situations. I'm sure Jessie will be the topic of many a conversation at Lennox House in future.

Spot the Nurses



Back row (L-R): Esther Wyper, Anna Barr and Lorna Cattanach. Front row (L-R) Ina Grant, Sheila Stansbury and Joan Wood.

Donna Macleod, Director of Care and Mary Burns, Care Home Manager

Eight of the ladies resident in St Raphael's had busy careers as nurses in their younger years. Let us introduce you to our fabulous women and take this opportunity to thank them for their valuable contribution to healthcare.

Anna Barr trained in Nursing and Midwifery in Glasgow. She worked in hospitals in Glasgow and then the Western General in Edinburgh.

Lorna Cattanach trained in the Princess Margaret Rose Orthopaedic Hospital and then the Edinburgh Royal Infirmary.

Ina Grant (sister to Esther Wyper) trained as a Psychiatric Nurse and worked in Hartwood Hospital. She was a ward sister for a number of years.

Liz McCluskey trained and worked as a nurse at the Edinburgh Royal Infirmary

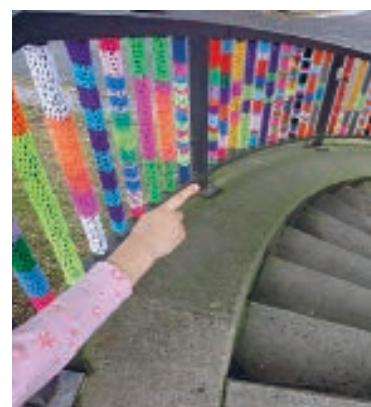
Sheila Stansbury trained in Addenbrooke's Hospital in London, thereafter she worked in Hammersmith Hospital, Charing Cross Hospital and Brompton Hospital.

Helen Scott trained and worked as a nurse in Rangoon, Burma.

Joan Wood trained and worked in the Victoria Hospital in Kirkcaldy, Fife.

Esther Wyper trained as a Psychiatric Nurse in Hartwood Hospital, then worked in various hospitals in central Scotland. An adventurous woman, Esther went off and worked in Ontario, Canada. On her return she mostly worked in Hartwood Hospital.

Voluntary Arts Week 6th – 15th May 2016



Can you knit, crochet or craft? We would appreciate you lending your skills to our "Yarn Bombing" project for Voluntary Arts Week.

What is yarn bombing?, some of you might ask. Well, it is decorating the environment with hand crafted items to raise our profile, the profile of arts in the community and hopefully attract creative volunteers to our services.

We need knitted, crocheted or felt

shapes that we can join together to cover items in our grounds, like trees, bike racks, railings etc. We also need people to help us make hundreds of pom-poms. Perhaps you can start or join a knitting bee or craft workshop in your area or you could come along to our Craft Café and join in the crafting there? Or maybe you want to go the whole hog and "yarn bomb" your own area to support Voluntary Arts Week?

Maybe you don't knit or crochet any

more, or you never quite got the hang of it but you still have old balls of wool gathering dust. If you don't need or want the wool we would be delighted to have it, or if you would like to help us do the decoration of the trees, railings, etc at Head office on the evening of the **5th May** please get in touch. If you want to know more please phone us on 0131 668 4247 or email donna.macleod@viewpoint.org.uk

First Class Tenant at Cockburn Court



Shirley Macpherson, Housing Coordinator

Big congratulations to Richard Legge of Cockburn Court who has been awarded a First Class BSc Honours Degree in Mathematics from the Open University. He achieved this fantastic feat by completing twelve nine month long modules and attending a Summer School in Nottingham University over a five year period.

Richard said: *'When I reached the age of sixty-five, I realised that I needed a new challenge to keep my brain active. I found that being around a wide variety of people of different ages most of whom were younger than myself was great fun. The realisation that I could work at this academic level was a great confidence booster.'*

'I am currently looking at various options with the intention of studying

for a Masters Degree in Mathematics or Physics'.

Richard would like to thank Mrs Roberta Morton (the former Coordinator at Cockburn Court) and Mr Alan Borthwick (the staff tutor in Mathematics at the Open University in Scotland) who is also a senior citizen. Without their support and encouragement he feels that none of this would have been possible.

Robert Bartholomew: A life in maps



A member of the renowned Bartholomew map maker family, Robert Bartholomew joined Marian House last year. Founded in 1820, Robert and his brothers were the fifth generation to run the famous Edinburgh business until its sale to Reader's Digest in the 1980s.

Robert and Jean married in 1955 and made their home in the Grange. In 2009, Jean moved into Marian House until her death in 2013.

Robert visited his wife faithfully every day, building a positive relationship with our staff team. So in 2015, when he began to feel the need for more companionship and support he made the decision to become a resident in Marian House. **Robert says:** *"I wasn't sure I was ready for this but I've been here a few months now and am well looked after. I am warm and well fed. I never was much of a cook so that's a good thing. The staff are very pleasant."*

He remains very independent and is often seen on his scooter around the Grange Area and he has many friends who visit or go on outings for lunch. While finding it difficult to give up his flat initially, Robert has not regretted his decision to come to Marian House as his love for his wife and his fond memories of the care and the staff made it easier.

Many thanks to the Grange Association for their permission to use the image and quote included in this article.

Had a repair done? Let us know how we performed and you too can win!



Did you know that every time we arrange a repair we ask tenants to fill a short feedback form? And every quarter one lucky tenant gets a £50

voucher for returning the form to us.

Mrs Rodgers from Cameron Park is our winner this quarter. She received a £50 voucher from Terry Martini-Yates, Maintenance Officer. Keep your repairs feedback forms coming and you could be our next lucky winner!

Domestic Gas Boilers – Annual Service

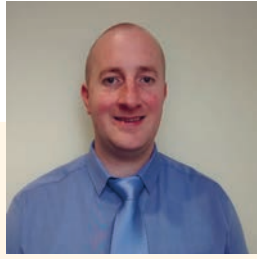
It is the time of year again when we must carry out the servicing of all domestic gas boilers in Viewpoint properties. This service has now started and will continue through to September 2016

Tenants will receive a letter 2-3 weeks before the service is due. The letter will have the work order number which they can use if they have any queries on the service. Letters have already been sent to some tenants and others will be issued as the service becomes due as stated above.

The contractor who will carry out this service is T. B. Mackay and their contact number is 0131 552 6103.

If you have any queries about the servicing of your boiler, after you receive the letter, you can either phone the contractor on the number above and quote the work order number or you can phone Property Services on 0131 668 4247 option 1.

Procurement and Contract Management – A busy year ahead!



Stewart Mackay,
Procurement and Contracts Manager

The term 'Procurement' covers the process of

purchasing the full range of goods, services and works that Viewpoint requires, ranging from the smallest items to our biggest building contracts. Contract Management covers the management and monitoring of contracts to ensure the smooth delivery of services and works whilst continuously making improvements as we go.

Viewpoint's Property Services team is gearing up for a busy year. The 2016/17 Planned Maintenance programme has recently been approved and we will be working hard to procure the service and work contracts that are required to deliver this, whilst achieving value for money and high levels of quality across our properties and care homes. This will be done by working with in-house resources and external consultants to achieve compliance with our own policies and with the stringent requirements laid out by the Scottish Government.

We look forward to commencing with new works and a bright year ahead.

Planned Maintenance Programme 2016/17

Graeme Swanson, Property Services Manager

Our property investment plans for 2016/17 were recently approved by the Board. Much of this investment programme is identified from our Stock Condition Survey, which gives us an indication of when components need to be renewed. We will also invest in projects which will enable Viewpoint to meet the needs and aspirations of our tenants and care home residents.

This year we aim to spend almost £2.3million at various developments and care homes. The works shown here cover the larger investment projects.

Housing		Care Homes	
Heating Upgrades	£420,000	Internal Decoration	£15,000
Bathroom Replacement	£260,000	Window Replacement	£46,000
Kitchen Replacement	£123,000	Air Conditioning	£52,000
External Decoration	£55,000	Footpaths	£8,000
Internal Decoration	£146,000	Door Replacement	£9,000
Window/Door Repair & Replacement	£75,000		
Roof Replacement	£155,000		
Lift Refurbishment	£45,000		
Alarm Call	£35,000		
Lighting Upgrades	£42,000		
Water Hygiene	£106,000		
Electrical Upgrade	£45,000		

Much of this investment will also enable Viewpoint to continue to comply with the Scottish Housing Quality Standard, and will allow us to work towards meeting the Energy Efficiency Standard for Social Housing by 2020.

Electrical Upgrade Works at Cameron Park/Terrace

Kim Aitchison, Maintenance Officer

Over the last few months, these small green vans will have been a familiar sight around the Cameron Park/Terrace area.

N Watt and Son were appointed to carry out an electrical upgrade in all of Viewpoint's flats in Cameron Park/Terrace and they have been busy:

- Replacing electrical sockets - in most cases, replacing single sockets with double sockets.
- Replacing light switches
- Replacing pendant light fittings:
 - » bathroom light fittings have been upgraded to a sealed unit
 - » kitchen light fittings have been upgraded to fluorescent light fittings with diffuser
- Replacing consumer units (fuse boards) to meet current regulations
- Carrying out electrical safety inspections in each property and providing Viewpoint with a Domestic Electrical Installation Condition Report (DEICR) for each property



Lift Replacement at Balfour House

Terry Martini-Yates, Maintenance Officer

We recently carried out a lift replacement at Balfour House, as part of our ongoing investment programme and to replace what was a very slow and aging lift; following complaints from tenants about the general speed and reliability in recent times. We wanted to involve tenants right from the start, and before work began held two consultation meetings to ensure that our plans were shared and that any tenant concerns were fully understood and addressed. We also carried out a number

of home visits to those who could not attend.

To ensure that inconvenience was minimised as much as possible we installed a number of temporary stair lifts, which were fitted on each staircase. We also provided additional staff resources including temporary staff cover at weekends to help with shopping and other tasks while the new lift was being fitted.

Once the work had started, we kept tenants informed of progress by weekly newsletter, with project staff also meeting with the lift contractor on a regular basis.

The replacement work took six weeks to complete and was delivered on time.

We arranged a special handover buffet as a small thank you to our tenants, along with a ribbon cutting ceremony to mark the opening of the new lift. A short speech was made to an enthusiastic and well attended audience by Balfour tenant Mr Jack Clyne, who took the opportunity to thank Viewpoint staff for all their hard work in ensuring the work had gone smoothly. Special praise was conveyed to the lift company, Scotec Lifts, for delivering the new lift on time and for all the



general behind-the-scenes work by their engineers. Mr Clyne went on to announce that the tenants have named the new lift "The Shuttle". Mrs Chrissie Gillespie

stepped forward as the first Balfour tenant to try out the lift on its successful maiden voyage to the third floor and back, praising the ease of use and the swift speed.

Equality, Diversity and Inclusion at Viewpoint



Leaders in Diversity

Working Towards

Elizabeth Douglas Learning and Development Manager

'Great people are the foundation of our success, whatever their style, personality, age, race, religion, gender, sexual orientation, or disability. Valuing Diversity is one of Viewpoint's core values. This must drive how we treat our customers, the wider public we serve, and one another. In order to deliver our services effectively our policies, processes and interactions must be fair, inclusive, accessible and responsive'

The above quote is from Viewpoint's Diversity strategy – a document that explains what we as an organisation are focusing on to ensure

we are educated and informed about the principles of Equality, Diversity and Inclusion (EDI). This in turn will impact on our residents, tenants, fellow colleagues and any other stakeholders with Viewpoint.

So why is Diversity education so important? The evidence below from a recent McKinsey report clearly shows that companies that value Diversity will have improved performance (see chart below).

So what has Viewpoint been focusing on to educate our staff in relation to Diversity? There have been a variety of initiatives introduced to inform and help our staff learn more about Diversity as a subject and the benefits it brings.

Viewpoint has been working for the last 2 years towards the 'Leaders in Diversity' award. An Assessor from the National Centre for Diversity has been allocated to work

with us and take us through the programme. There are 3 stages and Viewpoint is currently at Stage 2. The final stage is to achieve the status of Leaders In Diversity and the target for this is the end of 2016.

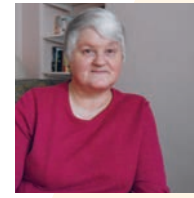
During this time our Executive Team, managers and supervisors have completed training in Diversity and Equality as well as Unconscious Bias. Diversity is also now included in induction for new staff and everyone who works for Viewpoint is required to complete a workbook which explains discrimination, stereotyping and unfair treatment.

In addition to this there is an action plan detailing all ongoing Diversity, Equality and Inclusion work including further training and working with our contractors and suppliers to ensure they too appreciate the importance of EDI.

This winter I decided to find out what our customers thought about the topic of Equality, Diversity and Inclusion.

Lord Elibank, a resident at our Lennox Care Home said: *'It's good to educate staff that everyone should be treated the same. I feel I've been fairly treated since I came here last August. I like to go to the Craft Café and I can see that includes any resident who wants to go – some brains are failing but everyone is still*

included'



Alison Bonnar, tenant at Woodthorpe said: *"I think Equality education is good for*

everyone – we're all human and need to understand that we're all different. In my career I worked in the Simpsons special care unit and with the first HIV babies. I know first hand about prejudice and judging people. I also did Hospital Play Specialist training and appreciate we all have different needs. Newspoint is a good way of telling people about Viewpoint's Diversity education for staff. I help with the newsletter 'Chatterbox' – a newsletter put together by Old Farm Court, Gillespie, Lynedoch and Woodthorpe tenants and it's a good way of informing people. I find the Co-ordinators are fair and discreet and know how to deal with tenants - a good reflection on Viewpoint."



Colin Coventry, tenant at Old Farm Court said: *"I support Viewpoint's*

ongoing training and education initiatives in relation to Diversity and Equality. This is especially of interest to me as I have experienced difficulty throughout my working life due to my disability of cerebral

palsy and partial vision – both from birth. Later in life I developed cellulitis from the building of Parliament House. This was also the time when I transferred to pension credit at 60.

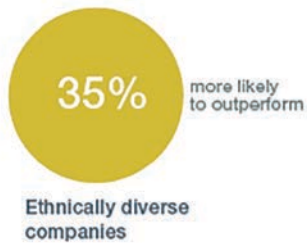
I found that after I had firstly graduated from St Andrews and then completed a further qualification in librarianship, I struggled to find employers who understood how to improve the working environment for any employee like me who has disabilities. Furthermore, I found many had no interest in helping so it's good that employers today are required to consider an employee's needs before deciding they are not fit for a job. I am an educated and well read person but did not have a particularly happy career. I'm now much more content doing freelance work and am currently involved in proof reading the newsletter 'Greenprint' for the Green Party. I also enjoy living at Old Farm Court as the accommodation suits my needs and I can get in and out of the building when necessary"

Viewpoint will continue to work on the Diversity programme and with all our staff and stakeholders to improve our knowledge and experience.

Anyone interested in finding out more about Diversity at Viewpoint should contact the Learning and Development Department 0131 668 4247.

Diversity's dividend

What's the likelihood that companies in the top quartile for diversity financially outperform those in the bottom quartile?¹



¹Results show likelihood of financial performance above the national industry median. Analysis is based on composite data for all countries in the data set. Results vary by individual country. Source: McKinsey analysis

Tenant Scrutiny Group Update

Anne McCarry, Housing Services Manager

Tenant Scrutiny is the term used to explain the process whereby our tenants and service users have the opportunity to independently review how well we are delivering our services. At present Viewpoint is considering how to deal with future supporting people funding cuts, the introduction of the Living Wage and other budgetary constraints. For this reason we have invited the Tenant Scrutiny Group to give their views on what they see as meeting the needs of our tenants whilst improving our services and standards during this period of change.

This group is supported by Sharon Donohoe from the Tenants Information Service, providing independent advice to stimulate innovative thinking.

The first stage report of the group shows onsite presence, safety and security are of utmost importance to the majority of tenants. Through roadshows and bulletins over the past few months we have been communicating with tenants, keeping them informed whilst continuing to get their views of what a new service could look like and how tenants can pay for this type of service. To date the roadshows have been positive and attendees are welcoming the idea of a proposed care at home and housekeeping service. Many

have also requested a handy person service and this is also being given consideration.

We are currently awaiting the recommendations from the stage 2 report, the findings of which will be communicated in the next edition of Newspoint.

In 2015, the Tenant Scrutiny Group carried out a review of the Repairs service and made around 40 recommendations. Board Members were very supportive of the recommendations and only one is outstanding; this links partially into the thoughts around the new service we hope to set up soon.

The Tenant Scrutiny Group always welcomes new members. If anybody is keen to join the group please let Ian McNally know on 0131 662 5131.

Our investment in ICT

Jenni Fairbairn, Director of Finance and ICT

We are delighted to share our plans for the upgrading of our business systems. Over the next twelve months we are embarking on two major ICT projects which will significantly improve the collection and reporting of our data. The first project is the replacing of our current finance system with Sun Accounts. This project will be carried out over the next 4 months and will "go live" in the summer. As part of it we are also implementing a new purchasing system and financial reporting system. At Viewpoint, we pride ourselves on our budget management function and this project will add more value to this area of work in enabling us to share information with budget holders in a more efficient manner. As Director of Finance and ICT, I will be the lead for this project, working closely with Castle Computer Services as well as colleagues in both Finance and ICT to deliver this. I am thrilled to be leading this exciting development, our current finance system has served us well but it is time for us to move forward with new ways. I am confident that the outcomes will bring benefits to our services, staff and customers.

Our Housing Management system "QL" was implemented in 2009. This was a big step forward for Viewpoint at the time and brought several positive changes. As we continually look to improve, we believe that QL can provide even more benefits for us and so have decided to carry out a re-implementation of the system. This project will be managed by Helen McMorran, our Business Systems Manager. Helen joined Viewpoint in January 2015 and has been responsible for revolutionising the ICT services.



Helen McMorran, Business Systems Manager

Helen says "QL is a very powerful system which we have yet to get the best from. Working with staff from Housing, Property Services and Finance to enable Viewpoint to maximise the benefit from QL is my main focus for the forthcoming year. I am very much looking forward to this challenge".

Viewpoint Tenants' Conference 2016

Neil McKnight, Housing Services Manager

Discussions with tenants highlighted that although they had enjoyed previous tenant conferences, they wanted more input into the planning of the event. Our housing team took this on board and an invitation went out to tenants to attend a meeting at Gillespie Lodge to help us plan Viewpoint's 2016 conference. The event was well attended with the participants splitting up into smaller groups to discuss the following key questions:

When – What would be the best time for holding a conference?

Where- is there an accessible venue which can provide value for money?

Timings- should the conference last

all day or just part?

Topics – what issues should be the main focus?

The consensus of the groups was that the conference should be organised for June and in a venue which can hold up to 120 delegates. It was felt that the conference should start around 10:00 and finish at 14.00 (after lunch) and that two key themes of the conference would be Tenant Participation and Asset Management.

A small planning group made up of tenants was established and they will continue to develop the structure of the day, including visiting potential venues and organising workshops and speakers. The final programme will be sent out in May.

If you have any comments please contact me 0131 662 5104.



Opening times

St Raphael's, The Chapel, 6 South Oswald Road, Edinburgh

EH9 2HG

Tuesday, Wednesday and Thursday, 10am-4pm

Lennox House, 22 Lennox Row, Edinburgh, EH5 3JW

Friday, 10am-4pm

Our cafés are for care home residents and Viewpoint tenants and are free to attend.

You said, we listened

Croft an Righ - Following on from a fire safety inspection, we were advised that we were no longer able to wedge the doors open going in to the lounge and sun lounge. This caused concern for tenants with delta frames who attend lunch, coffee mornings and social activities in these areas, as the doors are heavy. In response to this, we have now had the doors fitted with automatic door closures.

Gillespie - Some tenants suggested they would like more activities brought in to the complex to make

more use of the common room. After asking around and listening to what the tenants liked, we managed to arrange a small group of Scottish Country Dancing which happens on Thursdays. The group is led by Scottish Country Dance teacher Phyllis, who is in her 70s and is still actively involved in Scottish Dancing and storytelling. This is the second month of Scottish Dance in Gillespie and all participants have greatly improved in the dance and had lots of fun in the process.

South Neighbourhood - Following

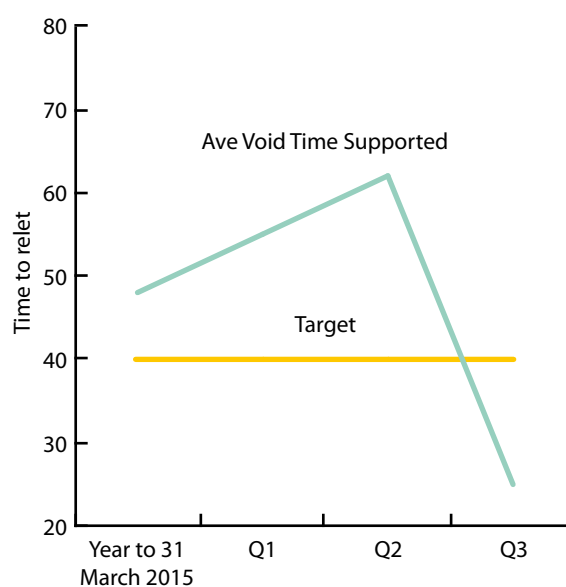
a number of enquiries from tenants regarding computer classes we have created an opportunity for our tenants (from Kilravock, West Richmond Street and St Albans) to attend five weekly, one to one, free of charge sessions held at St Albans Court. The course is provided by the City of Edinburgh Council Library and Information Services.

The aim of these sessions is to show how today's technology (laptops, ipads/tablets, internet) can help in everyday life (online shopping, banking, Skype etc).

Focus on Performance: Empty Properties

The time it takes Viewpoint to fill empty properties continuously improved over the course of the last financial year. Performance improved in Quarter 3 to 25 days for all property types, down from the 33 days recorded in Quarter 2. The time it takes to fill an empty supported flat is now below target at 25 days, with the time it takes to re-let general needs flats currently at 36 days. Regular review meetings, improved communication between staff and reporting have contributed to the improvement.

Average number of days to re-let vacant flats in sheltered accommodation



Average number of days to re-let vacant flats in general needs accommodation

