

Volume 11 – March 2010



Trust
More than just a home



Trust Talk

Spotlight on St
Margaret's Court

Tenant's Conference
2010

Care Commission



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WELCOME FROM THE EDITOR



Welcome to Volume 11 of Trust Talk and after the Winter we have all had I think we'll all be looking forward to the first signs of Spring. Whether it's the appearance of the first daffodils or the appearance of

lambs in the fields I know I will be very glad to see the back of Winter 09-10. In this issue we're telling you all about the Care Commission and also exciting news about this year's tenants conference.

Last edition I asked for feedback on the newsletter and I am glad to say I did receive some response however I would love to include a letters page in the newsletter so if you've something you'd like to say about Trust Talk please get in touch either by writing to me at the Edinburgh office or telephoning me on 0131 444 4991.

If I don't hear from you before I look forward to meeting some of you at the Tenants Conference, otherwise you'll hear from me again in the next edition – hitting doormats in July.

Laura Sandilands

Pollok Day Centre Outing to

Some of the Service Users from the Trust Day Centre in Pollok recently went on an outing to the Falkirk Wheel using the mini bus owned by the day centre. They were extremely fortunate to have chosen a day when the weather was beautiful and having visited the Wheel and enjoyed the boat trip they all then went on to enjoy lunch at the Coppertop in Camelon.

A WARM WELCOME TO TRUST TALK FROM JANE HARDY



Hi, my name is Jane Hardy and I am delighted to welcome you to the Spring edition of Trust Talk.

I moved into Supported Housing in Pollok during September last year and was given a very warm welcome from both staff and tenants.

It was a tremendous place to move in to and being disabled and a wheelchair user, it was wonderful to have a specially adapted flat for my needs.

I have the added benefit of a small garden with direct access from my living room. This was used constantly during September and October for lunches. I have a place for planters and pots for herbs and plants and have installed benches where I can sit outside and read the latest edition of Trust Talk.

I cannot emphasize enough how much my new accommodation has made a difference to my life and how much I enjoy being a tenant of Trust Housing.

Happy Reading

Jane

the Falkirk Wheel



The photograph shows from left to right:

Cathy, Rene, John, Jim, Charlie, Alan (our driver) Eddie (blue hat) Rena and Andy

RENT

It may seem like the most obvious statement in the world but it is worth stressing that Trust is dependent on the money it receives from you our tenants in the form of rent and service charges. It is vital that Trust receives your payments in a prompt manner, particularly in the current economic climate where local authorities are cutting funding to registered social landlords such as Trust.

If you find yourself in a jam financially and are having problems paying your rent then we'd like to help wherever possible. Contact the Rent Team to discuss the matter and they will be happy to offer you advice and explore the options available to you. You can even make an appointment with one of them to have a member of the team come to visit you at home and discuss the matter in person.

It is always better to face up to the issue and make plans to address them rather than



ignoring the matter as this will only exacerbate the problem. No one at Trust relishes taking action against tenants so we are more than amenable to

come to some agreement on how to best address debts.

To discuss payment options call 0131 444 1200 and ask to speak to a member of the Rent Team. There are a number of ways by which you can pay your rent, we accept any of the following:

- Standing Orders
- Direct Debit (for full funders only)
- Cheques
- Payment via Allpay
- We now have the facility to take credit and debit card payments over the phone.

We would also encourage you to check out the money page section of this newsletter where our Benefits Officer Aisha Nadeem offers all manner of invaluable advice and information on what funding is available to you.

Cutting out the middle man

Those of you who receive payment of Housing Benefit from your local council may be interested to know that arrangements can be made to have that Housing Benefit paid direct to Trust.

This would remove the need for you to act as an intermediary





between the council and Trust. So rather than you getting a payment from the council and then making a further payment to Trust, all transaction and any related queries or issues would be dealt with between Trust and the council

If you are interested in putting this kind of arrangement in place we would again suggest you give the Rent Team a call and they can help get the ball rolling.

Standing Order Reminder

As you hold this issue in your hands you'll be aware that the start of April is on the horizon. This marks the point at which your new rent and service charge rate for the new financial year take effect. For those of you who pay your rent by Standing Order, we remind you that you need to contact your bank to update your Standing Order.

LANGHOLM GARDENS COME UP ROSES

The tenants and staff at Greenbank Court, Langholm are delighted to have made a successful grant application to Awards for All, Scotland. Having won the 'Best Street or Area' in the local gardening competition for the past two years the tenants hoped a grant would be available to purchase a greenhouse for the development.

Last Summer we made up 20 hanging baskets and brought on countless bedding plants but with no outdoor frost free space various residents could hardly get in and out of their bedrooms for trays of seedlings. With the help of the grant our gardener, David Dalgliesh, has made a start of laying the base of the greenhouse which we have now ordered. The addition of the greenhouse will mean the tenants at Langholm can hopefully add a third win to their accolades at the next gardening competition.



Benefits Up-rating

I am pleased to share with you my baby news!!! I am expecting my baby in June and will be off on maternity leave from May 2010. As there may be some changes in the way the Benefits Service is delivered in my absence, Trust will be in touch to advise you of cover arrangements. If you need advice in my absence please speak to your coordinator for further information. On a personal note I would just like to say it has been wonderful meeting you or speaking to you over the phone and hopefully look forward to catching up with everyone when I return.

Aisha Nadeem

The annual up rating of benefit payment rates for those aged 60 and over will take effect during 12 – 16th April 2010.

Due to the rates changing you may be entitled to more money. To ensure you are receiving your correct and full entitlement, please ask for a benefit check. All rates shown below are weekly rates.

This brief summary is only a rough guide not a statement of law; further information is available from your coordinator or by contacting The Pension Service on 0800 99 1234 or your Local Authority Housing and Council Tax Benefit Office.

a. **Entitlement Based on National Insurance Contributions, Income & Savings Not Counted**

Retirement Pension (Basic)

£97.65 single / £156.15 couple

b. **Entitlement Based on Disability Conditions, Income & Saving NOT counted**

Attendance Allowance (65th Birthday and over)

£71.40 Higher Rate / £47.80 Lower Rate

Disability Living Allowance (Claim up to 65th birthday)

CARE: £71.40 Higher / £47.80 Middle / £18.95 Lower

MOBILITY: £49.85 Higher; £18.95 Lower

c. **Entitlement Based on Income and Savings (Saving below £6,000 ignored, no upper savings limit)**

Pension Credit (Guarantee) & Saving Credit

£132.60 single / £202.40 couple



If you are in receipt of Attendance Allowance, the amount will change to £185.45 (Single) or £309.70 (for couples who both receive AA) and in some cases the amount could be higher for couples if Carer Amounts is awarded (Please note this can be rather complicated so seek advice).

Maximum Saving Credit (Age 65 and over)

£20.52 Single / £27.09 Couple

The Easy Guide to Benefits for the 60+ 2010 issue

Many older people are still not sure what they are entitled to and miss out on a great deal. People have voiced concerns about the lack of information available and also how inaccessible information on this subject is. The Easy Guide to Benefits for the 60+ has been produced jointly by Bield / Hanover (Scotland) and Trust Housing Associations.

The guide explains the most commonly received benefits in straightforward, easy to understand language. This will help older people to know who are entitled to receive these benefits and which of them they are eligible to apply for. It is aimed at all older people who would benefit from using it, not just for residents of the three housing associations.

Copies of the guide will be available from April in the lounge of your development or alternatively you can download a PDF copy from www.trustha.org.uk

Free Mobile calls to DWP 0800 numbers

Free phone calls for most people using their mobiles to claim benefits and pensions were announced by the Department for Work and Pensions from the 18th of January. Six of the biggest mobile phone network companies will no longer charge their customers for calls to the Department's 0800 Benefit Claim lines. Currently 12% of UK households use only mobile phones and do not have a land line.

Calls to claim benefits and state pension use 0800 numbers which are already free to customers using BT land lines, but currently people calling 0800 numbers from other mobile phone providers are charged for these calls.

The Department has now reached agreement with O2, Orange, Tesco Mobile, T-Mobile, Virgin Mobile and Vodafone to end charges to their customers for mobile calls to around seventy of its 0800 numbers. These numbers are used by people making initial claims for benefit and pensions and to request emergency payments, such as crisis loans.

Together the six companies with whom the Department has now signed agreements cover over 90% of the mobile market in the UK.



TRUST PLAYS HOST TO VISIT BY GLASGOW SIMON COMMUNITY

TRUST has played host to a visit by staff from the Glasgow Simon Community.

The much admired organisation has been tackling homelessness in the city since 1964.

Two members of staff from the charity's Resettlement and Housing Support Services division gave an informative and compelling insight into the work of the organisation and why its services are needed now more than ever.

Brian Doherty and Simon Weir revealed some of the startling set of statistics which bring home the reality of homelessness and the many problems which arise out of it.

Homeless people are 13 times more likely to be the victim of violence with over 50 per cent unemployed for three years or more. Up to 70 per cent of homeless people have mental health issues.

Resettlement and Housing Support Services aim to support people aged 18 and over who are experiencing homelessness to obtain a tenancy AND support people at risk of homelessness to remain in that tenancy and their local community.

The Glasgow Simon Community also helps with issues such as addiction, mental health, social inclusion, employability and literacy & numeracy

It offers not just practical help to those most in need on the streets, but



a growing spectrum of projects offering longer-term support to help people move away permanently from homelessness and become more confident in their ability to manage their own lives.

The presentation was organised by Trust to give its staff a greater understanding of the work being done on homelessness.

Trust will also link up with the Glasgow Simon Community via referrals to alleviate homelessness and sustain tenancies, particularly for homeless people and those who are of an older generation with addictions.

Trust's Operations Manager Gerry Brennan who is based in Glasgow said: "This was a very interesting opportunity to learn of the work of the Glasgow Simon Community and its vital contribution to tackling homelessness in this city.

"It is important for housing providers to learn from one another and equally important when society in general benefits from organisations like Trust and the Glasgow Simon Community working in partnership."

BOOST FOR HOUSING IN LANARKSHIRE

THREE housing providers are working together to deliver new homes for Lanarkshire.

Trust, Lanarkshire Housing Association and North Lanarkshire Council are celebrating the progress of work on a very sheltered housing development at Liberty Road in Bellshill as part of a larger project of properties for rent.

A total of 20 one bedroom homes for single people or couples and two wheelchair adapted flats are being built for Trust by Lanarkshire HA in the partnership deal which is seen more and more as the way forward for social housing development in Scotland .

Lanarkshire Housing Association is also creating 28 "general needs" houses and flats for rent.

The £6.7 million development got the Ministerial seal of approval recently when Housing and Communities Minister Alex Neil MSP paid a visit as construction work got under way.

Catriona Blyth, Chairperson of Lanarkshire Housing Association said the new homes showed "just what can be achieved when parties come together and work in partnership."

Catriona added: "Lanarkshire Housing Association is delighted

to have worked in partnership with Trust Housing Association to deliver a wider range of homes and help meet the priorities of North Lanarkshire Council's Strategic Housing Investment plan.

"The Scottish Government is keen to see housing associations working together to get better value for public money and Liberty Road is a great example of what can be achieved through joint working."

Also attending the launch of the development was Councillor Jim Robertson, Depute Provost of North Lanarkshire.

Jackie McLean of Trust said:

"This development is an important step forward in addressing the need for very sheltered housing in this part of North Lanarkshire. We are delighted to be working so closely with Lanarkshire Housing Association and North Lanarkshire Council who share our desire to deliver good housing for the people and the communities we serve."



Progress on Newbuild Developments

Trust currently has 3 new developments on site and 3 remodelling projects:



St Flannan's – Kirkintilloch

St Flannan's, Kirkintilloch (General Needs Flats)

The bad weather over Christmas has hampered progress and so completion is likely to be at the end of April and not March as reported previously. The view from the top flats is cracking!

Liberty Road, Bellshill (Very Sheltered Housing)

Luckily this development was wind and watertight before the bad weather came in and if anything this project is due off site earlier than anticipated. At the current time this is envisaged in May this year. Dawn Woodward, Service Manager has been working hard to ensure the appropriate furnishings and fittings go into the building and we thank the residents at Mission Place, Motherwell who acted as testers for some of the possible new chairs Dawn was considering.

Ash Grove, Alloa (Amenity Housing)

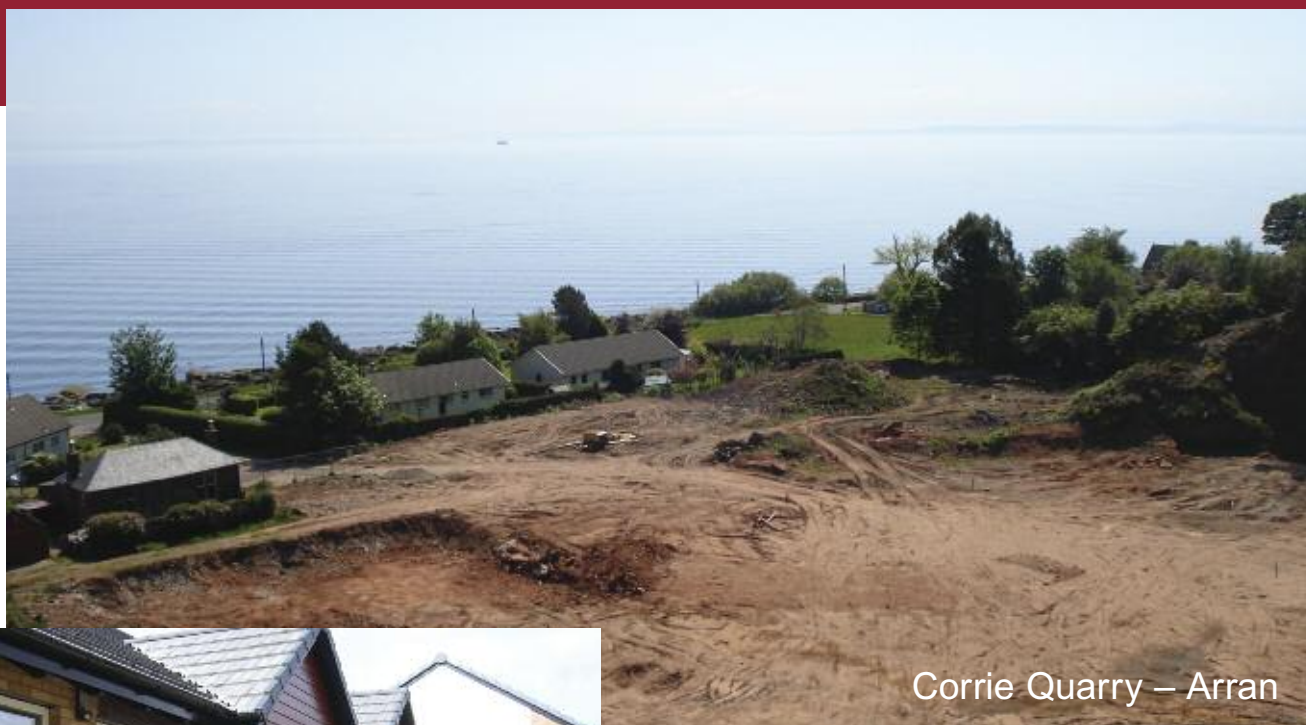
It is all happening in May as the last 3 units at this development also come off site. The feedback on the 4 houses already completed from the tenants has been good

Corrie Quarry, Arran

And finally we are happy to confirm that the new site at Corrie in Arran is now on site. This is our largest new build project on Arran totalling 24 houses. The development will be on site for 18 months and we will keep you posted on progress.



Liberty Road – Bellshill



Corrie Quarry – Arran



Ash Grove - Alloa

Pollok Remodelling Works

The works to separate the Day Care and Sheltered Services from the Care Unit now run by Bield HA are ongoing. This was a complicated piece of work given that all residents remained in the building but progress is steady with completion due at the end of March. Thanks to all staff and service users for their patience.

Pollokshaws Meals Expansion

Works started on site at the end of January with the aim of relocating the kitchen upstairs in order to create a larger dining area. Again works are progressing well and we hope to finish during April.

Buchanan House, Callander

Following the closure of the Care services we are converting this property into amenity flats. Again works started at the end of January and we hope to complete this by the end of August.





FOCUS GROUP MEETINGS

It's that time of year again when we hold 3 Tenants' Focus Group Meetings (2 in the West and 1 in the East). We will be inviting tenants from our Registered Tenants' Organisations in the area closest to the meeting venues. The meetings provide an opportunity for tenants to meet with staff and discuss ideas that we may have on how we can improve the service provided to all of our tenants.

The dates are as follows:-

- 9 March 2010
Dunrobin Gardens, Airdrie
- 16 March 2010
Trust's Office, Edinburgh
- 24 April 2010
Ramillies Court, Clydebank



These meetings have now been in existence for some 4-5 years and are a well established part of Trusts' Tenant Participation strategy.

Tenant's Conference

Last year we held our third tenant's conference which took place in the Hilton Strathclyde and was another great success and enjoyed by all who attended. It was brought to our attention following last year's conference, that two main tenant events in Trusts' Tenant Participation Calendar, the Conference and the AGM, both alternate between Glasgow and Edinburgh, each year. To break this cycle and have one in each city it was agreed that the Tenant's Conference should look for a venue outside the city this year. It had to be in a location that would allow best access from North, West and East. To this end we can now confirm that the 2010 Trust Tenant's Conference will take place on 20 May 2010 in the Inchyra

Grange Hotel, Grangemouth.

We have been working with a small group of tenants, development based staff and representatives from our Head Office to develop a very exciting programme for this year. We are offering an excellent selection of both informative and entertaining presentations and we guarantee that we will do everything we can to ensure that your day is as enjoyable and interesting as possible.

The conference will be open to all tenants, both on the mainland and any island locations however places may be limited so complete the booking form enclosed with your newsletter and post it back as directed or pass it onto your coordinator as soon as possible.

The tenants who attend get a great deal from the opportunity this offers them to network with other tenants



who are involved in the running of their own tenants' organisation or social committee. This is also a good way for groups to

share ideas on activity/grants funding and any new approaches to organising activities for older people.

If you would be interested in forming a tenants' organisation on your development please talk to the development staff or Service Manager, who will be happy to give you more information on how you can do this.

The minutes from the meetings are posted on the development notice board but if you would like a copy of your own, please contact Diane MacDonald, the Tenant Participation Officer, on 0131 557 7496 or email dmacdonald@trustha.org.uk and she will be happy to send you a copy.

2010

Each year the conference has become more popular and so far we have been able to accommodate all those who have requested a place however should the trend continue then this year we may have to look at those who have attended previously and take into account geographical representation to ensure all tenants receive an opportunity to attend should they wish. Therefore I cannot stress the importance of completing the enclosed booking form and returning it to the Edinburgh office as soon as possible.

Reasonable travel cost and/or assistance will be offered to all who wish to attend and where necessary overnight accommodation may be made available if required.

Programme

Thursday 20th May 2010

- | | |
|---------------|---|
| 10:00 – 10:30 | Registration and Refreshments |
| 10:30 – 10:45 | Welcome & Introductions |
| 10:45 – 11:30 | The role of the Care Commission and how this relates to me |
| 11:30 – 12:30 | Workshops
Wiihab - Wiihab will explore the use of the Nintendo Wii as a tool for rehabilitative therapy
Sense Scotland Workshop
Wills and Powers of Attorney |
| 12:30 – 13:45 | Lunch |
| 13:45 – 14:45 | Workshops
Wiihab
Sense Scotland Workshop
Wills and Powers of Attorney |
| 14:45 – 15:15 | Tea & Coffee |
| 15:15 – 16:00 | One Foot in the Door |
| 16:00 – 16:15 | Closing Comments |

Arran news



New Year, new staff.

Most of you will be aware that in September 2009 Mr Andrew Martin retired from his position as Manager, Isle of Arran, Homes having given 9 years of dedicated service. Mary Pritchard, previously the Housing & Property Officer, was appointed as Manager in October 2010. Interviews for the resulting vacant position were held in early December 2009. We are now pleased to announce that Yolanda Archibald has joined the Isle of Arran Homes team as Housing & Property Officer. Yolanda has moved to Arran from Tealing in Angus where she has managed the provision of Woman's refuge's for almost 5 years. She brings with her a wealth of experience having worked for Angus Council as an Area Housing Manager and for Dundee Council as a Housing Officer. By the time that you read this Yolanda will be settling in to the Arran way of life and will no doubt be meeting you as she gets to know her way around the island.



Who can help me?

When there are staff changes and new people in post it can be quite confusing as to whom you should be asking to speak to when making contact with the office. All staff at Isle of Arran Homes office are happy to help what ever the enquiry but hopefully the following will be helpful to you;

Repairs – Aileen Latona,
Yolanda Archibald

Rent & Housing Benefit queries - Mary Young, Yolanda Archibald

Housing Application/Transfer Application/Mutual Exchange enquiries - Mary Young, Yolanda Archibald

Tenancy issues including neighbour disputes – Yolanda Archibald

Have you lost your keys?

A set of keys with a Trust Housing Association key ring attached have been handed in to the Isle of Arran Homes offices. If you have lost your keys please contact staff on 303700 or call into the office.

New Homes in Corrie

John Thomson Construction started on site in the Quarry at the beginning of January 2010 and work is progressing well. Under a design and build project they will be erecting 22 homes for rent for Isle of Arran Homes/Trust Housing Association. This new development will provide four one bedroom, eight two bedroom, four three bedroom for 4 people and six three bedroom for 5 people homes. It is anticipated that they will be completed and ready to move in to during 2011.

New rents reminder

April, the time of year for lambs and daffodils, also marks the start of the financial year with new council tax bills and rent increases! All tenants should have received or will shortly receive a letter advising them of their new rent from 1 April 2010. If you have not, please contact the office on 01770 303700. If you pay by standing order do not forget to let your bank know of the change to the amount that you need to pay each month.



Future Newsletters

The next edition of this newsletter will be circulated in the Summer. If you have any items that you would like to see in print and share with other tenants of Isle of Arran Homes and Trust please contact Mary Pritchard, The Manager at Isle of Arran Homes.

Happy Easter from all the staff at Isle of Arran Homes!

“TALK BACK”



Welcome to your regular ‘Talk Back’ section where we offer a summary of the information that you have provided to us through any surveys, interviews, questionnaires, complaints, comments and suggestions over the last few months.

We are always greatly appreciative of the time and effort that our customers put into communicating with us and feeding back to us on services. Through this section we hope to give an overview of what you have told us and what we are doing as a result of this.

We always strive to have meaningful and useful communication with our customers so, if anything you read here gets you thinking of something that you would like to share with us then please do not hesitate to get in touch with your Coordinator, Service Manager, or any member of staff at our offices (0131 444 1200).

Customer Satisfaction Surveys

Housing Services

In the last edition of this newsletter we fed back to you the results of last year’s housing services satisfaction survey. This focused on customer satisfaction with the services we provide to you as a landlord. This type of survey is invaluable for us as an organisation as it allows us to get a picture about how we are performing as a service provider. The housing services questionnaire will

be an annual survey. If you feel that there are areas we should be exploring through this survey that aren’t already covered then let us know and we can look to include these in future years.

Housing Support

This year we will also be conducting a satisfaction survey for all of our customers who receive any type of housing support service from us. If you receive such services then you will receive a questionnaire asking for your opinions on the service provided to you and those that provide it.

Your opinions are important so make them count by making them heard.

Customer Focus Groups

During the course of each year we hold a number of focus group meetings at various developments. Tenants give up their time to attend these meetings to discuss issues that impact upon Trust and all of our customers. The meetings provide an opportunity for real and meaningful two-way communication between customers and staff. This allows staff (especially office-based staff) to better understand the needs and concerns of our customers which, in turn, allows for better and more informed decision-making around policy and process.

The focus group meetings take place at developments in the east and west of the country in the spring and autumn of each year and they are

open to all members of a Registered Tenants' Organisation (RTO). If you are interested in getting involved then speak to a member of staff about how to get started.

More information on the focus group meetings can be found within the Tenant Participation pages of this newsletter or from your Tenant Participation Officer, Diane MacDonald (0131 557 7496).

Other Activities

This Talk Back section of the newsletter tends to look at organisation-wide activity – the 'big picture' if you like. However, there are so many things happening out at individual developments all thanks to the hard work and commitment of staff and customers alike. There isn't space to detail all of the activities that take place, however, here are a few things that relate to the 'Talk Back' theme of communication:

- Staff at the Bingham development in Edinburgh operate an 'open-door policy'. Essentially this means that dedicated time is given over for customers to come to the office and discuss any issues or ideas that they might have relating to the development or the organisation as a whole.
- In the spring of this year we will be opening a new very sheltered housing development in Bellshill, North Lanarkshire. Deciding on furnishings for a new development

is no easy task so we were delighted that tenants at our Mission Place development in Motherwell gave up their time to consult with us on the type of furnishings selected for the development. Mission Place opened at the end of 2006 and so, in relative terms, is a fairly new development. Tenants from Mission Place were able to offer advice and opinion about furnishings based on their own experiences. Many of the decisions on how best to furnish the new Bellshill development were based directly on this feedback.

- We also have a tenant from our Lauder development who sits on our Housing Support Documentation working group. This user-based feedback is invaluable to the process of assessing how best to address issues on this complex subject.
- Lastly, as an example of the sort of work taking place at developments to seek the views of customers and then act upon these, staff at our Lauder development have been conducting surveys on areas such as trips and outings and lounge redecoration.

As mentioned above, there are so many activities taking place at developments and we don't have space to document them all here. The above is an attempt to showcase some of the best examples of how customer feedback is being sought

“TALK BACK”



and acted upon. If you have any examples that you feel we should include in future editions of the newsletter then please let us know (contact details can be found just inside the front cover of the newsletter).

Allocations Policy Review – Volunteers Sought

We are currently at the start of the process of reviewing our allocations policy. This policy dictates how we let houses and who these are let to. Therefore, this is a very important policy which impacts, in some way, on all tenants. As such we are seeking volunteers from our tenant group to come along to a consultation meeting in April/May of this year. If you would be interested in taking part in this consultation, or if you would just like some more information, then please contact Wendy Johnston (Housing Policy and Performance Manager) on 0141 227 8515.

Complaints

A major source of contact with our customers, as with any organisation providing services, is through our complaints system. We look upon complaints as a chance to learn and improve and we hope that you feel encouraged and enabled to make your views known to us.

Over the last 6 months the areas on which we received the highest number of complaints were as follows:

- Staff Related Issues
- Tenant Relations
- Property Services
- Service Related Issues
- Heating/Hot Water
- Policy/Procedure
- Snow/Ice

All of the complaints we receive are dealt with individually through the processes set down within our complaints procedure. We keep a log of all the complaints that we receive so that we can look out for trends in the complaints being made. We track this information to enable us to target our efforts and resources at the areas of most concern to our customers.

We are constantly working to eliminate any avoidable errors and we always seek to learn from complaints and improve. Information on how to complain is available from staff at the developments, on our website, or from our offices. If there is anything that is causing you concern then please let us know so that we can work together to resolve any issues.

In the meantime, as is always the case, we would very much welcome any views or opinions on the complaints service or any other aspect of our work. If you have any suggestions or ideas then tell your coordinator, fill out a suggestions card at your development, call the office, e-mail us or speak to your service manager (contact details can be found inside the front cover on page 2). We look forward to hearing from you.



What should I know about the Care Commission and how can I get involved

Hello, my name is Amanda Christie, and I wanted to introduce myself as well as describe what I do for Trust. I am a Service Manager in the Supported Housing section and part of my job is to work with the other Service Managers, co-ordinators and tenants in preparing for Care Commission inspections. A big part of this process is to make sure that you as tenants are involved in saying what is important to you at your development and that Trust listens to you carefully.

This article tells you a bit about what the Care Commission does and how you can become involved.

What does the Care Commission do?

The Care Commission registers new care services to make sure they are good enough to open for business.

They also inspect services to check the care you get is good as well as giving ideas about how the service can get better. You can see your Trust service's inspection report at www.trustha.org.uk

The Care Commission also deals with complaints to protect you when getting care and support and they can also take action to force a care service to give better care. If they don't improve they can shut them down.

How can you get involved?

- You can take part in inspections; the Care Commission officer will want to meet with you and listen to what you say. Look out for a poster in the development which will tell you who your officer is and their visit.

- You might also be sent a questionnaire from the Care Commission asking you what you think about your support and any suggestions you might have to improve things.
- After the inspection a report is written and a copy will be on display at your development. It will grade your development from 1-6 (6 being excellent) and you can ask to see a copy of this.
- Staff at your development will be inviting you to meetings to discuss how you feel about living at the development and the care and support you receive. Please go along to these meetings as we are keen to hear your thoughts and views.

How to find out more?

The Care Commission have offices all over Scotland, phone 0845 603 0890 to find out which one is nearest you. For more information you can also visit the Care Commission's website at www.carecommission.com

In future Newsletters I will update you about the Care Commission inspections that have taken place in Trust Developments and how tenants have been involved in saying what they think about the service. I will also be giving a short presentation on the Care Commission's role and how you can become involved at this year's Tenant Conference as well as at the Focus Groups. I look forward to meeting those planning to attend.

Spotlight on... St Margaret's Court, Greenock



St Margaret's Court in Greenock is one of the Association's larger developments with 32 flats, and provides a 'Housing with Care' service. This type of service is fairly new within Trust and so far is only available at St Margaret's Court, Livingston and Loanhead.

Prior to 2008, St Margaret's Court was a Sheltered Housing Development delivering 35 hours of on site staff cover per week. The new service provides on site staff cover made up of:

- a team of highly trained staff who assist tenants that may have a need for help with personal care
- housework and shopping
- a meals service that focuses on serving tasty nutritious food which tenants can enjoy and benefit from.

The team of staff at St Margaret's Court are led by Marina Stanton, Housing Care Manager. Marina works closely with partners in health and social work to help provide a more holistic service which meets the needs of individual service users. Marina has brought to St Margaret's Court a wealth of experience in managing high quality care and support services for older people. Marina commented that, "the transition from Sheltered Housing to Housing with Care has brought many changes for tenants and challenges for staff. However, I think tenants are happier with the new service because it is more responsive and can change to suit the needs of tenants in the future".

St Margaret's Court wasn't originally designed to deliver these enhanced services, therefore, the building had to be adapted to ensure that the right facilities were made available. This

involved a considerable amount of building work and tenants were very patient during the works; despite the noise and disruption. When the work was complete St Margaret's Court had a new improved lounge area for socialising, a spacious dining room, a commercial kitchen, an assisted bathroom, a larger office and a staff room to accommodate a bigger team of staff. The works also incorporated a new flat by utilising the former Sheltered Housing Co-ordinator's tied accommodation.

At the moment, 17 tenants come to the dining room for a light meal at lunchtime and a main meal in the evening. On average, around 200 hours of help with breakfast, personal care, medication, shopping and cleaning are delivered to tenants who need assistance to remain independent, safe and comfortable in their homes. The tenants at St Margaret's Court have always been very keen to organise social activities in the lounge and often go on outings to the local garden centre and other places of interest.

There is a very welcoming atmosphere at St Margaret's Court and there is usually plenty going on and people to chat to. The Care Commission who inspected the new service for the first time in September 2009, were complimentary about the warm and friendly atmosphere of the development and left with a very positive impression.

Mrs Matilda Torrance, who has been a tenant at St Margaret's Court since it opened nearly 28 years ago, said "I've seen many changes over the years and feel that over the past



few years the new Housing with Care service has brought dramatic changes. Unfortunately, some of my friends at St Margaret's Court have passed away and I do miss them but I do feel secure knowing that staff assist me daily and I feel that I have a very good rapport with all the staff. I enjoy the social activities within the development and day trips with the other tenants in particular. The meals are always really good and it's nice joining the others in the dining room for meals; the cook is very good at making sure my dietary needs are met and she knows what I don't like to eat".

Mrs Margaret Reaney moved to St Margaret's Court in October last year, she said, "I'm glad I moved to St Margaret's Court and feel a sense of security knowing that staff are available until 10pm. The staff are always very caring and attentive to my needs. I really enjoy coming to the dining room for meals and socialising with the other tenants. Since moving to St Margaret's Court, I feel my quality of life has improved and I'm looking forward to the summer when I can sit in the garden and go for a walk within the grounds".

MESSAGE IN A BOTTLE – It could help save your life

The Lions Club has developed the Message in a Bottle Scheme that has been in use across the UK for a number of years. The scheme is very simple – you place a form containing personal information such as medication, illnesses, next of kin, etc in a small plastic bottle that you keep in the door of your fridge, so that if you take ill anyone attending to you will have access to the important information that could make a big difference. If you have a pet, you can even provide details of the care required in case you are temporarily unable to look after it.

You need to indicate to people that you use the scheme so that they know to look out for the bottle in the event of an emergency, therefore please ensure you spread the word of the existence of the scheme to your friends, family and any professional staff who visit you at home including social workers, home helps, community nurses etc. we will supply you with 2 small stickers – one for the inside of your front door, the other for the outside of your fridge door, to help guide people to the bottle.

Until now there has been no National Coverage across the whole of Scotland, although some organisations provide the service at a local level. The Scottish Helpline for Older People is now able to provide a service nationally,



across the whole of Scotland, to any individual who would like to take up the service.

To obtain your free bottle, simply telephone the Scottish Helpline for Older People on 0845 125 9732, leaving your name and address and stating that you would like a Message in a Bottle. We will post one out to you free of charge.

Please note the Scottish Helpline for Older People does not provide any emergency services and if you have an emergency then you should contact the appropriate services by dialling 999.

THE PIANO



On the 29th September 2009 the tenants from Manse Court, East Calder were presented with their 25th Anniversary clock by Trusts Chief Executive Bob McDougall. It was also a special day for “the piano” that sits pride of place in the development lounge.

It was the 30th Anniversary of the development piano. On 29th September 1979, Christine McIntosh purchased the piano from money bequeathed to her from her late father’s estate. She had always wanted to learn how to play the piano and this was a fitting way to spend her inheritance.

Christine moved into Manse Court on 8th September 2003 and was unable to keep her beloved piano due to lack of space in her new home. She kindly donated the piano to Trust and it has been the centre point of many social activities with Christine playing the piano and tenants singing along to her lovely recitals.

The View

I used to live the City
It was called the Royal Mile
My friends all used to say to me
‘Oh My – you live in style’

I’d look out of my window
And see a big brick wall
The fumes from all the traffic
That wasn’t nice at all

But now I live just like a Queen
With sights that I have never
seen

My view is now of ships going by
Planes to the Airport, up in the
sky

I look out the window
Watch the lifeboat depart
Then the lobster boats
Bringing in their catch

I love my new home
I love it so much
I want all to know
I got it from Trust

by Ann Brownlie,
Kinghorn Tenant

Cooking with Jack



Low fat Moist Carrot Cake

Ingredients: (Serves 12)

6oz (175g) dark brown soft sugar, sifted • 2 large eggs at room temperature • 4fl oz (120ml) sunflower oil • 7oz (200g) wholemeal self-raising flour • 1 1/2 level teaspoons bicarbonate of soda • 3 rounded teaspoons mixed spice • Grated zest 1 orange • 7oz (200g) carrot, peeled and coarsely grated • 6oz (175g) sultanas

For the topping

9oz (250g) Quark (skimmed milk soft cheese)
 3/4 oz (20g) caster sugar
 2 teaspoons vanilla extract
 1 rounded teaspoon ground cinnamon, plus a little extra for dusting

For the syrup glaze

Juice 1/2 small orange
 1 dessertspoon lemon juice
 1 1/2 oz (40g) dark brown soft sugar

Method:

1. Pre-heat the oven to gas mark 3, 325 degF (170c)
2. You will also need a non-stick oblong cake tin measuring 6 1/2 x 10 inches (16x25.5cm), top measurement 7x10 1/2 inches (18 x 26.5cm), 1 1/2 inches (4cm) deep, the base line with silicone paper (parchment).
3. Begin by whisking the 6oz (175g) sugar, eggs and oil together in a bowl using an electric hand whisk for 2-3 minutes. Then sift together the flour, bicarbonate of soda and the mixed spice into the bowl, tipping in all the bits of bran that are left in the sieve. Now stir all this together, the fold in the orange zest, carrots and sultanas. After that pour the mixture into the prepared tin and bake on the centre shelf of the oven for 35-40mins, until it is well risen and feels firm and springy to the touch when lightly pressed in the centre.
4. While the cake is cooling, make the topping by mixing all the ingredients in a bowl until light and fluffy, the cover with Clingfilm and chill for 1-2 hours or until needed.
5. Now you need to make the syrup glaze, and to do this whisk together the fruit juices and sugar in a bowl. Then when the cake comes out of the oven, stab it all over with a skewer and quickly spoon the syrup over as evenly as possible. Now leave the cake on one side to cool in the tin, during which time the syrup will be absorbed. Then, when the cake is completely cold, remove it out of the tin, spread the topping over, cut into 12 squares and dust with a little more cinnamon.

Quiz Competition

1. Which youth organisation did William Alexander Smith form in 1883?

2. How old was Michael Jackson when he died?

3. Which is the only football club in the Scottish League to be based in England?

4. Who was sworn in as Prime Minister of Zimbabwe in February 2009?

5. The tiny summer Isles are a few miles Northwest of which Scottish port?

6. Which was the first Scottish football club to reach the UEFA Cup Final?

7. Who was the last monarch to be born in Scotland?

8. Who was awarded the Nobel Peace Prize in 2009

9. Name one of the two clans involved in the Glencoe Massacre in 1692?

10. Where in Scotland is the principal winter sports centre for Great Britain?

11. Which famous film director was arrested in September 2009 in Switzerland on a United States arrest warrant?

12. Which Planet is named after the Roman god of war?

13. Which long running BBC serial drama celebrates it's 25th Anniversary in 2010?

14. Scottish Engineer, Archibald Leitch, is particularly associated with the design of what sort of structure?

15. Who wrote the spy trilogy Game, Set and Match?

Send your completed quiz sheet to Laura Sandilands, Trust Housing Association, 12 New Mart Road, Edinburgh EH14 1RL by Friday 2nd April and the first correct entry drawn on this date will receive an Easter Basket of Goodies

CONGRATULATIONS



A VERY SPECIAL BIRTHDAY IN CALDERCRUIX

Forrestfield Gardens, Caldercruix celebrated its 25th Anniversary recently. The occasion was marked with a party attended by tenants, friends and other members of the local community. Forrestfield Gardens was opened in 1985 by the late John Smith MP who was the local MP at the time.

The coordinator at Caldercruix, Mary Niven, organised the celebrations with the help of other staff and arranged a special birthday cake for the occasion.

Bob McDougall, Chief Executive of Trust, who attended the celebrations, said "We send our warmest birthday wishes to the tenants of Forrestfield Gardens on what is truly a special occasion. For 25 years it has provided a wonderful home for all its

tenants and to this day enjoys a very special place in the Caldercruix community.”

Mary Niven said: “Our 25th anniversary was a wonderful occasion. But it hardly seems like 25 years have gone by. We hope the party was enjoyed by our tenants.”

The celebration was attended by local Councillor Tommy Morgan who represents Airdrie North.

A special commemorative glass plaque was purchased for the tenants’ communal lounge as a gift from Trust Housing Association.

Three tenants have been at the development for the entire 25 years. Mrs Joyce Forrest lives with her son Ian who was just eight years old when they arrived at Forrestfield Gardens. Fellow tenant Miss Nan Glover has also been a tenant there since the development opened.

Mrs Forrest and Miss Glover both received bouquets of flowers to mark the occasion while Ian received a special “goody bag”.

Plans to create the Caldercruix development began in 1979 when meetings began with the former Monklands District Council from whom the site was acquired.

Building work began in April 1983 and Forrestfield Gardens was completed in 1984. The official opening took place the following year.

The total cost of creating the development was £890,000. It was state of the art sheltered housing at the time and today retains the highest level of services for its tenants.

BIRTHDAY CELEBRATIONS IN ALLOA



The development at Bedford Court in Alloa also celebrated it’s 25th anniversary recently, and like Caldercruix they held a party to mark the occasion.

Trust’s Development Co-ordinator at Alloa Maureen Macfarlane organised the celebrations on behalf of the tenants which included the cutting of a special birthday cake featuring a picture of the development on the icing.

Bob McDougall, Chief Executive of Trust, who attended the celebrations, said: “We send our warmest birthday wishes to Bedford Court and the tenants on what is a truly special day.

Continued on page 28

“Bedford Court represents all that is best about the sheltered housing developments which Trust has around the country - a place where our tenants can enjoy fulfilling, independent lives in a sheltered housing context.

“The celebration at Bedford Court allowed us to look back over 25 very happy years and to look forward to the future as we continue to offer the very best in sheltered housing.

“There is such a happy feel to life at our development in Alloa and I was delighted to attend the party and meet our tenants.”

Maureen said: “Our 25th anniversary

was a wonderful occasion. But it hardly seems like 25 years have gone by and we hope the party was enjoyed by our tenants.”

A commemorative cherry tree was chosen by the tenants as a gift from Trust Housing Association and is soon to be planted in the development’s grounds.

Two of the tenants Mrs Betty Allan and Mrs Sadie Don who are both 90 years

young cut the birthday cake.

Another tenant Mrs Jenny McLeish has lived at Bedford Court for the entire 25 years.

“There is such a happy feel to life at our development in Alloa and I was delighted to attend the party and meet our tenants.”

This information is available in Braille, tape, large print and community languages. To request a copy please contact 0131 444 1200



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