

## Meet George Willis – our Volunteer of the Year and Local Hero 2018



We are over the moon with the news that George Willis, volunteer at St Raphael's Care Home has been voted Volunteer of the Year at the Local Hero Awards 2018.

The Awards honour the talented, brave, compassionate and determined people who make Edinburgh a great city. Edinburgh's Local Heroes were celebrated at a ceremony on Friday 15 June at the Assembly Rooms, with hundreds of guests attending to see the winners in 14 categories.

George Willis started volunteering at St Raphael's shortly after his wife Agnes passed away. He has given up his own time to improve our residents' wellbeing, doing everything from helping with activities to assisting at meal times.

George dedicated the award to the staff at St Raphael's and said: "I'm very proud and extremely pleased to win the award. We were lucky enough

to find St Raphael's, with such wonderful staff who cared so much about Agnes..it is fantastic."

**We are so proud of you George! Your dedication and enthusiasm represent what Joy in Later Years is all about!**



## Make a Stand

Viewpoint has signed the Make a Stand pledge, developed by the Chartered Institute of Housing in partnership with Women's Aid and the Domestic Abuse Housing Alliance. The pledge was created to encourage housing organisations to make a commitment to support people experiencing domestic abuse. It is a way for us to publicly commit to take action to support victims of domestic abuse.

For more information contact Lyn Jardine, Head of Innovation and Development.

**The Pledge**  
By signing up to the Make a Stand pledge we are committing to make sure Viewpoint does the following by September 2019:

**1**

Put in place and embed a policy to support customers who are affected by domestic abuse.

**2**

Make information about national and local domestic abuse support services available on our website and in other appropriate places so that they are easily accessible for customers and staff.

**3**

Put in place a HR policy, or amend an existing policy, to support members of staff who may be experiencing domestic abuse

**4**

Appoint a champion at a senior level in the organisation to own the activity we are doing to support people experiencing domestic abuse.

# Introducing Ann Wood, new Director of Care



**I** am delighted to be joining the Viewpoint team as Director of Care and I am really looking forward to working closely with the Viewpoint family, their service users and tenants.

My relationship with Viewpoint started in 2011 when I took up the post of Interim Head of Care for 4 months. This experience exposed me to the unique organisation that Viewpoint is and I was delighted when I was asked to return last year as acting Head of Care providing support and governance to the Care Home teams. I am very excited to now become a permanent part of the team.

Having trained as an RGN and midwife in Ireland I moved to Edinburgh in the 80's when I met my husband. I go back regularly to visit my mother who is 102 and my family and friends.

I have over 30 years of in depth experience in Health Care senior management gained across the private and public sectors including the regulatory sector.

My career in Scotland started as ward Sister, then Matron/Nursing Services Manager at Edinburgh Murrayfield private hospital where I spent 10 exciting, challenging and happy years. Following a short break after my daughter

was born, I joined the Care Home Inspection team at Lothian Health and was a contributor to the development of the National Care Standards in the lead up to the establishment of the Scottish Commission for the Regulation of Care, now the Care Inspectorate. Subsequently, I led on Quality Improvement for a large care provider where my management and regulatory experience influenced major improvements. More recently I have had the privilege and opportunity to work with a variety of clinics, care home and care at home providers in my capacity as a self-employed advisor.

My experience has enabled me to shape the delivery of creative, modern, outcome focused care. Innovation in process and delivery of excellent care services excites me and the journey to enable older people to have healthier and better outcomes supported by technology, meaningful activity and intergenerational projects has already started at Viewpoint. I am looking forward to continuing that journey with the Viewpoint team and bringing Joy in Later Years to all our service users and tenants.

## Paying your rent by Direct Debit

*Mike Gibson, Head of Finance*

**F**ollowing a successful trial of Direct Debits at Old Farm Court, Woodthorpe and Woodhall Road earlier this year, we are now offering these out to all complexes over the next few months.

There is no compulsion to move to paying your rent by Direct Debits, but we think it is an easier way for you to pay, as there is no need for you to contact your bank to change the amount you pay each year, as you have to do with standing orders.

Paying by Direct Debit comes with a Guarantee; we will always give you 10 working days' notice of

any change to your Direct Debit, and we will refund immediately if any error is made in the collection of your Direct Debit. You can also cancel your Direct Debit at any time.

It's easy to start paying by Direct Debits; please just ask our Housing staff for a Direct Debit Instruction form. There are only a few details for you to fill in, such as your sort code, account number and account name, and our staff can help you complete all other details.

Once we receive the form, we will process your details and write back to you to tell you when your first payment will be deducted – you will have at



least 2 weeks' notice from this letter before any payment will be taken. You should look to cancel any standing orders you currently have to pay your rent, once you receive our letter, to save having two payments taken.

## Care Inspection Report

*Anne McCarry, Housing Services Manager*

**F**or the first time since commencing the new @HOME service, Viewpoint's Housing Support and @HOME service has had a combined Care Inspection.

This involved the Care Inspector assigned to

Viewpoint carrying out a short notice inspection of both our services. She visited 3 sheltered housing sites of her choosing, as well as Croft-an-Righ, where the new service is now successfully up and running.

The Inspector spent some time chatting to tenants in the sheltered sites during

coffee mornings / social events, and interviewed Coordinators who were working on the days she visited. Housing support plans were inspected, and the general environment was also taken into account.

Some of the service users of the @HOME service were visited by the Inspector and

their individual care plans were viewed along with their housing support plans. Again, staff working on the day were interviewed along with the Team Leader on duty.

We are pleased to announce that our services have been awarded straight grade 5s ("very good") throughout, and this is especially great

news for the @HOME service as it is quite rare for a new service to gain such high grades.

The credit goes to all our hard working team members who ensure we constantly strive to meet the standards expected of housing support and @HOME services. Well done to you!

# A BIG thank you from Tony



April and May saw Tony Kelly from TPAS Scotland reaching out to tenants in their homes, by email and phone (however it suited them), joining coffee mornings and complex meetings from City Park in St Andrews to Old Farm Court (and many points in between), speaking with the VTRG and Consultation Group members and hearing from staff.

*"I've got to say a big thank you to the tenants and staff that organised, shared views and made me feel welcome while I asked*

*what Viewpoint tenants and staff thought about engaging with their landlord and wanted in the future from information, consultation and participation,"* said Tony.

The key things, repeated in many conversations, that you told Tony were:

- **On information you said** – you sometimes get too much "information" that wasn't clearly explained and you liked Newpoint but felt more local stories were needed
- **On consultation you said** - you weren't sure about the variety of ways Viewpoint tenants can have their views heard and what that would mean for you in terms of time and how to get involved

- **On participation you said** - you didn't get enough feedback on what Viewpoint did with your views and this can make it appear like you weren't having any influence

What is happening now? A report and action plan are being prepared, by Tony, to make it easier for tenants to engage from a well-informed position, in ways that are easy for them and see how their contribution makes a difference.

Tony said, *"The key view that came through to me was that tenants and staff do firmly believe tenants have a vital role in Viewpoint. What we need to do is use what works and make sure we can evidence tenants' views are making a difference. I'm looking forward to working with you to make this happen."*

We envisage work will be underway by the end of the summer and we hope you will take part. We'll keep everyone informed via Newpoint, notice boards and local meetings. If you have any questions please contact Tony on 0141 552 3633 or email him at [tony.kelly@tpasscotland.org.uk](mailto:tony.kelly@tpasscotland.org.uk) or send a letter to TPAS Scotland, 71-74 Saltmarket, Glasgow G15LD.



## What does the Viewpoint Tenants Representative Group – the VTRG – do?



Newpoint interviews John Geddes, VTRG Chair, to explain what VTRG does for tenants.

**Newpoint:** First John can you tell us what the VTRG is?

**John:** We are an independent voice for Viewpoint's tenants. We operate in Edinburgh (Viewpoint tenants in Fife have their own group). We are a key part of how Viewpoint consults with tenants, hears their views and improves services. And just as importantly we listen to tenants, hearing about their needs and raising their concerns with Viewpoint.

**Newpoint:** Take us back to the beginning please John, when was the VTRG set up and what were its aims?

**John:** We came together in 2007 to ensure there was an independent tenants' voice. Our constitution sets out our aims and our aims have remained the same throughout. They are:

- to be the voice of tenants to Viewpoint Housing Association
  - to promote the interests of all tenants in all aspects of Viewpoint's operations
  - to hold Viewpoint accountable for the prudent use of tenants' money provided through rent and service charges
  - to assist Viewpoint in its aim of putting tenants at the heart of all it does
  - to provide another channel of communication between Viewpoint and its tenants
  - to provide honest and clear advice to Viewpoint on tenants' views in the development and provision of services, policies and procedures affecting tenants
  - to keep tenants informed of dealings between VTRG and Viewpoint which will impact on tenants and of any other relevant information.
- Complex Representatives are there to help individual tenants with any queries they may have. Tenants first go to their local staff or phone with service requests. If Viewpoint's response doesn't satisfy them they can speak to their VTRG Representative if they want to and the Representative will try to help them. If several Representatives are getting similar issues raised they bring them to the VTRG Committee so they can speak with Viewpoint's senior management as this may mean policies or procedures need reviewed.
  - VTRG Committee is the first port of call for senior managers who want to get tenants' views on services, policies, service standards and targets. Through the VTRG and its network of Representatives a picture of tenants' views, ideas, concerns and expectations can be built so tenants influence Viewpoint's decision makers.

Each complex can have up to 3 VTRG Representatives (depending on the number of tenants) who are elected by tenants. The Representatives elect a Chairperson, Vice Chair, Treasurer and up to six general members. It called the Committee

**Newpoint:** So what sort of things does the VTRG get involved in?

**John:** There are 2 types of work – work that flows from what tenants bring to us and work that flows from what Viewpoint raises with us:

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  - VTRG Committee is the first port of call for senior managers who want to get tenants' views on services, policies, service standards and targets. Through the VTRG and its network of Representatives a picture of tenants' views, ideas, concerns and expectations can be built so tenants influence Viewpoint's decision makers.
- We are often successful in getting what we want done but can't expect Viewpoint to always agree. If they don't agree, we do expect to be given the reasons why. For example, we:
- have been able to influence decisions on rent increases and managed to limit increases, and
  - recently requested information on the procedures staff use to deliver the service and this is happening so we are in better position to explain services to tenants when they

approach us and clear what staff are expected to do.

**Newpoint:** Why do you think VTRG is useful to tenants?

**John:** Our independence is vital. It means only tenants set our agenda, we are only answerable to tenants and we are 100% working for tenants. We work together with staff and the Board to answer questions and improve services. We make sure tenants' views are heard by Viewpoint and we give advice and help so that Viewpoint's views are heard and understood by tenants. But we always approach things from the tenants' point of view because we are tenants.

**Newpoint:** How can VTRG be improved?

**John:** The key thing that makes the VTRG strong is the network of Representatives and over recent years we've not been as successful as I would like in securing tenants to be Representatives. It's where our strength comes from so I would encourage anyone interested to contact me. Building that network is the best way to improve the VTRG.

**Newpoint:** Thanks John

If you would like to discuss becoming a VTRG Representative and find out more speak with your local member of staff and they'll pass on you details to John who will get in touch.

# Development news

Lyn Jardine, Head of Innovation and Development

Viewpoint has not built any new developments for an awfully long time but we have been working on pulling together a design team and proposals for the redevelopment of the Garvald Glenesk site outside Dalkeith. Residents of Glenesk House and Railway Cottages will already be aware but our plans have progressed enough that we'd like to let others in on this exciting development.

Following the closure of the Garvald Glenesk project, we commissioned architects Smith Scott

Mullin to provide us with some suggestions for the provision of 30 extra care flats on the site. We asked them to devise a plan where the new build would facilitate improved connection between the various parts of the site including the sheltered complex at Glenesk House and the amenity flats at Railway Cottages. We plan also to redevelop the architecturally interesting Walled Cottage in a second phase of works on site.

These are still early days in terms of the process for phase 1, but the aim is to get our planning application in over the summer with a view to

completing construction of the 30 flats during summer 2020. We will be getting in touch with neighbours shortly as part of the planning process and once this has progressed further we hope to share more news with you as soon as possible.

If you have any specific queries on this project please don't hesitate to contact me at [lyn.jardine@viewpoint.org.uk](mailto:lyn.jardine@viewpoint.org.uk) or our Development Manager, Julia Murray at [julia.murray@viewpoint.org.uk](mailto:julia.murray@viewpoint.org.uk). Alternatively, you can call the office on 0131 668 4247 to speak to either of us.

## GDPR

You might have felt surrounded by these magic four letters, but if you're not an IT whizz or data protection isn't at the forefront of your daily life, **what does it mean?**

### What is GDPR?

**GDPR** stands for the General Data Protection Regulation and it simply is just a new, updated version of Data Protection law.

**GDPR** enables you to take back control of who uses your personal information and when.

That's why all Viewpoint customers recently received a Fair Processing Notice from us, explaining what information we collect, when we collect it and how we use it.

For Viewpoint **GDPR** means we will make sure that we manage your data correctly. You can read our Privacy Policy online at [viewpoint.org.uk](http://viewpoint.org.uk)

## Calling all wannabe geeks!

Lyn Jardine, Head of Innovation and Development

As Head of Innovation and Development, my job requires me to be ahead of the game. That means that we are often early adopters of technology, approaches or ideas. Sometimes, I'm not sure if we've pushed the agenda too far or if what my team are proposing is going to deliver what we hope. New 'stuff' carries a degree of risk, challenge and expectation. My job is to try and balance all of those as well as the financial commitment to the innovation budget and consider the impact

if something gets through to being a longer term service or approach.

I've spent a bit of time over the last 6 months sorting out some of our administration arrangements to keep better track of what comes up, how it relates to our strategic aims as well as where it is best managed from. I'm very clear that while my team is at the centre of innovation at Viewpoint, we are here to support colleagues, tenants and residents who we know are also very bright sparks!

Technology has been a significant focus of our work over the last

year or so and I'm keen that my team is able to tap into the views and ideas of the people we work for. With that in mind, I'm keen to set up a **Technology Focus Group** that would enable tenants and any residents who are keen, to work alongside staff to discuss the role of technology across our service areas and help ensure that we take forward those project that our customers feel have merit.

If you would like to be involved, please contact me directly at [lyn.jardine@viewpoint.org.uk](mailto:lyn.jardine@viewpoint.org.uk) or you can call the office on 0131 668 4247.

## Fire Safety



### The common stair is your only means of escape in the event of a Fire



in your home. A fire started in a common stair could potentially cause loss of life and untold damage to the buildings in which you live. Even a small bag of rubbish can create enough smoke to fill a whole stair.

Have you ever thought what you would do if a fire were ever to break out in your stair? It may not be necessarily

### Keep it Clear

- Get rubbish, old furniture etc. out of the building
- Make sure all storage areas are kept locked
- For advice on uplifting items, contact your local council

### If a Fire does Start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and rescue service giving as much information as you can

For free home fire safety advice  
Call 0800 0731 999

Or visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

# A Day in the Life... of our Housing Coordinators

## Seonaid Wilson:



Typically I'm up at 6.00am – ablutions and breakfast, and then off into the "rat race" over the Queensferry Crossing. During this feature length amount of time, usually an hour and a half on a good day, I have a chat with my wee mammie and we discuss our day ahead. As I provide "mobile" cover, for me this is about which part of Edinburgh/ Fife I am covering for a colleague either on holiday or absent due to ill health.

On arrival at the development I await entry from "Telecare". Once on site, around 8.30am – I prepare the morning/afternoon/day ahead. The site diary lets me know if there are any tenant visits to be made for housing support or pull cord checks.

At 9.00am I check in by phone with reception at Head Office- this in line with our lone working procedure.

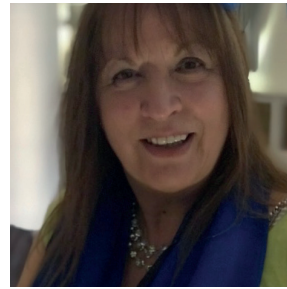
My next port of call is reading emails for the site, Telecare sends us a daily report by email and it can let me know of any tenant activity during our offsite time frame. In between times, depending on the site and the day, I may be visited by one or more tenants needing a work

request for repairs or just a wee blether. In addition they may have a coffee morning/ afternoon to which I will pop along to, as this allows to me to put names to faces and vice versa.

Finally and in between answering emails and telephone enquiries, if required on the particular day that I am there, I will action a test fire alarm call and also a water flush – this is a legal requirement as is the fire alarm test. Just before I leave, I check out again with reception by phone.

I find every day within the developments is different which makes my role within Viewpoint interesting, challenging and more often hugely rewarding.

## Jackie Anderson-Tighe:



I work as an Enhanced Supported Housing Coordinator in Woodthorpe in Colinton, which is part of the West Hub. This complex has 48 properties which are covered by staff 7 days a week. Telecare takes over from 4.30pm until the Coordinator comes back on duty in the morning.

My working day begins at 8.30am and the first thing I do after coming onsite is check in with reception at Head Office and then read the printout and Telecare report to make sure there has

been no pendant or pull cord activities that I need to follow up on while I have been offsite. My day is generally mapped out in the diary with Housing Support reviews and pendant/pull cord checks. The diary can be filled up quickly with contractors doing varied repairs which would have been reported through our QL housing management system.

Tenants like to come to the office and have a chat about their family and what they are going to be doing for the day. They may also come to report a repair or tell me they will be away from home. I make a point of visiting frail tenants, who may not get many visitors, just to say hello and have a chat but also to make sure they are fine.

The working day can be challenging when things don't go the way you expect or plan. For example, having a huge part of a tree snap off in the recent storm Hector created a problem as it blocked two much needed parking bays and obstructed the exit from Woodthorpe.

Part of the daily routine is to liaise with support workers and carers, district nurses and GP surgeries, not forgetting contractors. Fire alarm tests are done on a weekly basis and reporting any issues stemming from this important check is followed up quickly. Health and Safety is an ongoing part of the day and is reported every month.

Each day is different. This is just a small snapshot of how a day in the life of Viewpoint can be.

## Tea Party in aid of Marie Curie

*Tiffany Wong, Housing Coordinator*

St Albans tenants got together this June after a break from social activities in the complex. When a Marie Curie fundraising pack arrived in the post one day, tenants decided to throw a Tea Party to raise funds for those living with terminal illnesses supported by Marie Curie. Tenants, especially

those housebound, were able to take part and everyone had a great time together over a cuppa and cake. Big thanks to our new tenant Mrs Ross, who is working to reinstate the coffee morning and other social events. £49.95 was raised at the party. And thanks also to the tenants at St Albans Court for their donations. We hope to do it again!

## From our Fife Correspondent...

*Danny Rankin, Buchan Gardens Tenants Group*

### A Very Happy 30th Anniversary to all at Buchan Gardens

On the 5 May Buchan Gardens Tenants Group organized a celebration for the 30th anniversary of the complex. This was attended by over 30 tenants and friends. Our favourite group, 'Buttons & Bows', played for our entertainment. 'Buttons & Bows' consisted of 4 – accordionists, 1 – violinist and 1 – guitarist. We were kept amused from one of the band who told amusing stories between playing songs from yesteryear. A very tasty buffet was supplied and enjoyed by all. Everyone had a great night out and were looking forward to our next function night.

### RAF 100

On the 26 May Buchan Gardens Tenants Group held a celebration for the anniversary of 100 years of the Royal Air Force. This was attended by over 30 tenants and friends.

The film '633 Squadron' was shown and enjoyed by all. The hall was decorated in a military theme and some tenants were dressed-up for the occasion. (Some in RAF uniform!)

After the film we all sat together and listened to music from the RAF Band and various other war time songs. Most joined in with the singing and enjoyed themselves. Some of the tenants were in the forces and we had an enjoyable time listening to their stories from days gone by. Nibbles were supplied and refreshments brought in by the residents.

Another great night was had by all. Looking forward to our next themed night.

# From around the complexes

## Warm and cosy at Buchan Gardens



**O**ur tenants at Buchan Gardens recently benefited with work being carried out under an energy efficiency programme, with major heating upgrades into each of the 33 properties. Viewpoint along with all other social housing landlords has to meet certain standards under the Energy Efficiency Standard for Social Housing (EESH). This aims to improve the energy efficiency of social housing in Scotland.

It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases.

The work at Buchan Gardens saw new radiators, thermostatic valves, new pipework and boilers being fitted throughout. The project was carried out by our gas heating contractor Saltire Heating to a very high standard. We received excellent feedback from our tenants at Buchan Gardens regarding this project.

## Kitchens at Buchan Gardens



**A** number of our tenants also received new kitchens at Buchan Gardens and the photographs show some of our very satisfied tenants shortly after this work had been completed in their homes. This work was carried out for Viewpoint by another one of our local contractors N Watt & Son.

## Viewpoint new @HOME Support Service extended to Gillespie Crescent



Viewpoint tenants benefitting from more consistent and flexible care and support services from Viewpoint staff.

Initially the service will be delivered by 4 @HOME Support Workers who will be managed by Team Leader Christine Docherty. The recruitment process is underway and we expect to appoint staff in the next few weeks. The staff will then undertake a full induction which will allow them to carry out the current functions of a Coordinator as well as providing care services

previously delivered by City of Edinburgh staff.

A meeting has already taken place at Gillespie with tenants who currently receive a service from City of Edinburgh Council, to brief them on how the service will transition to Viewpoint staff over the coming months. Tenants will be also be able to purchase support from the @HOME team to carry out tasks such as cleaning and shopping.

The @HOME service will initially commence between the hours of 9am – 5pm and then extend to 7am – 10pm.

**V**iewpoint's innovative @HOME service is being extended from Croft-an-Righ to Gillespie Crescent over the next few months. This will see

**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. Mr and Mrs Thomas from Buchan Gardens are our winners this quarter. They received a £50 voucher from Jim**

**Notman, Maintenance Officer. Keep your repairs feedback forms coming and you too could win!**



It is expected that the service will benefit both the tenants directly receiving the additional services being offered and all

tenants at the development who will have access to additional Viewpoint staff during these extended times.

# Anti-Social Behaviour (ASB) Awareness training

**V**TRG representatives recently participated in ASB training which was organised and delivered by Viewpoint's People and Place team. The group was asked to share their experiences of ASB and then categorise the cases in relation to the organisation's ASB policy, Category 1 (extreme) Category 2 (serious) and Category 3 (nuisance). Each case was then discussed in relation to preventative actions, potential remedies, including mediation,

warnings and legal action.

Cases highlighted included allegations of drug dealing, aggressive behaviour, late night parties, theft of items from common areas, fly tipping, loud noise and incidents of nuisance such as ornaments being moved and notices being removed.

It was clear that the quicker the situation is addressed either informally or formally, the more chance of an effective resolution, however in some cases inclusion of other agencies

including, police or social work is required, particularly in extreme or serious ASB cases.

The group learned about the legislation which can be used by Viewpoint to address ASB, such as the Housing (Scotland) Act 2001, the 2004 Anti-Social behaviour Act and the Crime and Disorder Act 1998.

The group discussed the length of time cases can take to resolve and the need for clear and regular communication with complainants, as well as the

requirement for accurate details of dates and times of incidents as part of the management of ASB cases, as this information may be used as part of legal action.

The tenants were offered copies of the Chartered Institute of Housing good practice briefing "Tackling anti-social behaviour in Scotland: challenges and responses", Viewpoint's ASB policy and a copy of Viewpoint's Good Neighbour Agreement which is signed by all new tenants.

## Craft Café and the Blackford Observatory

**F**iona Ross, Blackford Observatory's Public Engagement Officer, attended the Craft Café workshop to share a presentation on the history of the Blackford Observatory, astronomy in Scotland and current research happening on site. We looked at some

of the first architectural blueprints of the observatory and handled meteorites that were over 700,000 years old. Later this year, Fiona will return to the workshop with more artefacts and information on astronomical research.

## Craft Café's Annual Exhibition & Sale of Work 2018

**A** selection of paintings, printed textiles and jewellery created by Craft Café artists will exhibit at Image Collective Gallery at Ocean

Terminal in Leith this summer. The exhibition will run from the 6 until 29 July 2018. We hope to see you along there!

## Craft Café Workshop Opening hours

**The St Raphael's Café is open 3 days a week (Tues - Thurs).**

**The Lennox House Café is open on a Friday.**

**Workshops run from 10am - 4pm**

## Craft Café at the Scotland Kiltwalk 2018



*"The Glasgow Royal Bank of Scotland Kiltwalk 2018 took place on Sunday 29 April 2018 and we were lucky to have mostly sunshine for the duration of the 23 mile walk from Glasgow Green to Balloch. Over 10 000 walkers took part this year, raising money for a huge array of charitable causes.*

*I would like to express a huge thank you to everyone who supported me in completing the Kiltwalk 2018! Through taking part in this challenge and your generosity, I was able to raise £200 for the work being done by Impact Arts, an amazing and inspiring charity. Impact Arts runs projects in various areas around Scotland, helping*

*people transform their lives through creativity and the arts. One of these projects is Craft Café, run*

*in collaboration with and generously supported by Viewpoint."*

Sarah Derron, Craft Café



## Inverard Tenants and Edinburgh Academy pupils get together

**A**t the start of this year Inverard tenants were contacted by the nursery school at Edinburgh Academy. Tenants have had a long association with the Primary School going to VE Parties, the School Show in the summer and carol singing by Primary 6. Having 3 year olds visit them was a new project!

Jean Simpson, tenant at Inverard tells us more: "At Easter we held an Easter egg hunt, and one of the tenants made little Easter basket

*and crocheted Easter eggs for this activity. At another visit one of the tenants, Melody Green, told them a story based on the Good Samaritan that she had written and illustrated herself.*

*The final visit to us was a beautiful day so we moved into the garden and had the children planting flowers and decorating the pots and we hope to see them growing when we visit later in the summer. They then ran around the garden playing with balls and*

*generally enjoying themselves!"*

This has been a really wonderful time for all. It has been so lovely seeing the difference between the kids' first visit when they were quiet and shy to when they arrived on their last visit. As soon as they saw the tenants in the garden they started waving and running towards them! A next visit is planned at the school this summer. We hope that these visits will start again after the holidays once the new children have settled in.

## Fundraising for Support in Mind Scotland, our Charity of the Year

**Thank you all for your generous donations for our latest effort at the Edinburgh Marathon Festival. Together we raised an impressive £1075!**

support in mind scotland  
action for people affected by mental illness

**emf** edinburgh marathon festival  
26/27 May 2018

# You Said We Listened

## Gillespie Lodge

Following a number of requests made from our Gillespie Lodge tenants, Viewpoint arranged for all the roadways throughout Gillespie Crescent to be completely resurfaced. This work was carried out by Sives Ltd.



## Haugh Park

Haugh Park required new patio doors, however the patio area was too small and tenants asked for it to be widened - this is now going ahead.

## Lynedoch House

Following a request from tenants at Lynedoch House, a new path has just been laid out, enabling more people to enjoy the beautiful garden, especially with the great summer weather we have had!



## Lennox House

Lennox House residents had asked for slabs to be put down to make a safer pathway to the top of our lovely garden. This was carried out and part of the top area was also paved so that more residents could sit outside during the fine weather. Residents also asked for the garden benches to be refurbished...this is planned for later in the year but in the meantime we have added some additional new benches, "Jack and Jill" chairs, and a large garden table so residents can dine al fresco!

Residents also told us they would like pedal exercisers. We have ordered 2 different styles of pedal exerciser so residents can choose the most appropriate. One even has a pedometer on it so they can track their progress.

In response to residents asking to get out and about more, we have implemented the Wednesday Wander. Staff volunteer to take residents out for a leisurely stroll within the local area and a bit further afield too!

## Woodhall Road

Woodhall Road tenants enquired if we could install an outside tap to allow watering the garden - a work order for this was issued later that day.

## Buchan Gardens

Buchan Gardens tenants got new boilers and heating systems installed. Tenants mentioned that they were having difficulty reaching down to alter heating radiator valves so we listened to what they said and all new heating system installed going forward will be installed with a valve at the top of each radiator, as well as a room thermostat to also make things easier.

## Join one of our Computer Clubs this summer!

Our Computer Clubs, run in partnership with Tap into IT, operate at the following locations:

- **Kilravock House, 5 Oswald Rd, EH9 2HE on Thursday mornings**
- **Old Farm Court, 303 Colinton Rd, EH13 0NS on Thursday afternoons**
- **Gillespie Lodge, 47 Gillespie Crescent EH10 4JB on Friday mornings**

The upcoming dates are:

- **Thu 16, Fri 17 Aug - Thu 11, Fri 12 Oct (9 weeks)**
- **Thu 25, Fri 26 Oct - Thu 13, 14 Dec (8 weeks)**
- **Thu 10, Fri 11 Jan - Thu 7, Fri 8 Feb (5 weeks)**
- **Thu 21, Fri 22 Feb - Thu 28, Fri 29 Mar (6 weeks)**

ALL WELCOME, especially beginners!

Contact Mike Ellis for more information including on 'beginner' courses. Tel 0131 228 5716/ m 07505555011 mike.ellis@tap-into-it.co.uk.

## Dementia Strategy Launch

Viewpoint's latest strategy was launched on 5 June at Lennox House Care Home. We had over 25 staff attending and a visit from John Ramsay from Tovertafel. Tovertafel, also known as 'magic table', is a playful, interactive light projector that has been specially designed to meet the needs of those with dementia by enticing them to get moving and have fun together.



This is Viewpoint's third Dementia Strategy and it outlines several important environmental changes to our care homes and housing stock to make them more suitable for those living with dementia. For example, this includes changes to outdoor spaces by introducing different colours, smells and textures to create a positive sensory experience for care home residents.

The launch of the new strategy coincided with Dementia Awareness Week, an initiative spearheaded by Alzheimer's Scotland that aims to educate people about dementia and change how people talk about and respond to the illness.

Our Dementia Strategy can be found at [viewpoint.org.uk](http://viewpoint.org.uk)

VIEWPOINT  
joy in later years

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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: 9am - 5pm  
Tue: 10am - 5pm  
Wed: 9am - 5pm  
Thu: 9am - 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](mailto:repair@viewpoint.org.uk)  
w: [www.viewpoint.org.uk](http://www.viewpoint.org.uk)