



Dalmuir Park
Housing Association

Magazine

Dalmuir Park Housing Association News Winter Edition 2012

ISSUE No 10



DOSCC's Emily meets Jedward

**PLUS... Storms update, Rent Review
Consultation and Care Services update
and much more!**

Committee Welcome



It gives me the greatest of pleasure to welcome everyone to Issue 10 of our magazine. I hope everyone had a great Christmas and hope a prosperous 2012 lies ahead for us all.

The previous two winters saw much snowfall. This winter we have been hit with the severest of winds for many years. This issue will keep you up-to-date on the on-going repair work.

The most important article of Issue 10 is on Page 4 where we provide information on the proposed rent increase. We are anxious to receive feedback on this subject so please return your comments by 15th February and you will be entered into a prize draw. The winner will receive £100 shopping voucher for ASDA.

Our Care Services have been involved in numerous activities over the last three months and these are highlighted toward the centre of the magazine. Emily McBride from our Out of School Care Group also met teen favourites Jedward (see front cover). Who will be the next celebrity to grace our magazine?

The magazine also reviews all our Community Development activities run through 2011. Some great pictures not to be missed!!

Hope you all enjoy this Issue.....

Anne

Anne Meikle
Committee Member



Insulation

We are currently working with an insulation company. You may be contacted by them to gain access to install cavity insulation and loft insulation.

This will make your home more energy efficient and reduce fuel bills.

Storm Damage

During the recent storms a number of our properties were damaged.

Temporary repairs have been carried out to make the buildings safe and our contractors will be making permanent repairs in due course. We hope this will not be an inconvenience to tenants.

Repairs

Please report repairs immediately. This enables staff to deal with the repairs in a timely and efficient manner.

Our contractors are asked to call tenants before carrying out repairs. In some cases they may already be working in the local area and may attend without calling first. Should they leave a card or message on your telephone, please contact them to make suitable arrangements for the repair to be completed.

If the contractor cannot gain access on more than two occasions, then this may result in you being re-charged for the contractors' costs and the repair will be cancelled.

Bins

If your bin is stolen or damaged please contact West Dumbartonshire Council 01389 737000.

Please note that you may incur a charge for a replacement wheelie bin.



HOW TO PAY YOUR RENT

Direct Debit

The easiest way to pay, if you have a current bank or building society account, is by Direct Debit. Paying your rent this way means you don't have the hassle of remembering when your rent is due. You can pay weekly, fortnightly, four weekly or monthly. Simply contact the Association for a form, which we can help you fill in, and we'll take care of the rest.

By Cheque

You can post or bring in a cheque made payable to 'Dalmeir Park Housing Association'. Please write your name and address on the back. This method is the only one where payments take more than 24 hours to credit your rent account. As they can take up to three working days to reach your account, after we have given your cheque to the bank, make sure that you pay in plenty of time for your rent to be credited to your account by the 28th of each month. Please remember to put your name and address on the back of the cheque.

There are many different ways to pay your rent using your

AllPay payment card, issued to every tenant. Your AllPay card contains a unique identification number so it should be used when making payments to us as it identifies your rent account.

Payment Outlet



You can use your AllPay card to make payment at any outlet displaying one of the signs shown to the left. All you need to do is take your AllPay card to the counter along with your payment and hand them over. You will be handed back your card along with a printed receipt, which you should keep in a safe place to prove you've paid.

Paying using your Telephone

This service is available 24 hours a day, 7 days a week. Payments can be made using a debit card. Just ring 0844 557 8321 and follow the simple instructions.

You can also phone our offices on 0141 952 2447 and we can take a payment.

We accept most major debit cards including Delta, Visa and Solo.

Paying over the Internet

This service is also available 24 hours a day, 7 days a week. Visit www.allpayments.net and have your debit card and swipe card handy. We accept most major debit cards including Delta, Visa and Solo.

If your card is lost or damaged, please contact us on 0141 952 2447 and we'll send you a replacement card

Gas Servicing

The Association as landlord is legally required to carry out annual services of all gas appliances it is responsible for in every property it owns. The service must be carried out no more than 12 months from the date of the previous service and the findings of the service must be recorded and retained for two years.

As a responsible landlord Dalmeir Park Housing Association will ensure it meets all of its legal obligations in connection with the gas safety for its properties.

We have established policies and systems in place to make sure we comply with the requirement of the Gas Safety (Installation & Use) Regulations 1994 and other relevant obligations. We ensure the service is delivered in keeping with current best practice.

The Association has also established a contract with an appropriately qualified contractor, who is registered with GAS SAFE, to annually undertake a full safety inspection, servicing and necessary repairs to all of the Association's relevant properties, using the appropriate Approved Codes of Practice (ACOP's).

If you have a gas component in your home such as gas central heating, our contractor will write to you to arrange access to carry out the service, informing you of the date the next service is due. You should confirm that the arranged date is suitable or if it is not make contact with the contractor or the Association to arrange an alternative date. That date cannot be beyond the anniversary date of the previous service.

In order to comply with the legislation and to keep its residents safe the Association has a policy in place that results in it reluctantly carrying out "Forced Access" to carry out the service in the event of a repeated failure to allow access or to make contact with us. This action is taken as a last resort however it can be costly and you will be recharged the full amount.

The legislation was introduced to protect residents of domestic properties and it is in your best interests that you allow our contractor access before the anniversary date to keep your home, yourself and family safe.

CARE SERVICES



Dalmuir Park
Housing Association

Some facts and figures

Lynx Care Service

- We are a team of 6 Support Workers
- We work with around 35 service users at any one time
- We provide around 90 hours a week's service
- Our work focuses largely on helping service users with domestic work and with their shopping
- We make teas and lunches for a small number of service users
- We do most of our work between 9.00a.m. and 4.00p.m.
- We work to around 6.30-7.00p.m. when we are making an evening meal for service users

Care Services have a unique and valuable role in Dalmuir Park Housing Association's vision and commitment to its tenants and the local community. This Care Services supplement provides a flavour of what's been happening over the winter months.

LYNX CARE DALMUIR OUT OF SCHOOL CARE GROUP NAIRN AND SHAFTESBURY SHELTERED HOUSING

This Care Services supplement provides a flavour of what's been happening over the winter months at:

LYNX CARE

Lynx Care is currently funded via the Supporting People Grant and provides West Dunbartonshire Council with Support Workers to work for referred service users. We also have some private clients.

We have been branching into Personal Care and continue to offer support to tenants living in their own homes within the community with:

- household chores and daily living tasks
- meals
- escorting to appointments or social events
- practical support to access other community services

The Lynx Care team is committed to its work and the opportunity to help people in their own homes to manage some of household tasks which tenants are no longer able to do by themselves. "Magic, just magic" is how Norma describes the support she gets from Alexis, her Lynx Care Support Worker. Norma and Alexis enjoy the opportunity to work together.



Four of the Lynx Care Support Workers: Yvonne, Carolanne, Alexis, Brenda. Katrina and Christine make up the team of six.



Alexis recording her visit to Norma before she sets off.

DALMUIR OUT OF SCHOOL CARE GROUP

A survey was recently undertaken to find out how we could improve the service. Nineteen parents, who have a total of 25 children attending DOSCG, took part. Here are some of the things we discovered :



- Almost all of the parents who completed the survey found out about DOSCG by word of mouth.
- 100% of parents who completed the survey would recommend DOSCG to their friends.

Comments from parents included:

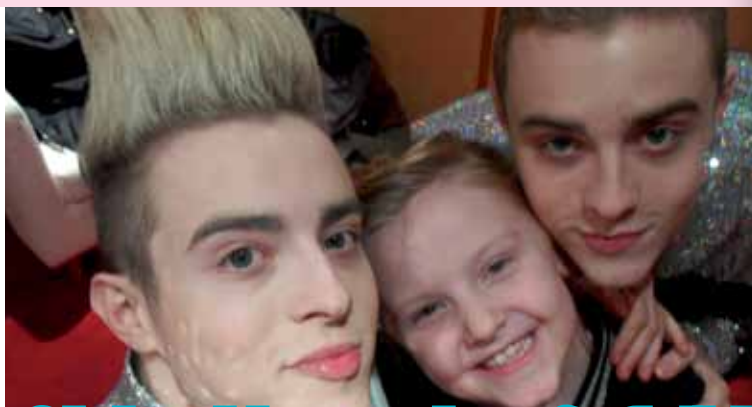
"My child loves going to DOSCG and has made lots of new friends"

"Really pleased with the service"

The results of the full survey will be available in January

There are currently a few vacancies at DOSCG.

For more information contact Elaine or Tina, Project Coordinators: tel. 951 4499



A hair-raising experience for Emily!

A few weeks ago, Emily called Real Radio on her way to school. She was asked what question she would ask Jedward if she had the chance to interview them. Emily decided on "how do you both make your hair stand up?" ...and she won the chance to interview Jedward and meet Ruffy from Real Radio.

Emily took her mum along with her to the VIP room and said she was "gobsmacked" when she met Jedward. They both kissed her on the cheeks and she asked her question. "Lots of hair spray and hair gel" is the answer to the question. Emily was given 4 tickets to see Jedward and had a fabulous time along with her cousins and mum, Georgia.

A Season of Surveys at DOSCG

In November, the children decided to consult parents and children about their suggestions for fundraising, activities, healthy snacks and trips.

This is how they went about it:



Step 1 : Designing and creating the collection boxes



Step 2 : Making the labels



Step 3 : Setting up the collection-point



Step 4 : Welcoming visitors



Step 5: Collecting and sorting the suggestions

SHELTERED HOUSING NEWS

Trips to zoos and safari parks were also popular

Children's Survey

Our children's survey asked children and adults for their ideas and suggestions for activities. Things to do outdoors were very high on the list: Trips to parks was at the top of the list.

Ideas for snacks: Some of the things we learned from the children's survey:

- 1 Fruit was at the top of both the children's and the parent's lists, with bananas being the children's most popular choice.
- 2 Vegetables only featured in the parent's list.
- 3 While pizza, pasta and sandwiches were the savoury items on the children's lists, the parent's had bread sticks and dips, crackers, tortillas and home-made brunch bars.

Have staff at DOSCG created a new dance?

Recently, new members of staff joined the team at DOSCG. One of the team-building challenges was for two teams to compete to build the tallest building, in silence and with one hand behind their backs. The winners? The clue is displayed on the wall behind Elaine's head.



Across the generations: Residents from the sheltered housing complexes and children and staff from DOSCG enjoy many opportunities to meet together throughout the year...visiting, entertaining, sharing stories, recycling materials for craft work....



Entertaining and having tea together

Residents at Shaftesbury and Nairn enjoyed opportunities to join in community activities and events over the winter months – from Bingo to St Andrew's night celebrations and the Christmas outing to the Normandy Hotel.



Betty from our Nairn complex visiting DOSCG

Betty, who lives at our Nairn sheltered housing complex, arriving at DOSCG with some of her paint materials for the children to use.



Shaftesbury St residents had a great time singing along to Christmas Carols as well as playing some percussion instruments

Here are some of the things we do at DOSCG to make sure that children, parents and carers are involved in helping us to improve our service:



- We have a **Pupil Council** which is a child-led forum which consults all the children and takes issues to the Coordinators for discussion and action. Representatives participate in the completion of our self-assessment for inspection.
- When we are recruiting staff, children prepare some of the interview questions for candidates.
- Our **Buddy Transition** programme supports children in transition from primary to high school.
- Our **Bully Box** provides an anonymous "voice" for children to express their views.
- We have a **Suggestion Box** for families.
- Parents are encouraged to join Dalmuir Park Housing Association's Care Services Sub Committee.
- From time-to-time we undertake surveys.

INSPECTION! READ ALL ABOUT IT!

The Care Inspectorate for Scotland regulates and inspects all our care services at regular intervals. This is to make sure that our service users receive the highest quality of care and that their rights are promoted and protected. If you have access to a computer and would like to read our inspection reports why not visit The Care Inspectorate website.

The website address is www.careinspectorate.com

Once you are in the website:

1. Click on **Inspection Reports**.
2. Type **Dalmuir Park Housing Association** in the **Provider Name box**
3. **SUBMIT!**

And now for a conundrum!

At present there are 2 different website names for The Care Inspectorate. The other website address is www.scswis.com. Anyone who enjoys conundrums can find out the reasons why by reading on. Social Care and Social Work Improvement Scotland (SCSWIS) is the legal name for The Care Inspectorate for Scotland. The general public and professionals disliked the name and found it confusing. So, last year, the name was changed to The Care Inspectorate. This explains better who they are and what they do.

INSPECTION REPORT SHELTERED HOUSING AND LYNX CARE

Our most recent inspection of our Sheltered Housing and Lynx Care Services was 8 months ago. This is an extract which shows what the inspectors look for:

- The service's 2010 service user survey found 89% rated the service as excellent or very good in relation to treating tenants with dignity and compassion and a further 9% felt this was satisfactory. Only one person rated this element of the service as poor. 91% rated staff's helpfulness as excellent or very good and a further 9% rated staff satisfactory.
- During the inspection we joined some service users for morning tea and coffee. We observed the interaction between service users and the Warden on duty. The staff member had knowledge of individual service user preferences and treated each service user with dignity and respect. We also accompanied a Lynx Care worker to a home visit and observed their interaction with the service user who stated that the staff member was very helpful.
- The provider's handbook and tenants information pack include details of the National Care Standards.
- All of the Lynx Care staff have completed their SVQ2 awards, with the senior in the process of completing her SVQ4 award. All of the care plans which we randomly sampled were signed by the member of staff who completed them and the individual themselves. People told us that they kept copies of their care plans in their houses and we viewed this in two houses that we visited.



WDC Stock Transfer

DPHA has over the past year been dealing with the major issue of West Dunbartonshire Council (WDC) Stock Transfer, and the coming year will require some major strategic decisions by the management committee.

WDC are potentially transferring approx. 40% of their housing stock out of council ownership. Lots of debate has taken place about which areas and houses will be involved, but housing Association suggestions have largely been ignored, resulting in four separate transfer areas: Dumbarton, Vale of Leven, Clydebank East and Clydebank West. We have expressed an interest in Clydebank West which initially included the Dalmuir multi-storey flats, Mountblow and Radnor Park. Despite reservations, we proceeded with an expression of interest, and have more recently taken one further step by submitting a business plan to WDC in November 2011.

The Dalmuir multi-storey flats have unexpectedly been withdrawn from the stock transfer package, and we are disappointed at this major shift in council strategy which suddenly removes over 500 homes and families, and those which are most central to our area of operation, from the potential transfer. This leaves around 650 homes available for potential transfer, but we still require a huge amount of information before we can be fully committed to the transfer, which for our organisation is a huge undertaking. Members and senior staff are very aware of the risks attached to the potential transfer of some of the poorest quality stock in the district which will require huge levels of investment in not only modernisation, but demolition and replacement newbuild housing. It is fair to say that the council's lack of progress in this key strategic area may well result in a lack of financial support essential to any transfer and comprehensive regeneration

proposals, and it may well prove inappropriate that any relatively modest housing Association is expected to accept the transfer of risks and responsibilities attached to such an operation without adequate support and subsidy.

Our members have a huge sympathy with the council tenants who are involved in trying to improve and regenerate their homes and their communities, and our organisation is in no doubt, that the main reason for being involved at present is to provide some level of support to the concept of genuine community control and community regeneration in our recognised area of operation, which is Clydebank West.

To put the financial scale of the transfer proposals in context, costs will be in the region of £6-20 million depending on the agreed scale of regeneration and whether newbuild housing is included. The opportunity exists to have the Association involved in what it does best: housing and community development and delivery of quality local care and housing services. In relation to Mountblow, an interesting partnership has been forged with the Clydebank Community Sports Trust who has not only a fantastic vision, but detailed plans and proposals for the transformation of the Mountblow playing fields into an innovative sports village. A joint-presentation has already been made to our local MSP, Gill Paterson, who seemed genuinely impressed, and we hope to secure some other additional support to help realise this potential for genuine comprehensive area regeneration.

We intend to further develop our Business Plan in order to allow members to make informed choices regarding future strategy, and tenants will be kept fully informed and consulted before any commitment is made.

Community Development

Our Community Development and Wider Role programme commenced in **January** with our annual kiddies Bounce Party. Added to the programme in 2009 it has proved very popular with the smaller children in the area. A session of adrenaline filled fun on an inflated adventure zone and soft play area is followed with some food and a soft drink. The event is held in the Playdrome Sports Centre in Clydebank.



In **May** we once again erected over 100 hanging baskets throughout the local area for the project now known as 'Dalmuir in Bloom'. We receive many positive comments on the spray of flowers contained within the baskets and their fabulous colours. It is the Association's intention to include this project on the programme for years to come.

June was a busy month with the conclusion of the Spring Soccer 6's and the inaugural Pupil of The Year Award presentation and dinner. The Soccer 6's tournament was won by St Stephen's Primary defeating St Mary's Primary in a hard fought final.



Our Pupil of The Year Awards presentation was held in Our Lady of Loretto Primary in early **June** with Samantha Wilson winning from Clydemuir Primary, Danielle Gallagher winning from St Stephen's Primary and Phoebe Byrne winning from Our Lady of Loretto. All three winners later attended an award dinner with their families at the Beardmore Hotel and Conference Centre. The competition is already underway for a second year.



& Wider Role

Review of 2011

In July pupils at St Stephen's Primary participated in assisting the Association to design a logo for their latest community project, The Beardmore Trust. Four winners were chosen and the Association were able to design their final logo from ideas contained within the four designs.



October saw Kilbowie Primary regain the Soccer 6's Trophy defeating St Stephen's Primary in the final. In a first for the competition, the winners were decided on penalties.



In September the Association formed a community partnership with Clydebank Camera Club. The club will assist the Association with its photography requirements and in return donated an Annual Trophy. The trophy will be called the Charles Meikle Trophy and will be presented to the best picture within the subject of sport.

The Association once again distributed around 150 £10 ASDA vouchers to every resident pensioner in December and continued their link with Dalmuir Park Sports Club with an agreement to sponsor the club for season 2011/2012.

Our Summer Social was held in August. Over 70 elderly tenants, and some with particular needs, enjoyed a 3 course meal followed by some excellent cabaret by Pat Cairns.



September also saw our Garden Competition judged by the Associations Fiona Mathieson and committee member Laurie MacKay. Winning the Best Individual Garden category was Netta Buchanan and the winner of the Best Back Court was Gina McGeever.



The Association relies heavily on the goodwill of its contractors, consultants and local businesses to allow its Community program to prosper and take this opportunity to extend its thanks for their kind contribution.

The SFHA Diamond Insurance Scheme offers a total insurance solution to Housing Associations in Scotland, made available through a single source. The scheme is designed to provide individuals with:

- Cost-effective insurance
- Wide policy cover
- Dedicated staff dealing only with RSLs

SFHA Diamond Home Contents Insurance

The SFHA Diamond Home Contents Insurance Scheme offers an easy and affordable way of insuring household goods to all tenants and owner occupiers. It offers:

- No excess
- New for old
- Affordable premiums
- Lower minimum sums insured
- Flexible payment methods
- All postcodes included

For further information please pick up an information pack at the Association's offices.

Useful Contact Numbers

Dalmuir Park Housing Association
0141 952 2447

West Dunbartonshire Council
01389 737000

Police/Fire/Ambulance Emergency
999

Police Enquiries
532 3300

Crime Prevention
532 3338

Community Safety
532 3310

Victim Support
952 2095

Citizen's Advice
951 8666

Employment Service
800 2700

Housing Benefits
01389 738555

Council Tax
01389 737444

Anti Social Behaviour Helpline
(Mon-Fri 9am-11pm Sat-Sun 3pm-11pm)
01389 772048

Refuse Collection Bulk Uplifts
01389 737829

Independent Resource Centre
951 4040

Dalmuir Library
952 3532

Dalmuir CE Centre
941 1903

Clydebank Health Centre
0141 531 6400

Western Infirmary
211 2000

Vale of Leven General
01389 754121

Social Work -
01389 737758 (out of hrs) **0800 811 505**

Out of Hours Emergency Repair
0845 9303031



£1 Association Membership Application Form



Would you like to become a member of Dalmuir Park Housing Association?

If so, please complete this application form and return it with your subscription of £1.

Your application will then be considered at the next Management Committee meeting and if accepted you will be issued with a share certificate.

Your £1 payment is treated as share capital and the certificate is recognition of your rights as a member to take part in all the general meetings of the Association.

The issue of the share certificate makes you a lifelong member but does not commit you in any way to personal liability. If you want to find out more about the way the Association is run you can request a copy of the Rule Book.

Application Form

To: The Secretary, Dalmuir Park Housing Association
631 Dumbarton Road, Dalmuir, Clydebank G81 4EU

I'd like to apply for membership of Dalmuir Park Housing Association Limited and enclose £1.00 for one share.

Full name.....

Address.....

.....

.....

Signed.....

Date.....

