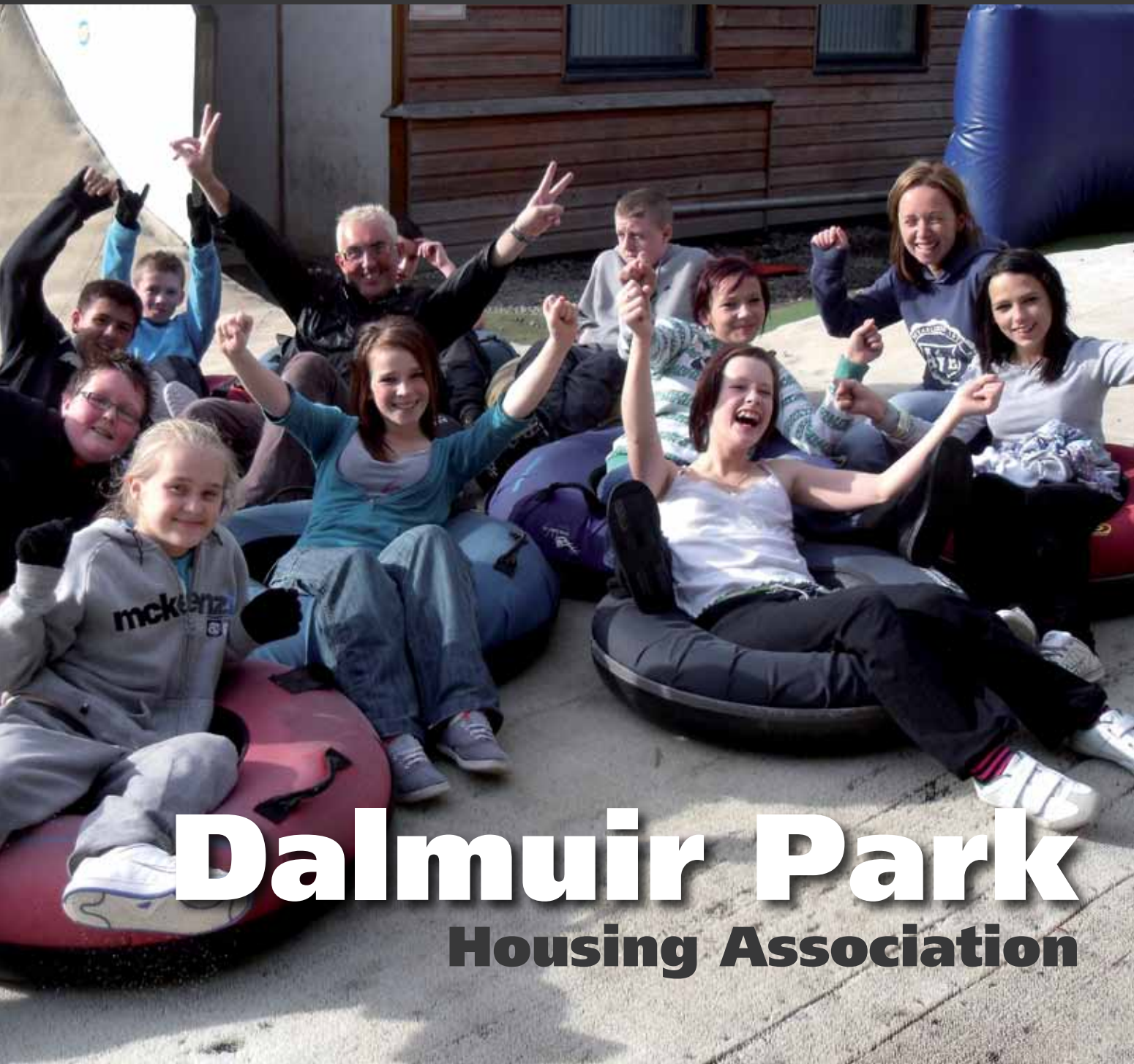


Spotlight

Housing Scotland turns the spotlight on Dalmuir Park Housing Association.

Issue No58



Dalmuir Park **Housing Association**

Driving Dalmuir Forward on Health, Wealth, Arts and Housing

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cdp is delighted to be associated with Dalmuir Park Housing Association and wishes them continued success.



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Hi-Flow



Hi-Flow are proud to have served Dalmuir Park Housing Association and its tenants since 1992.

We would like to wish everyone connected with Dalmuir Park continued success for the future.

Hi-Flow was established in 1990 and we provide a rapid reactive repair service to various housing associations/ letting agencies/ insurance companies & appliance manufacturers, throughout Glasgow and Central Scotland. We pride ourselves on providing a quality & reliable service at all times. Our core activities include:

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Phoenix Plumbing would like to congratulate Dalmuir Park Housing Association on their achievements to date and we wish them continued success for the future.

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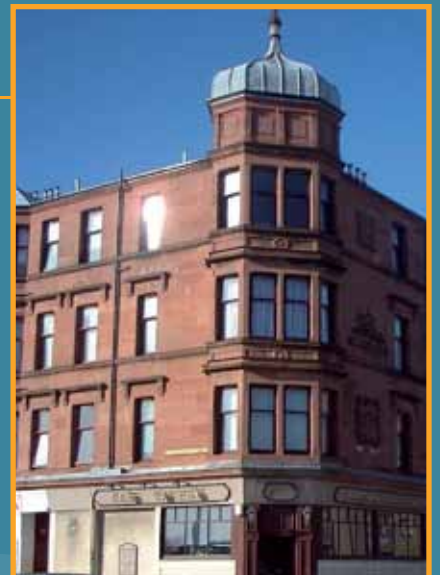
TAKING CARE OF BUSINESS

A caring approach to housing provision has seen a unique bridge built between housing and care services for DPHA in Clydebank.

INTRODUCTION

DPHA is a fairly typical example of a medium-sized housing association originating in a tenement 'action area' in Scotland. Actually at some point 'is' became 'was', because now the association has developed into something most definitely not typical, and possibly completely unique.

At some point 'housing' also blended with 'caring', and while we have never lost sight of our core activities relating to housing, we have always taken our 'caring landlord' role very seriously, and focussed on the potential for this attitude to our business to positively impact on our tenants and our community.



ORIGINS

In 1978, our Steering Group became a Management Committee, and our office base was the ground-floor 2 apartment flat in a tenement in Scott Street.

We pride ourselves in having sensitively restored our office base, a late 19th-century red sandstone building now titled 'Beardmore House', located in the heart of Dalmuir, Clydebank. We have just picked up a local Heritage Trust award for our restoration. The building was originally built as the Parish Council offices in 1870 and was the local base for distributing hardship payments to local people and families within the 'Poor Law' legislation designed to tackle poverty.

Dalmuir in the 1870's had slowly grown from a rural farming community to join with the light industry of neighbouring Clydebank before the population explosion at the turn of the century with the opening of John Brown's and Beardmore's shipyards which together employed 15,000 worker and built the world's most famous ships including the Agamemnon, HMS Hood, Britannia and of course the three 'Queens'.

In the 10 years following the opening of Beardmore's in 1906, most of the tenements in Dalmuir were built or bought by Beardmore's to house their expanding workforce. In 1906, Lord Overtoun donated Dalmuir Park to the population of Clydebank, ensuring that there was some open 'countryside' close to the densely populated tenements of Dalmuir.



HOUSING & CARE OF ASSETS

i) The Tenements

Events of the 13th and 14th March 1941, the 'Clydebank Blitz', shaped the area and it's community more than any other. In Clydebank, only 6 houses out of 10,000 remained undamaged after German bombing, and 1,000 people killed. Dalmuir was badly affected given it's location next to key bombing targets such as shipyards, Singers Factory and the River Clyde.

In property terms, many tenements were obviously lost due to bombing or subsequent demolition before it was at last recognised that the remaining 900 flats were still a valuable housing resource. The problem was that by the 1970's, 50% of these flats were below the 'tolerable standard', lacking basic facilities such as hot and cold running water, an internal toilet or bath, and a separate kitchen. Only 6% were

vacant, showing the continuing demand for even such poor housing at the time, and 75% were owned.

Between 1980 and 1990 all tenements in Dalmuir were modernised. 25 separate modernisation contracts saw DPHA provide 550 modernised, popular homes of all sizes.

ii) New Build

Local gapsites, again many a consequence of the 1941 bomb damage, allowed us the opportunity to tackle housing need through the development of new homes, incorporating a variety of contemporary design elements and a variety of house types and tenures, as well as our first properties specially designed for wheelchair users and their families.

ELDERLY CARE IN THE COMMUNITY

'Sheltered' Housing

Our Sheltered Housing Services continue to offer support to 70 households within our Shaftesbury Street and Nairn Street Sheltered Housing Complexes.

The drive for increased effectiveness has been merged with the enforced changes resulting from legislation relating to the number of hours staff can work, but we still manage to provide our tenants with 24 hour care service on site, backed up by Hanover Telecare's 24 Hour Community Alarm Service.

A Community Room in each complex allows the provision of many and varied community activities for local residents including stained glass making, enamelling, keep fit and a lunch club.



Lynx Care

DPHA's Lynx Care offers practical, basic yet essential and very much appreciated domestic support to elderly, disabled or vulnerable tenants within their own homes. We offer services such as support with household chores and daily living and escorting to appointments, social events or to access other community services.

We have recently enjoyed positive feedback on the service from both service users and regulators, and work has commenced on expansion into personal care which has been identified as another perceived community need.



Fact File

- Service Users:** 75
- Staff:** 10
- Turnover:** £100K
- Area:** Clydebank
- Base:** Beardmore House

Table showing the movement of ownership trends over the years

	1978	1988	1998	2010
Total Stock	709	0	832	830
Private Landlords	91/13%	0	0	0
Vacant	46/6%	0	0	0
Clydebank D.C	42/6%	0	0	0
DPHA	0	529/98%	696/84%	660/80%
Owners	530/75%	12/2%	92/11%	138/17%
Sharing Owners	0	0	44/5%	32/3%



CHILDREN IN THE COMMUNITY

Dalmuir Out of School Care Group

DPHA, through DOSCG, is now legislated to provide 75 childcare places for children between the ages of 4-14 years old, servicing 3 local primary schools, and from the wider community during holiday periods.

We face the continual challenge of ensuring project viability while encouraging use through realistic, affordable fees.

We are happy to take ownership of services such as this which stimulate the local economy, in this case by creating employment directly, and by allowing parents increased opportunities to train or work.



CARE OF THE BROADER COMMUNITY

Community Development:

DPHA receives grant support for many of our social interaction activities which, when added to our own budgeted expenditure on community development, donations and activities, ensures that we create a wide range of initiatives involving the widest cross section of the community possible. Here are only a few of this year's successes:

- Dalmuir Park Sports Club:** children's sports development club funded by DPHA.
- Soccer 7's and Soccer League:** competitions for primary schools in the District funded by DPHA.
- Beardmore Sculpture:** community artwork funded in partnership and commemorating our shipbuilding heritage.
- Bounce Party:** aimed at Primary School children in Dalmuir
- Youth Activity- Ski Tubing, Y Sort It Bus, Climbzone:** consultation and activities provided in conjunction with West Dunbartonshire Youth Team.
- Dalmuir in Bloom:** location and planting of window boxes and hanging baskets throughout Dalmuir.
- Garden Competition:** prizes and awards at our AGM.
- Moon Garden:** community garden and sculpture in sheltered development.

CONCLUSION



**Dalmuir Park
Housing Association**

Over **£30 million** has now been invested in Dalmuir via the housing association and, we hope, wisely spent. Around **200 newly built, architect designed homes** have been added to the **600 tenements** which were modernised in the eighties.

Our core business remains connected with housing provision, management and maintenance: we must ensure that our properties provide decent, comfortable, and affordable homes for our tenants for at least another **30 years**.

But providing houses was only the beginning and not enough in itself. The growth of the organisation has been closely linked to the increasing belief that **people-centred development** is every bit as important as housing development.

Much of our work is now about supporting the community in whatever way we can. The association has grown into a multi-million pound operation providing high levels of investment in our property and our tenants and thereby having a major influence over thousands.

Equally, there's no room for complacency, and we don't pretend to get everything right, our tenants being the best judge of when we don't. If there is room to improve, we will try, and our **Tenant Satisfaction Survey** results indicate that we are continually improving across all areas and display excellent results well above the housing association average. These excellent results based on the crucial opinions of our service users indicate that we are continually striving to become not just **more caring in our approach but more professional in our management**. One will always complement the other for DPHA.

Any success we have had has been over the course of a period of huge political change, but within a generally supportive environment, and we should of course recognise the roles played by many partner agencies and organisations, as well as many individuals. However we can also only hope that the role we have been allowed to develop and engender, as well as that of the many similarly organised and structured organisations like ourselves throughout Scotland, continues to be supported and recognised as a **valid model for genuine community driven service delivery and empowerment**.



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DPHA Fact File

Chairperson:

John Gilleece

Director:

Pat Gilbride

Stock Managed:

830

Care Services:

Lynx Care, DOSCG

Staff:

42

Turnover:

£2.45m

Founded:

1977

Area of Operation:

Clydebank, West Dunbartonshire

Address:

Beardmore House
631 Dumbarton Road
Dalmuir
Clydebank
G81 4EU

Website:

www.dpha.org

Telephone:

0141 952 2447

E-Mail:

admin@dpha.org.uk

Key Priorities 2010 -2012:

Provide 50 new homes for rent;
complete community heritage
sculpture; contribute £1.5 million
to home improvements; improve
Sheltered Housing service and
community alarm system; improve
DOSCG accommodation.