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Staff Festival 2016

New for 2016, the Staff Festival at the end of October was a huge success. Around 70 people from different departments got together at the Brunton Theatre in Musselburgh for a day of fun and wellbeing. Staff from across Viewpoint were treated to a programme of activities including

dancing, laughter therapy and improv theatre. The day finished with a treasure hunt aptly named *"Finding Dorry"* which involved 4 teams running around Musselburgh following clues to try to find our CEO Dorry McLaughlin. What a fun day!



Autumn Exhibition for our Craft Café artists



Kate Bell, Lead Artist

Artists' work from the Craft Café was celebrated in an exhibition and sale of work at their annual event in an Edinburgh gallery. For one week the work of over thirty members was on display in Whitespace on Howe Street.

An inspiring selection of work including oil paintings, ink drawings, photography, film, knitting and jewellery showcased the diverse and interesting work created by the members of the Craft Café.

"Every day I'm more and more impressed by the beautiful artwork you all create", Simaica, friend to Impact Arts

"A fantastic array of beautiful creations. Well done everyone." Angela, employee at Viewpoint.

An impressive £800 was raised from the sale of work which will be invested in establishing a gallery and small shop just outside the Craft Café on Oswald Road. A festive occasion to celebrate the opening took place on Thursday 1st December. With a range of paintings, crafts and printed textiles on display and available to buy, we had a lovely time sharing mince pies and mulled wine.

If the idea of getting creative with a whole range of materials inspires you then we would love to see you at The Craft Café. With a dedicated team of artists at the ready you can try out the weekly projects on offer or we will look forward to helping you along with any personal creative projects you would like to try.

Many thanks to Lesley Redfern and Sue Bell for the photos.

We are open in two locations near you:

Tuesdays, Wednesdays and Thursdays

6 South Oswald Road, Edinburgh, EH9 2HG

10am to 12pm and 1.30pm to 4pm

Fridays

22 Lennox Row, Edinburgh, EH5 3JW

10am to 12pm and 1.30pm to 4pm

Health Hub arrives at Croft an Righ

Julia Murray, New Business Project Manager

We recently held a demonstration for tenants who are affiliated to the GP Surgeries participating in our Health Hub project at Croft an Righ. Stewart from Microtech provided tenants with an opportunity to use the tablets and showed off the wifi blood pressure cuff to show how easy it is to use. Don't take our word for it. In the words of one of our tenants.....

By now, many of you will have read or heard about the development of the Health Hub at Croft an Righ and the benefits it could bring. Some people are sceptical with others being more positive.

Allow me an attempt to highlight more of the positive aspects associated with the Health Hub. I am a competent 'First Aid at Work' practitioner and have completed a qualification as a 'Diver Medical Technician', approved by the 'IMCA' (International Marine Contractors Association). The IMCA set the worldwide standards for commercial divers and the support services; such as the medical quality and safety for divers working underwater. Divers have a very high risk of injury because of the adverse environment in which they work. You may ask what is common with an older person and a diver and the answer is both are at

high risk medically! The commercial divers are medically at risk because of the nature of their work and the older person because of because of the work of nature!

The objective of the Health Hub sets out to alleviate the simple aspect of the patient travelling to and from a clinic or surgery for treatment and in addition reduce the number of people waiting unnecessarily in doctors' waiting rooms, aside from the fact that there are usually long waiting times to procure an appointment with your Doctor caused by medical facilities' busy schedules.

In conjunction with NHS Lothian's Strategic Programme Manager (Healthcare Innovation), Julia Murray was successful in obtaining £22,000 grant funding and is now working with colleagues in City of Edinburgh Council and NHS Lothian to bring this Scottish Government supported initiative to life.

How the Health Hub will function is still a matter requiring a bit more organisation as the potential patients, initially registered with 2 GP surgeries, will be contacted by the surgeries to take part in the scheme and will have to be willing participants. No access to medical records or medical treatment will be carried out by Viewpoint staff and all conditions will be monitored directly, through the technology, to the Doctors' database which will notify him/her of any spikes

or drops in readings from normal. The aim is for the resident to carry out their own self-assessments with the use of specialised equipment and training provided. All equipment is easy to use. The idea is that a potential patient can carry out checks of their own 'vital signs' by simple use of attaching a 'cuff' around their upper arm which self inflates/deflates to provide a reading of their blood pressure (systolic and diastolic) with the added potential of the use of an 'oximeter'; a device that is lightly clamped to any fingertip to read the saturation of oxygen in the blood and can, at the same time, read the person's pulse rate. Additionally, temperature can be monitored along with weight. Initially the project will only deal with blood pressure.

The results of the simple, repeated tests could determine if it is necessary for Doctor contact or for you to relax in the knowledge that you are within your specified medical parameters. Should your Doctor feel that contact with you is necessary it is then possible to 'consult' with him/her by video-conferencing equipment provided at the Health Hub station situated in the Arts & Crafts room at Croft-an-Righ. This is for later on in the project as equipment needs to meet the existing NHS systems and protocols still have to be set up.

Co-ordinator help should be available for residents unsure or who forget

how to use the equipment as they, along with the residents signing up for the Health Hub, will be suitably trained. The contact with your Doctor, including the availability of test results on a basis dictated by your condition, could lead to better determination of a deterioration of one's condition allowing specific action to be implemented such as a house call, or if necessary, an ambulance and a hospital visit. This should reduce emergency situations.

The implementation of the Health Hub will bring about a unique opportunity for greater wellbeing and ease of access to simpler, more efficient medical care. Consider the advantage of 'in-house' monitoring on a regular basis that will provide peace of mind to all who use it. No more standing in the cold or rain, maybe snow and wind, waiting for your bus when going to the doctors. This will not in any way eliminate or substitute your doctor or offer any treatment or prescription whatsoever!

As a long term volunteer resident, I will be given suitable training in the use of the equipment and will be able to demonstrate how it operates to my neighbours in the absence of the Co-ordinator if necessary. Individuals who familiarise themselves with the technology can conduct their own vital health check on themselves.

John Newman, tenant



Our Diversity progress..... where are we now?

Elizabeth Douglas, Learning and Development Manager

Viewpoint has now reached the final assessment stage in the Leaders in Diversity journey. Over the next couple of months we will be assessed by the Diversity centre in

Leeds through surveys and interviews during January 2017. Following this, the centre will then have evidence on which to measure our success.

The Investors in Diversity programme is a national programme and there is only one other Housing Association

in Scotland that has achieved Leaders status. The centre's vision is 'To Advance Equality, Diversity and Inclusion to ensure fairness for all'.

Dorry McLaughlin, CEO said 'The benefits of having a diverse workforce as well as having employees who

embrace the principles of diversity cannot be underestimated in today's challenging and fast moving workplace. We are hoping to achieve Leaders status as well as continue our development programme focussing on this important subject'.

Celebrating Study Success at Viewpoint!

Elizabeth Douglas, Learning and Development Manager

Since establishing the Learning and Development team in 2014, Viewpoint has ensured that an ongoing programme of learning has been in place for every member of staff.

Some study programmes are compulsory in roles. For example the SVQ2 in Health and Social Care is necessary for all care staff. Deadlines are set by the SSSC (Scottish Social Services Commission). The SVQ4 in management for housing officers is another

recent example and almost all our housing officers have completed this.

Food Hygiene and Cookery qualifications are also necessary for our kitchen staff and there is a rolling programme for our catering staff with courses run by Edinburgh College.

Not all learning programmes are a necessity, but at Viewpoint we encourage training that is of benefit to both the organisation and the member of staff. Examples of these are:

- NCC (National Consortium of Colleges) workbooks for care homes staff. During October, a total of 72 people commenced a variety of courses. These are not compulsory but offer people the opportunity to further develop their knowledge and skills whilst gaining a national qualification. They include Challenging Behaviour, Continence, Infection Control, End of Life, Diabetes, Positive Dementia Care, Therapeutic Activities, Care Planning, Strokes and Healthy Eating and Nutrition.
- Our Property Services team has also been ensuring their skills are up to date. A variety of courses are being / have been completed – for example Portable Appliance Testing for our Maintenance team and a HNC in Construction Management for their Supervisor. Other examples within the department range from attendance at conferences to one day courses in customer care.
- There are also internal online courses for any employee who wishes to

study in their own time and these are accessible via the internal website for staff.

At the end of September we held a graduation party for a cross section of staff who had completed qualifications – courses ranging from SVQ2 in Health and Social Care, Level 2 in Technology Enabled Care and SVQ2 in Business Admin. A substantial number of care home staff also completed distance courses with Aberdeen College. We were delighted to be able to celebrate their achievements!



Lade Training Suite – 5 months on...

Our Viewpoint training suite at Lade Court in Stockbridge has been used frequently since its opening 5 July this year. On a monthly basis Viewpoint's corporate induction is run to welcome new

starts. The room has also been put to good use for Board and other team meetings. Looking at the new year we have plans to continue using the room for Lone Working and Value for Money training.

We are more than happy to receive feedback from Lade Court tenants. Please contact Elizabeth Douglas on 0131 6625136 with your thoughts.

VIEWPOINT
joy in later years

4 South Oswald Road
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t: 0131 668 4247
e: admin@viewpoint.org.uk
w: 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 t: **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**
e: repair@viewpoint.org.uk
w: www.viewpoint.org.uk

Gas safety

Graeme Swanson, Property Services Manager

As your landlord we are required by law to have your boiler checked every 12 months by a Gas Safe registered engineer. To do this, we arrange for our gas contractor, T.B.MACKAY, to make an appointment with you to carry out an annual gas safety check on your equipment.

Carbon monoxide is poisonous and can kill without warning in just a matter of hours, which is why it is so important that you allow our contractors access to your home, so we can carry out this gas safety check.

Procedure

- Our gas contractor will either phone you or visit you if no phone number is held to arrange an appointment or carry out the service when they visit the property. If they visit your property and you are
- not in they will leave a card asking you to contact them for an appointment.
- If after 2 attempts they have not made contact with you, Viewpoint will be notified and will issue a letter asking you to contact the contractor within 7 days. The letter will give you the phone number for the contractor as well as the work order number which you should quote when calling.
- If you do not make contact within 7 days a 2nd letter will be sent asking you to phone the contractor within 24 hours. The letter will also advise that failure to contact the contractor could result in a forced entry being necessary to carry out the service or to cap the gas pipe if there is no credit in the electric and gas meters.
- If still no contact is made with contractors, Viewpoint will arrange a forced entry to be carried out. You will receive a letter giving you the date and time of the

forced entry, and you will receive this at least 48 hours before this date. The letter will also advise that a supply interrupter device will be fitted to the boiler which will start to interrupt the gas supply to your boiler 2 months before the next service is due.

- Each tenant will receive a copy of the certificate, issued by the contractor, following the service. This will be sent within 28 days

of the service date.

Gas Safety is a serious issue, which is why such measures are used when people do not reply to our appointment requests.

If you have further questions relating to Gas Safety, please contact us on **0131 668 4247** option 1. Alternatively you can email us at repair@viewpoint.org.uk or write to us at Property Services, **4 South Oswald Road, Edinburgh EH9 2HG.**

In an emergency

If you smell gas or suspect there is a gas escape, you should immediately do the following:

- **Open all doors and windows.**
- **Shut off the gas supply at the meter control valve. If gas continues to escape call Transco on the freephone gas emergency number on 0800 111 999.**

Water and Tank Cleaning and Replacement Programme

Kim Aitchison,
Maintenance Officer

Specialist Contractor Envirocure has been busy again this year cleaning and replacing cold water storage tanks in Viewpoint's

properties. Many of Viewpoint's tenants have given their feedback and commented on their experience of having Envirocure's engineers working in their homes. It would appear however, that the engineers have

not only been busy cleaning and replacing water tanks! Many of our tenants have advised that the guys have helped with other tasks such as replacing light bulbs, taking delivery of parcels, clearing out

airing cupboards and generally helping with small tasks when on site. On one occasion, they even washed a tenant's car before replacing the water tank in his home! Talk about going the extra mile!



A new wall for Chalmers Crescent



Terry Martini-Yates, *Maintenance Officer*

The work carried out by Viewpoint's Property Services is varied and wide reaching. A good example of this was the work completed in August to the rear boundary wall to the communal garden area at our Chalmers Crescent development. The wall overlooks a very busy public thoroughfare, Lovers Loan. Affectionately dubbed "the 2nd great wall", in September 2014 this one hundred feet long, ten feet high, solid stone Victorian retaining wall had started to show signs of movement due to ground subsidence and age. An immediate action plan was put into place by Viewpoint's Property Services team to deal with any pressing public safety issues. The problem was compounded by several very large mature trees having encroached on the wall and these were gradually pushing the wall into the lane. Unfortunately, the wall unexpectedly collapsed late one night, but due to the regular inspection visits and robust safety measures already in place much of it was contained and there were no injuries.

A project such as this can be complex in nature. There were many avenues of consultation and various permissions that had to be dealt with before the reconstruction work could begin. Property Services forged very good

relations with the local Community Council, the Grange Association, local residents and City of Edinburgh Council officials. The Viewpoint project team consisted of a maintenance officer, structural engineer, building surveyor and the works had to be fully tendered to ensure that this high value investment achieved the best quality and value for money for tenants.

Edinburgh based Corstorphine Roofing and Building successfully won the tender, and work started on site in late February this year. The first thing that we had to do was arrange for the lane to be closed for several weeks so that

the work could be managed safely. The complete removal and clearance of numerous large mature trees formed the first part of the project and with this done, we were able to then start the mammoth task of the major reconstruction of the stone wall which included bringing in several tons of traditional matching stone as part of the restoration work. Some of the many stages of the wall rebuilding can be seen in the accompanying photos. Once the ground has had a chance to settle we hope to be able replant the grounds with suitable species of tree in consultation with our tree experts.



Energy Saving Tips

Our energy saving tips around the home can help you save money on your fuel bills

- Replace old light bulbs with energy saving bulbs, they last 12 times longer than a normal bulb and you could reduce your electricity bill by £7 a year.
- Look for the Energy Efficiency logo when you buy new household appliances. The higher the appliance rating ('A' being the best) the greater the amount of money and energy is saved. An A-rated fridge could save you £35 a year.
- Make sure the freezer is full and use boxes to fill the gaps.
- SWITCH IT OFF. Each year £150 million of electricity is consumed by videos, televisions and other electrical devices left on standby.
- Turn off the lights if they are not required or if no-one is in the room.
- Turn your thermostat down by 1°C and cut your heating bill by up to 10 per cent, saving you around £30 a year. (The recommended room temperature is 21°C for a living room, 16°C for hallways).
- Close curtains at dusk to stop heat escaping through windows.
- Don't leave fridge and freezer doors open longer than necessary.
- Don't leave a hot water tap dripping. This wastes energy and in one week wastes enough hot water to fill half a bath. Please arrange for Viewpoint to fix leaking taps and make sure they are fully turned off.

Introducing the all new look Croft-an-Righ Restaurant

Anne McCarry, Housing Services Manager

After a long time waiting, we are pleased to report that Croft-an-Righ has an all new feel to its kitchen and restaurant!

Having listened to our tenants who use the meal service, and those who didn't use it, we were able to draw up a list of what improvements were required to encourage a higher use of the service.

This is where Cedar Scotland came in. Cedar is a consultancy company able to bring in fresh ideas, as well as a nutritionist who specifically designs healthy, hearty food for older adults and ensures that every meal has the required vitamins and calories needed in a day to keep the body and mind healthy.

Cedar and Viewpoint held meetings with the tenants to find out what they wanted, what they liked and what they didn't like, and more importantly, how we were going to deliver this.

Taster sessions were held to

establish the menu which will now be seasonal, well balanced, and offer a vegetarian option for those who prefer not to eat meat.

We even held a Stovie bake off competition to agree what recipe would be used as everyone had different versions on how a good Stovie should be made!

In the process of getting Cedar set up, Ewa Kunik our long standing cook went off to pastures new, and so the opportunity was taken to bring in a chef who was trained up with Cedar's menus. On Thursday 13 October the tenants at Croft-an-Righ welcomed Vinnie (Pictured) into the role of the new chef.

Here are just some of the statements the tenants have given us so far:

"The bacon rolls are to die for and the portions huge" - Mr Moffat

"Vinnie is lovely and cannot do enough for you" - Mrs McKinlay.

"The French toast and bacon are cooked to perfection" - Mr Brodie



"All the meals are beautiful and the chef is very obliging, and comes into the dining room to talk to us" - Mrs Buchanan

"Absolutely brilliant, I even invited my friend to taste and share the experience" - Mrs Weir

The dining room is open for breakfast and lunch servings, so if you haven't already, why not pop along and experience the great food for yourselves, tenants and their friends / family are welcome.

Stock Condition Survey

Graeme Swanson, Property Services Manager

Viewpoint will soon be carrying out a stock condition survey in all our housing properties and care homes. A stock condition survey looks at all parts of your home to assess the condition and state of repair. This helps us plan how we maintain and improve your home in the future.

The areas that we will focus on are:

- Property condition (internal, external and common areas)
- Components reaching the end of their lifespan
- Energy Performance Assessment
- Compliance with the Scottish Housing Quality Standard



Paul Cowings has been appointed to assist Viewpoint in managing the survey which will be carried out by Brown & Wallace.

Paul has vast experience of this type of survey, having worked for various Councils and Housing Associations throughout the UK for over 18 years.

Brown & Wallace



Since their formation in 1995, Brown & Wallace have undertaken almost 12,000 property surveys for 39 Registered Social Landlords. Brown & Wallace work in partnership with Energy Audit to calculate SAP energy ratings and assess SHQS/ESSH compliance.

The survey process is as follows:

Notification

Tenants are notified by letter approximately a week prior to the proposed survey date. They will be advised of the name of the surveyor and the day of the survey. The letter explains the purpose of the survey. We follow this written notification up with a telephone call to the tenant a day or so before the survey. We have a dedicated tenant liaison officer should a tenant phone up to request a morning or afternoon appointment or want further information about the surveys.

If you cannot give access on the date proposed, we will reschedule your survey for a different day.

Surveys

The surveys take between 20 and 40 minutes and we will be looking at the general condition of the main elements in the property including the kitchen, bathroom, heating system, windows and doors. We also need access to the attic to determine the insulation for the Energy Rating. We have our own ladders for access. It is a non-destructive survey so there is no need to move any furniture.

Externally we look at the front and the rear areas and elevations of the property. If you are in a block of flats, we will inspect the common areas. The roof is inspected from ground level.

Tenant Security

You will be notified of the name of the surveyor who will be undertaking your survey. They will be wearing Brown & Wallace livery, carry a photo ID badge and a Letter of Authority from Viewpoint. You should request to see identification before letting anyone in your home. If you have any questions regarding the survey you can phone Brown & Wallace or Viewpoint.

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 Loy from

Lauder Road is our winner this quarter. She received a £50 voucher from Nigel Seymour, Senior Maintenance Officer. Keep your repairs feedback forms coming and you too could win!

Self-Direct Support Payments

Anne McCarry, Housing Services Manager

What is a direct payment?

Rather than receive Council services you can claim for direct payments from your Local Authority to help you organise your own care and support in a way that suits you. To do this, you should contact Social Care Direct on 0131 200 2324 if you are in Edinburgh, or your Local Authority Office for other areas.

Direct Payments can be used

- For care at home
- Instead of a day service or day centre
- For respite or short breaks
- To buy equipment to help you.

You can use a Direct Payment for all your support needs, or just some of them and the rest the council can arrange for you. You can only use the Direct Payment money to do the things in your care plan. You can choose a care agency or employ your own Personal Assistants (PAs).

About the Assessment

Your Local Authority will help you complete an assessment of your support needs. Then they will agree a care plan with you. This sets out what you can spend the Direct Payment money on.

You also have to complete a financial assessment. Your Local Authority will use this to decide if you should pay towards your own care and how much.

It should take around 8 to 9 weeks to set up the Direct Payment after you have agreed your care plan.

When the Local Authority carries out the assessment, they will also make sure you are able to manage your Direct Payment. You must be able to understand and manage the Direct Payment, with support if necessary. A guardian, attorney or someone acting on your behalf can manage the Direct Payment for you.

How much will you get?

The amount of your Direct Payment depends on your assessment and care plan.

Care at home is paid as an hourly rate. You may have to top up the Direct Payment with your own money if you choose an agency with a higher rate per hour.

The rate you receive for a personal assistant depends on the job they will be doing. Your Local Authority will discuss this with you. They will also make sure you get support to employ a personal assistant if this is the option you choose. You cannot usually employ any relatives to provide your care. We also do not recommend you use self-employed PAs.

Your Local Authority pay Day Service Direct Payments by the number of days per week, and respite Direct Payments by a number of nights per year.

Direct Payments are paid every four weeks. There is an extra amount for 'start up costs' if you are employing personal assistants for care at home. All care at home and respite Direct Payments are financially assessed. Your contribution will be taken off before paying you the net amount.

Give a Dog a Bone - update

Julia Murray, New Business Project Manager



Viewpoint has been working with charity Give a Dog a Bone and an Animal a Home and a tenants' panel to

look into the possibility of helping over 60s who may be isolated and lonely to match up with rescue pets. The project is still under discussion but we thought we would report on the charity's recent successes. As well as a recent spot on STV, the charity's founder Louise Russell has won one of the International Fund for Animal Welfare's (IFAW) 2016 Animal Action Awards. She was presented with her award by Bill Oddie of "The Goodies" fame.

In the last year (the third the Charity has been operating) they have:

- Paid out £1,509 in vets bills for the over 60s who needed help to pay their bill
- Have paid out £2,735 in rehoming fees so that the over 60s could afford the company of a rescue pet companion (and the animals gained a home!!)
- Have funded £2,506 in emergency welfare, for animals who were neglected or in serious trouble
- Provided £4,407 in pet food, so that the over 60s could feed their pet companion each month.

You can find out more about Louise's Charity on their website giveadogabone.net. There are opportunities on the site for helping her raise funds for future "matches" if you would like to help.

Introducing Viewpoint's New Director of Finance



My name is Howard Vaughan and I am delighted to be joining Viewpoint as the new Director of Finance.

I am a Chartered Accountant with nearly 30 years' experience across a wide variety of businesses from financial services to drinks manufacturing.

More recently I have been working with charities supporting children and young people, providing the sound financial framework to enable the talented professionals carry out their valuable work with some of Scotland's most vulnerable children to improve their quality of life and life chances.

It is my strong belief that we should all have the highest quality of life regardless of age and it was this

which attracted me to Viewpoint.

Having met Dorry, Helen, Donna and several members of the Board of Management I have been impressed by their passion and plans for the future and look forward to utilising my own skills and experience to help contribute to the development of Viewpoint.

Already I sense that Viewpoint shares many of my values including, importantly, putting those who use its services at the heart of everything it does. What has also come through very strongly is the culture of fun.

May I take this opportunity to wish you and your families a wonderful Christmas and a happy and healthy New Year and look forward to meeting you all when I join you in January.

Visitors from the Kings Fund, London



Donna Macleod, Director of Care

St Raphael's Care Home had a very special visit from a prestigious group of researchers from the Total Management Programme at the Kings Fund on 16th November. This group of researchers are looking at examples of good leadership and management in long term care settings. The group were recommended to visit us by Rene Rigby MBE, a member of the health and social care integration partnership and Scottish Care.

The Kings Fund charity was founded in 1897 by the Prince of Wales – later King Edward VII – to help London's voluntary hospitals. Since then their work has evolved in response to the creation of the NHS and to changes in health policy and practice. The funding built up in the early years helps to maintain the much-valued independence of the fund. Kings Fund research publications are very well respected in academic and health fields across the world.

The Kings Fund vision is that the best possible health and care is available to all. Their mission describes how they will achieve this:

- through research and policy analysis
- through work with individuals, organisations and communities building their capability, supporting them to adopt best practice and share learning
- by bringing people together through events and networks to discuss and learn from evidence from the United Kingdom and across the world
- by promoting greater understanding of health and care policy and practice – helping people to make sense of a complex and rapidly changing environment.

The feedback from the visit was extremely encouraging for our staff. One of the visiting party commented that the lunch they were served in our St Raphael's dining room was far nicer than anything they had in the hotel they were staying in – no less than the famous George Hotel on George Street! A huge well done to our catering team.

Tenant Participation Strategy Review

Neil McKnight, Housing Services Manager

During 2017 we plan to develop a new Tenant Participation Strategy which will cover the period 2017-2020.

Undertaking this provides us with an opportunity to refocus and examine how we can develop participation structures that allow as many people as possible to engage and influence Viewpoint's services and priorities.

In order to get the views of as many tenants as possible we are going to embark on a consultation exercise which will

involve a range of individual and group meetings as well as questionnaires and telephone interviews.

We are planning to carry out these discussions over the next few months using the next round of quarterly meetings in January as the basis for the group meetings.

We hope to establish a working group made up of staff and tenants who will work to finalise the structures and strategy during 2017.

If you are interested in being part of the group please speak to your Housing Officer or contact Tiffany Wong at our head Office on 0131 6684247.

You Said, We Listened

Balfour tenants enjoy the sun

Many of Viewpoint's properties have mature garden grounds where tenants can enjoy the plants and other forms of nature, as well as sitting with friends and soaking up the sun (yes, we know this is Scotland!)

Early in the summer, tenants at Balfour House asked that a ramped seating area at

the rear of the building be refurbished. The surface of the ramp and seating area had, with age, become uneven, unsightly and a bit worse for wear.

Viewpoint were able to instruct its contractor, Tony Gallagher Construction to re-surface the whole of the ramp and the seating area.



Activities at Lennox House

Lowry Higgins, Activities Coordinator, tells us: *"When I started in my role in September, one of the first things I did was a short questionnaire with all our residents about what kind of music they like and if there was anything that they would like to see more of. One of the main things I was asked for was more classical music. Happy to arrange this, I have sourced 3 performers to play for our residents: 2 pianists and a cellist. The pianist performed for us this autumn and the feedback has been excellent. Our new cellist is due to visit us in a couple of weeks."*

Craft Group Pilot at Balfour

Earlier this year we identified a rise in tenants and family members wishing there were more regular person centred activities in our complex. We agreed that our tenants wanted Inclusive activities regardless of disability and capability.

This is how the craft café pilot was born. It consisted of a 4 week programme to make a complete handmade Christmas gift. This involved making a card, gift tag, gift bag & finally making chocolates to fill the bag.

Special thanks to Housing Officer Angela Kennedy who donated materials and Coordinator, Margaret Bolan, who fundraised to start a small float to assist with purchasing other materials. Our thanks also to Jill in the Bay Tree Community Café who was able to offer teas, coffee and biscuits free of charge. Not only did Jill herself attend the craft sessions but also facilitated the making of the hand-made chocolates session in week 4.



Lingo What?

Anne McCarry, Housing Services Manager

Recent research shows that speaking a foreign language can postpone the effects of dementia by up to 5 Years. Even in late life, there are many positive effects of language learning including improved memory, multitasking and attention skills.

Lingo Flamingo provides the world's first portfolio of tailored outreach language workshops to older adults, delaying the effects of dementia by keeping older adult's brains' fit and active.

Lingo Flamingo is a social Enterprise keen to deliver this opportunity to as many older adults as possible. There is still funding available for this 10 week learning course, and the learning is done in a very relaxed fun environment to allow an enjoyable experience by all who takes part.

Information on this opportunity has been emailed to your



Housing Coordinators who have hopefully brought this to your attention during one of your regular coffee mornings / afternoons.

However if you have not heard about this, and after reading this article, you would like to join in, or even know a bit more about this group, then please do not hesitate to contact your Housing Coordinator, or your Housing Officer, who can get you more information.

Business Improvement



Monika Kapral is our new Business Improvement Officer

Helen McMorran, Business Systems Manager

We are well underway with the reimplementation of QL, our Housing Management System. Three months of rather intense training and configuration

workshops have taken place with representation from staff across the business. This consultancy has put us in a solid position to review our business processes to gain efficiencies in our service provision. Currently the project team, made up of staff from Housing, Property Services, Finance and ICT, are mapping processes and building QL to accommodate the changes. Testing the new processes and cleansing our data is planned for the New Year with a "go live" date scheduled for June 1st 2017.

We also now have the benefit of a Business Improvement Officer. This role will be key in pushing forward the changes necessary to provide quality standardised data to support sound decision making, provide better outcomes for our customers, and help to achieve business goals.

Children in Need

Donna Macleod, Director of Care

We held our annual Children in Need fundraiser on Thursday 24th November across Viewpoint this year.

In head office I cooked lunch and sold it to colleagues at £1 per portion and was ably assisted in serving the food and selling raffle tickets by Elizabeth Douglas and Olwen Kechida. Our Receptionist Moira Dickson did a sterling job selling Pudsey Bear items. In total we raised £256. Thank you to

everyone who participated.

In St Raphael's our Activities Coordinator Brian donned a full Pudsey suit and challenged all comers to a table tennis competition. Brave man, he must have been roasting in that suit! However he ended up the champion beating everyone and raising £95 for Children in Need. Well done all!

We continue to raise funds throughout the year, by holding all sorts of events, for our chosen charity of the year The Pelvic Partnership. For more information go to pelvicpartnership.org.uk



Social Activities in our complexes - and why they matter

We love hearing about all the activities that our tenants take part in through their social committees and the sense of community, wellbeing and fun they bring. When we saw Danny's photos, we wanted to share them with you to show the brilliant work of the Buchan Gardens Tenants Club. If

you want to set up your own social committee but don't know where to start, speak to your Housing Coordinator or Housing Officer and they can help.

Many thanks to Danny Rankin for this selection of photos showcasing the events and outings of our Buckhaven tenants.



Danny says: "Buchan Gardens recently had a Hawaiian Night in our communal hall. It was well attended and most dressed up for the occasion. The hall was decorated with garlands etc and everyone was given a lei and a Hawaiian cocktail as they arrived. A buffet was supplied and all enjoyed the delicious food. The tables were decorated with pineapples cut to represent parrots and fish. After the buffet everyone was entertained with a Karaoke where a few had a go at singing. A great night was had by all!"

