



Dalmuir Park
Housing Association

Magazine

SUMMER 2018



8TH ANNUAL PUPIL OF THE YEAR AWARDS

PAGE 8

Office Opening Times

Our office is open between the hours of 9.00am and 4.45pm

Office closures for staff training are advertised

within our office and via our website at www.dpha.org.uk and are usually the first Wednesday of the month from 2pm.

Our office will be closed on Friday 21 September at 5pm and will re-open at 9am on Tuesday 25 September

Annual General Meeting

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Garden Competition

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Management Committee Recruitment

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Emergency Call Out

If you require an emergency repair during any of our office closures you can contact the companies below:

SALTIRE – Joinery / Electrical

0800 048 2710

HI FLOW – Plumbing / Gas Central Heating

0141 944 6060

The above numbers should be used in an emergency only. All routine repairs should be reported to our Property Services Team during office hours.



SHAREHOLDER APPLICATION



Would you like to become a Shareholding member of the Association?

If so, please complete and return this application form, with your £1 subscription. 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 is treated as share capital and the certificate is recognition of your rights as a Shareholder to take part in all of our Annual General Meetings.

The issue of the share certificate makes you a lifelong member, but does not commit you in any way to personal liability.

I would like to apply for membership of DPHA and enclose £1.00 for one share.

Name

Address

Flat Position

Tel

Email

I would like to contribute towards the management of DPHA and would like more information on becoming a DPHA Committee Member

Scottish Housing Regulator Regulation and Options Appraisal Update

As tenants will be aware, in December 2017 the Scottish Housing Regulator (SHR) placed the Association in high engagement after an independent investigation found serious misconduct, mismanagement and non-compliance with Regulatory Standards within the Association. They appointed Mags Lightbody as Statutory Manager to oversee all Association activity. Six appointees were placed onto the Management Committee. Catherine Lowe was then appointed as Interim Director in January 2018. Further investigations

were conducted and since December 2017, three long-standing members and another newer member of the Management Committee resigned. The Director also retired and the Head of Finance left the Association.

Now 6 months after their initial intervention at DPHA, the SHR have reviewed progress and published their new Regulation Plan for the Association which can be accessed via the following www.scottishhousingregulator.gov.uk.

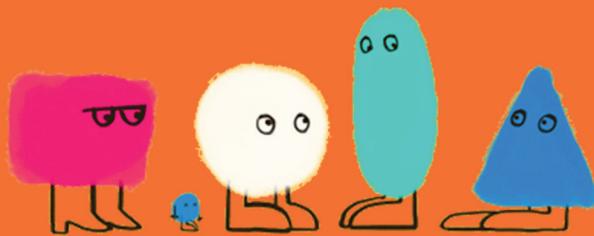
SHR have confirmed that the Association is working well with the

Statutory Manager and appointees stated that 'significant progress' has been made to address areas of weakness. This is welcome news, but we know there is still lots of work to be done to get DPHA back on top and delivering for its tenants and other service users. Ongoing support will therefore be necessary to assure tenants and all key stakeholders that the Association is fully addressing all the issues raised and the SHR has decided to continue the support from the Statutory Manager and the five remaining Management Committee appointees, following a decision by one appointee to step down due to ongoing work commitments.

Our new Tenants Panels, the Management Committee and staff and key stakeholders have recently given their views on the options appraisal that is looking at strategic direction of the Association on whether DPHA should stay an independent Association or if it would be better placed joining up in some form with another housing association. The Management Committee considered the findings at its meeting on Wednesday, 20 June 2018 and have agreed that later this year, the Association will seek interest amongst the four Clydebank housing associations (Clydebank, Faifley, Knowes and Trafalgar) in forming a local partnership that would allow each association to do more for its tenants. Tenants should rest assured that tenant's rights would be protected if any change was considered and that change will only happen if it is in the best interest of our tenants.

The Association's experienced staff team will continue to provide our tenants and customers with high quality housing and care services as normal and we will keep tenants and stakeholders fully updated on progress.

   @seemescotland



IT'S OKAY TO TELL US WHAT YOU THINK

YOUNG PEOPLE, WE NEED YOU!

WE'RE CREATING A NEW CAMPAIGN TO HELP YOUNG PEOPLE TALK ABOUT MENTAL HEALTH.

WE NEED YOU TO TELL US WHAT TO TALK ABOUT.

dani.cochrane@seemescotland.org
07713090253



SUPPORTING
year of young people
bliadhna na h-òigridh
2018


End mental health
discrimination

Have you thought about becoming a Committee Member?

Shareholder application on page 2

You could help to improve and change the future of DPHA for the better – for only two hours of your time per month!

DPHA provides affordable housing in the Dalmuir area of Clydebank. We are committed to providing high quality

services, improving and developing the local community and environment and we also provide child and adult care services. We have paid professional staff members, but are run by a voluntary management committee, who usually live in the local area.

Some of the benefits you can expect from serving on the management committee include:

- Open your **career paths** with new skills and knowledge
- Get **personal satisfaction** from giving something back to the community
- Make a **real difference** to improve the quality of life for the local community and beyond
- Build a **sense of achievement** and improve your confidence and self esteem
- Have **your views** heard in a mutually supportive environment

- Play a **crucial role** in taking forward the work of DPHA

We would particularly like to hear from local professional people who have skills or experience in any of the following areas:

- **Governance, regulation and inspection**
- **Housing management**
- **Care services**
- **Financial management, investment or risk management**
- **Property maintenance or construction**
- **Relevant legislation and best practice in social housing**

- **Housing Regeneration**
- **Human Resource Management**

Applying is really easy, just complete our short application form at www.dpha.org.uk or call Lesley Gillespie, Corporate Services Officer at the office on 0141 435 6522 or by email lesley.gillespie@dpha.org.uk for an informal chat.

SCOTTISH FEDERATION OF HOUSING ASSOCIATIONS CONFERENCE

As Vice-Chair of DPHA, I attended my first Scottish Federation of Housing Associations Conference at the Radisson Blu Hotel in Glasgow. The two-day event (12 & 13 June 2018) provided an excellent opportunity to meet and share expertise with other Committee Members and senior officers of associations throughout Scotland. Minister for Local Government & Housing Kevin Stewart MSP was also in attendance and commented how impressed he was with housing associations and discussed the challenges and opportunities that lie ahead.

I participated in several sessions which I felt would develop my understanding of issues affecting



tenants and how best the Management Committee can work in the interests of tenants. I was impressed by the great work

undertaken by other associations which has inspired me in ensuring that you continue to get the best value for money.

The sessions that I benefited most from was the challenges facing tenement properties across Scotland, the future of older people's housing and the opportunities that presents, and a discussion with Scottish Housing Regulator Chief Executive, Michael Cameron around the Regulatory Framework Review.

It was a great event and I am glad I got the opportunity to attend.

Craig Edward, Vice Chairperson

Tenant's Voices Heard



Our first Dalmuir Park Tenant's Panel meetings took place on Wednesday, 2 May 2018 in our Office at Beardmore House and at the common room at Nairn Place.

At the meetings Mags Lightbody, our Statutory Manager and Paul McNeill, the consultant working with the Management Committee commissioned to conduct an options appraisal, spoke about the current position of the Association and the options available. The outcome is to ensure that the options considered by Management Committee look at the best future shape of the Association to serve our tenants.

The options ranged from what we need to do and how we will pay for it if we stay a local independent housing association through to joining up with another housing association either

small or large. In total five different options were discussed.

We heard from those in attendance that they wanted improvement to their homes and the environment, they want the Association to listen and act when an issue is highlighted and they want rents to be affordable. They also told us they wanted the Association to make a difference in the local community and to focus on local issues.

We will continue working with the Tenants Panel to share the decision and work with them on shaping the next stages of the Association's journey and the range of improvements we want to make to be a great landlord for you.

We have listened to the tenants' opinions on what matters to them and are currently working on plans behind

the scenes to address issues they have brought to our attention.

A specific meeting was held on Monday, 9 July at Beardmore House and on Wednesday, 11 July at Nairn Street Common room to discuss the outcome of the options appraisal and the next steps the Association will be taking.

The Staff, Management Team and Management Committee will continue to work closely with the Tenants Panel's on a variety of topics chosen by them in the coming months to shape the future of DPHA.

If you are interested in attending, would like more information or would like to become a part of the Tenants Panel then please let Kimberley Tennant, Housing Assistant know if you can attend on 0141 435 6532 or by email Kimberley.tennant@dpha.org.uk.

Save the Date - Annual AGM and 40th Celebration

Our Annual General Meeting (AGM) will be held at 6.30pm on Monday, 10 September 2018 at The Golden Jubilee Conference Hotel, Beardmore Street, Dalmuir. Shareholding members will receive notice a month prior to the meeting and full pack of papers will be sent a few weeks before the AGM. There will be a free crèche along with light refreshments available.

Following the core business of our AGM there shall be a celebration to commemorate DPHA's 40th year of business at 7.30pm.

A meal and entertainment will be provided for Shareholders

who attend the AGM.

You do not need to be a Shareholder to be in with a chance to come along and celebrate with us! If you wish to come along and celebrate with us call Pauline McDaid on 0141 435 6522, by 24 August 2018 to be entered in to our prize draw for what we are sure will be a fantastic night of celebrations.



WIN A VOUCHER

for your Glorious Garden or Backcourt

We will be holding our annual Garden Competition on the weeks prior to our AGM and we actively encourage all residents who have a garden or back court to get involved with helping to enhance the local environment.



We will be judging all of the back courts and gardens in the last two weeks in August when all the plants are in full bloom. We do hope you will join in with helping us to make your neighbourhood look amazing this summer.

Winners and runners up will be invited along to our AGM on 10 September 2018, where they will be presented with gift vouchers and certificates.

If you have any ideas on how we could help support you, or your neighbours, to improve your garden or backcourt areas then please contact Laura Greenlees, Property Services Assistant at the office on 0141 435 6534.



MATTERS

Tenants make their choices – on new home improvements

We held an open day on 2 June 2018 for tenants to see to have their kitchens and bathrooms upgraded. Kitchen and Bathroom samples were on show and photographs of designs and colour schemes were on display to give tenants an idea of what to expect. Paint charts were also available for tenants and owners to choose their preferred colour scheme for their own closes.

There was also the opportunity for a

cup of tea and a chat with some of our Property and Housing staff: Stuart Yates, Margo MacPherson, Kimberley Tennant, Laura Greenlees and Kirsty McIntosh and people took the opportunity to ask questions about the upgrades and painting contract.

Everyone was delighted with the new improvements planned and looking forward to seeing these when they are completed. **Remember....** if you didn't manage along to the consultation day, please feel free to

call the Property Services Team at the office (0141 952 2447 selecting **Option 1**) for more information or to request a copy of our fact sheet. Staff will also be making arrangements to carry out surveys of bathrooms and kitchens in the coming weeks to confirm your choices and plans.



HANGING BASKETS

Continental Landscapes, our new landscape gardeners, were out in force on Saturday 2 June 2018 supplying our newly planted hanging baskets.

Our gardeners have managed to inject some colour into Dalmuir with an array of beautiful flowers. You will also see our gardeners pruning our shrubs and cutting the grass to ensure the area is being kept tidy.

Several trees will also be trimmed back;

due to the excessive rain and heat we've experienced in the last couple of month, all our plants have sprung up and are in need of a tidy up...so expect to see Continental out and about sprucing up our community.



Are you satisfied with repairs?

When you report a repair a satisfaction survey is generated and sent out to you in the post. You may receive this before the repair has started as there are different timescales for different repairs. We use this information to monitor our contractor's performance to ensure we provide the best service possible to our tenants.

We would greatly appreciate if you could complete this survey when the work is finished and return it to the office. If you are not able to make it along to the office or send it in, you could call us with your feedback on 0141 952 2447 selecting **Option 1**, or alternatively, you could send us an email to admin@dpha.org.uk. Your help with this is much appreciated.



When you move into your property, you should think about protecting your personal possessions and home contents.

These include your furniture, carpets, curtains, clothes, bedding, and electrical items. And don't forget your jewellery, pictures and ornaments.

So what does home contents insurance cover?

- ✓ Fire Damage
- ✓ Storm and Flood Damage
- ✓ Damage caused by Water or Oil Leaks
- ✓ Theft

Other things covered as standard

- Lost or stolen keys
- The contents of your freezer if it broke down
- Accidental damage to TV's and home entertainment equipment
- The damage caused by a leaking washing machine or a burst pipe
- The contents of sheds and garages are included
- Students possessions living away from home
- Tenants responsibility

Limits and exclusions apply a full policy wording is available on request.

THISTLE

Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority. Lloyd's Broker. Registered in England under No. 00328645 Registered office: 88 Lombard Street London EC3V 9JL.

Universal Credit Rollout is coming



Are you ready for Universal Credit?

From October 2018, everyone who currently has any of their rent paid through Housing Benefit will be moved onto Universal Credit.

What does this mean if you are currently on Housing Benefit?

When you move on to Universal Credit your rent payment will be paid directly to you and you will be responsible for managing your money and paying your rent to us. It also means that you will have to have a bank account in place to receive your Universal Credit payments.

You are not alone, we can help...

We understand that this will be a worrying and confusing time for some tenants, but we want to reassure everyone

that will be affected by the change that we are here to help you through this process.

We will be writing to everyone in the coming months with further information and advice. In the meantime, if you have any concerns or questions, please contact your Housing Officer who will be happy to help you plan for the change.

You can also get help from the Clydebank Independent Resource Centre on **0141 951 4040** or Clydebank Citizen's Advice Bureau on **0141 435 7590** or West Dunbartonshire Council Welfare Rights – Money Advice freephone: **0800 980 9070** or standard rate: **01389 737050**.

Contacting Universal Credit

If you wish, you can contact Universal Credit on their Freephone number to speak to them regarding this change call **0800 328 9344** and if you are experiencing issues with sanctioning please call **0800 328 9744**.

Housing Officer Areas

Our Housing Officers cover the following areas:



Donald MacKay

Phone: 0141 435 6531
email: donald.mackay@dpha.org.uk

Burns Street
800-830 Dumbarton Road
Dunn Street
Pattison Street
Stewart Street
Swindon Street
The Crescent



Margo MacPherson

Phone: 0141 435 6529
Email: margo.macpherson@dpha.org.uk

Adelaide Court	Glebe Court
Agamemnon Street	Iona Crescent
Ailsa Drive	Nairn Street
Caledonia Street	Nairn Place
258 Dumbarton Road	Old Street
340-404 Dumbarton Road	Riddell Street
427-471 Dumbarton Road	Scott Street
561-696 Dumbarton Road	Shaftesbury Street

Pupil of the Year 2017-2018

In early June, St Stephen's Primary School hosted our 8th Annual Pupil of The Year Awards, supported by our community partner, the Golden Jubilee & Conference Hotel.

Our Partnership with the hotel was formed in 2011 allowing us to add the event to our Wider Role program. Through their continued support and financial support from the Beardmore Trust, the Awards now have prestigious status, not only in our own program but also within each of the participating schools.

Clydemuir, St Stephen's and Our Lady of Loretto all participate and using their own criteria, submit their monthly winners to the Association followed by their overall winner.

The Association presented all monthly winners with a high-street gift voucher and the three overall winners, with a glass crystal engraved trophy. This year we are delighted to announce the winners as Melanie McDade (Clydemuir Primary), Sarah Bennett (St Stephen's Primary) and Charlie Gourlay (Our Lady of Loretto Primary).

In addition to their award each winner received an invite from the Golden Jubilee & Conference Hotel for themselves and family members to a 'red carpet' awards evening held in the hotel on Monday 18th June. A good night was had by all, with hotel and Association representation making short speeches on the events success over the years.

Craig Edward, Association Vice-Chair said in his speech that, "This is only one of many community projects delivered by DPHA and one of the most important given that it promotes educational achievements in our local schools. It is important to recognise that we are very fortunate to have as many as three first-class primary schools serving our local community".

Stephen McGeever, the hotel Guest Experience Manager welcomed winners and their guests to the awards dinner and added that "the hotel was delighted to attach their support to this excellent project and hoped the support would continue for years to come. He wished all three winners every success as they progress into secondary education".



Charlie Gourlay & Family



Melanie McDade & Family



Sarah Bennett & Family

Great Results for Care Inspections

An Inspection was carried out by the Care Inspectorate early this year across both Care Services in our sheltered housing and DOSCG our out of school club. As you can see from the results below, we are continuing to maintain a high standard of care for our sheltered tenants, parents and children thanks to excellent work by our dedicated care team and play workers.

The Care Inspectorate awards a grade for each quality theme assessed. The six-point grading scales works in this way:

Grade 6	Excellent
Grade 5	Very good
Grade 4	Good
Grade 3	Adequate
Grade 2	Weak
Grade 1	Unsatisfactory



Sheltered Housing

The tables below show the grades awarded to Housing Support; Sheltered Housing this year:

Sheltered Housing Report 2018-19		
Grade 5	Very good	Quality of care and support
Grade 5	Very good	Quality of management and leadership

Dalmuir out of School Care Group (DOSCG)

The tables below show the grades awarded to DOSCG this year:

DOSCG Report 2018-19		
Grade 4	Good	Quality of care and support
Grade 4	Good	Quality of environment
Grade 4	Good	Quality of staffing
Grade 4	Good	Quality of management and leadership

These excellent grades have been met with no further requirement or recommendations across both Care Services.

Arlene Dickson our Care Services Manager said " We are so pleased with this year's inspections. Our staff work hard to ensure we put children and tenants first in both our services and this has been recognised by the Care Inspectors. We will keep working hard to maintain the quality of our services and would like to thanks tenants, their carers and parents for their positive feedback which was part of the inspection process."



Arlene Dickson,
Care Services
Manager

DOSCG SERVICE

DOSCG provide care for pre-5s and above (ages up to the summer before the start of high school). Based within Dalmuir CE Centre, we provide the following service:

TERM TIME
Breakfast Club 7.45am - 9.00am
After School 3.00pm - 6.00pm
PLAYSCHEME
Full Day 7.45am - 6.00pm
For further details call or to book your place call - 0141 951 4499 or 07495 674684

DOSCG FEES	
Registration	
Cost Per Child	£15.00
School Term	
Morning	£5.70
Afternoon	£11.95
Full Day	£17.65
Playscheme	
Full Day	£22.75

Children coming to DOSCG have the fun of participating in activities both indoors and out. Our children enjoy arts and crafts, being creative with sewing, knitting, painting, model making and baking. We also have a big outside area located round the back of our building where children can enjoy playing outdoors.

A Snail's Tale

Meet Alfie - he loves snails and wanted to make a snail house for our outside area. Using a decorated box, Alfie collected flowers, grass and stones, adding a paper cup to let the snail have a wee nap.



Leavers

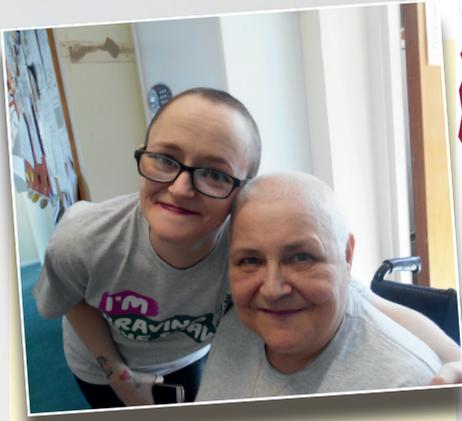
It's that time of year when we say goodbye and good luck to our P.7s who are going to high school after the summer. We wish you all well and looking forward to seeing you soon for a visit.



DOSCG Staff News

- The DOSCG team would like to welcome two new staff members; Elaine Pyper and Courtney McDowall.
- A huge congratulation to both Courtney and Chelsey who recently graduated. Courtney graduated from University of Glasgow with a 2:1 BA HONs in Community Development and Chelsey graduated from West College Scotland with a HNC in Childhood Practice. Well done Courtney and Chesley from all your colleagues.
- Congratulations to Simone as she welcomes a new edition to her family. Big brother Cameron is over the moon with his little brother Callum who was born in April weighing 7lb 5oz.

Care Services News



Brave Shave

Mrs Nancy Mowatt, a Shaftesbury Street tenant, took part in this year's MacMillan Cancer Support's Brave Shave along with her daughter Allyson. Well done to both of them as they managed to raise over £620 for the charity.

Sheltered Staff News

The team would like to welcome Mary Jane Anderson who has joined the team supporting our sheltered tenants.

SHELTERED TENANTS MEETING

August meetings:

- Nairn Street 24 August at 11am
- Shaftesbury Street 17 August at 11am

October meetings:

- Nairn Street 5 October at 11am
- Shaftesbury Street 12 October at 11am

Meetings will be held in the common room of each complex with light refreshments provided.

Nairn Street Couple Celebrate their Diamond Wedding Anniversary

Freddie and Ruby Shiach celebrated their 60th Wedding Anniversary in June. They celebrated with a family get-together with their three children; Paul, Alanha and Claire and their grandchildren.

Freddie and Ruby lived for many years in Mountblow before coming to stay at Nairn St Sheltered Housing Complex last September.



Events...

Dobbie's Garden Centre

With the sun shining and the bus ready, ten of our tenants set off from the complexes and headed to Dobbie's Garden Centre in Milngavie where they were free to enjoy an afternoon at leisure in and around the garden centre or enjoy an afternoon tea. The cost of this was met by the complex funds.

IT Computer Training

During July, our tenants at Nairn Street will be able to have one to one computer training by Gordon Harrower from WDCVS. The sessions will be held in the common room at the complex and the tenants will be able to learn new skills in IT/ Computing. We are hoping that this will be rolled out later in our Shaftesbury Street complex.

Strawberry Tea

In July both our Sheltered Housing complexes will hold their annual Strawberry Tea. Tenants will enjoy a light lunch followed by a delicious strawberry tart from Villa Bakers. Lunch will be followed by a short quiz.



Fish Supper Night

At the end of August tenants in our Sheltered Housing complexes will enjoy a Fish Supper Night. Tenants can choose from fish, sausage or a black pudding cooked by Jean & Carla from "The Godfather".

Summer Social

The annual Summer Social is being arranged with invitations being issued early July. The event is planned for the 8 August 2018 at Clydebank Town Hall.

Stained Glass Class

Shaftesbury Street Complex will be restarting its very popular Stained Glass Class on a Wednesday Afternoon in the complex. Dates to be confirmed ...

Summary of Complaints 2017-18

Complaints give us valuable information we can use to improve customer satisfaction and we positively welcome any good or bad feedback on our services. Our performance on complaints last year:

We received 10 complaints last year; the same number as received the previous year. 50% of all complaints received last year were upheld.

	Received	Achieved	Not Upheld	Upheld
Stage 1 Frontline Resolution	7	6	5	2
Stage 2 Investigation Resolution	3	2	0	3
Total	10	8	5	5

We aim to change and improve when you complain:

YOU SAID

Some of our contractors were not delivering good customer service on behalf of the Association.

WE DID

Addressed the issues with the contractors who offer an apologies and gave assurance they would monitor this.

YOU SAID

We could do better in relation to managing the trees that surround our properties.

WE DID

Our new grounds maintenance contractor has worked with us to develop a plan to manage our trees and we have already undertaken some maintenance work at the start of the growing season. This will continue when the growing season stops.

Easy Ways to Pay Your Rent

Direct Debit



Set up a direct debit – speak to your housing officer or call us on **0141 952 2447**, selecting option 1

Phone



Call us from 9.00am – 4.45pm; Monday to Friday on **0141 952 2447** and select Option 1 to pay by debit or credit card.

Pay Online



Visit **dpha.org.uk**; select Finance / Paying Your Rent / **www.allpay.net**

By Post



A cheque made payable to 'Dalmuir Park HA' should be sent to Beardmore House, 631 Dumbarton Road, Dalmuir, Clydebank G81 4EU.

Post Office

Pay at the Post Office with your DPHA rent card.



Pay Point

Pay at any shop that displays the **PayPoint** sign, with your DPHA rent card.



Standing Order

Set up a standing order with your bank.



In Person

Drop in to our office at **Beardmore House, 631 Dumbarton Road, Dalmuir, Clydebank.**





The General Data Protection Regulation

GDPR and what it means for you

Keeping your personal information safe and secure is a priority for us. A new law came in to force on 25 May 2018 that gives you more clarity over your personal information and how it is managed.

This law is called the General Data Protection Regulations (GDPR) and it replaces the existing Data Protection Act. The GDPR introduces additional requirements on how organisations process and manage your data and gives you new rights around how your data is managed.

To reflect the changes in law we've updated our Data Protection Policy and Privacy Policy and issued Fair Processing notices to our tenants and service users. Our Management Committee approved

these documents at our May 2018 Management Committee Meeting.

The Privacy Notice provides our customers information on the data we hold on you, what we do with this data, who we share it with and what your new rights under GDPR are.

Copies of our Data Protection Policy and Privacy Notice can be found in the downloads section of our website. Alternatively, copies are available at our office and we can also send you a copy by email or post to request a copy please call Lesley Gillespie, Corporate Services Officer on 0141 435 6522 or email admin@dpha.org.uk

Dumbarton Area Council on Alcohol



Long sunny afternoons and evenings seem a great excuse to open another bottle of wine or six-pack but those extra bottles and pints can take their toll on work, family and finances.

DACA, a local alcohol support charity with offices in Clydebank and Dumbarton, offers a range of information and support services to help you understand if your drinking is

putting your health and well-being at risk.

At DACA we provide free information and advice to help you check if your drinking is getting out of control and putting you at risk. As well as counselling people accessing support at DACA can get involved in a range of social groups, health and well-being clinics, complementary therapies and

activities on offer from our offices in Dumbarton and Clydebank.

You can give us a call on 01389 731456 or 0141 9520881 or pop in to our offices at Westbridgend Lodge, Westbridgend, Dumbarton G82 4AD or 82 Dumbarton Road, Clydebank G81 1UG. More information about our services is available on our website www.daca.org.uk.

Falls Prevention

Community Falls Prevention for Older People



The Community Falls Prevention Programme (CFPP) ran by the NHS is a specialist team which includes technicians, occupational therapists and physiotherapists and pharmacists.

The team offers:

- advice about how to reduce the risks of falling
- support and guidance for older people on how to cope after a fall.

This service promotes independence and improvement in physical health and in how people deal with the fear of falling.

Following a home assessment, we can provide you with a programme suited to your own needs.

The benefits of the CFPP

- Raising awareness on how to prevent further falls
- Can be quicker than the standard Occupation Therapy process at present
- Offering support, advice and guidance to people who have a fall and their carers and family.
- Referring people for rehabilitation when needed.
- Working in partnership with Local Authorities, Community Health Partnerships and Voluntary Organisations.

Who can get this service?

Anyone who:

- Is 65 years or over
- Has at least one fall in the past year

- Lives at home and not in a Residential or Care Home including Sheltered Housing
- Has agreed to the referral being made
- Lives in the NHS Greater Glasgow and Clyde Health Board area

How to refer to this service

Anyone can refer into this service.

You can contact us:

By phoning the 'The Falls Administration Centre' on **0141 427 8311**. An answerphone service is available for out of hour's calls.

Please remember to leave your name and contact details.

Or by e-mailing gg.fallsadmin@nhs.net

When is the service available?

This service operates Monday – Friday 8.30am – 4.30pm (excluding bank holidays).

Important Update Regarding your Television from Digital UK

Some channels on Freeview will be moving to new airwaves to allow for the future development of new mobile broadband services, following a decision by Government. Digital UK is working with Freeview and co-ordinating the technical planning of the updates needed at transmitters. This programme of changes will take place in stages between now and 2020.

Engineering work will be carried out on our television masts in our areas on the 5th and 19th September 2018. Following this, any tenants who receive Freeview from one of the transmitter groups listed below may need to retune their TV equipment on the date highlighted below if you find you are missing channels. Those using other services based on terrestrial TV, such as YouView, BT TV or TalkTalk, will also be affected. For the majority of viewers, a retune should restore TV services to normal.

TRANSMITTER GROUP	AREA SERVED	RETUNE DATES
Black Hill	Glasgow, central Scotland and parts of Edinburgh	5 September 2018
Darvel	Parts of central Scotland, Argyll and Bute	5 September 2018
Divis (Bellair)	Bellair	5 September 2018
Rosneath	Rosneath	5 September 2018
Black Hill (some relays only)	Haddington, parts of Glasgow and parts of central Scotland	19 September 2018

Above are the dates that Freeview services will be subject to disruption while work is carried out at transmitters, please retune your television. DPHA have been advised by our Ariel specialist that our aerials are compatible and a retune will restore any missing television channels.

No Home for Domestic Abuse

West Dunbartonshire Council (WDC) has taken its 'No Home for Domestic Abuse' campaign a step further by pledging even more support for victims. Their ground-breaking campaign - the first of its kind in Scotland - introduced strict new tenancy rules to protect victims of domestic violence.

And now the Council has become the first local authority to sign up to the 'Make a Stand' scheme – a national initiative run by the Chartered Institute of Housing (CIH),

Women's Aid and the Domestic Abuse Housing Alliance.

It means as well as the practical help, legal assistance and tenancy rules introduced for No Home for Domestic Abuse, the Council has committed to providing a support service for residents. It will also provide accessible information about national and local domestic abuse support services.

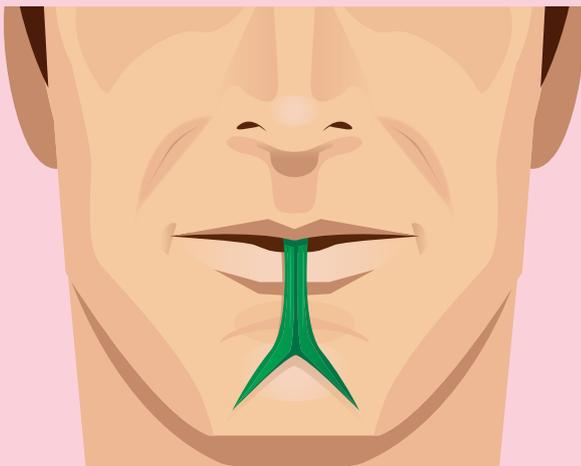
WDC is working closely with all local housing associations on this issue and these services will be



made accessible to all residents in WDC area, therefore allowing DPHA tenants access to them. This campaign will also allow DPHA help raise the profile of 'No Home for Domestic Abuse' and reduce the unacceptable levels of domestic abuse.

When it comes
to doorstep crime

I'll say anything
to part you
from your cash



#WhosAtTheDoor



#WhosAtTheDoor



Doorstep checklist:

- If in doubt; keep them out
- **LOCK, STOP, CHAIN and CHECK**
- **LOCK** - Keep front and back doors locked
- **STOP** - Don't open the door until you have checked through a viewer or window to see who is there
- **CHAIN** - Use a door chain or bar
- **CHECK** - Only let callers in if they have an appointment and you have confirmed they are genuine
- Always ask for ID
- Call the published number from the internet or phone directory for their company or service to check if they are legitimate. Do not use a telephone number provided by the caller.

CONTACT NUMBERS

Emergency Numbers

Plumbing or Heating

Call Hi Flow:
0141 944 6060

Other Emergencies

Call Saltire:
0800 048 2710

Other useful contact numbers

Scottish Water:
0800 077 8778

Scottish Power:
0800 027 0072

Scottish Gas:
0800 111999

NHS 24:
111

Paisley RAH:
0141 887 9111

Queen Elizabeth
University Hospital
0141 201 1100

Gartnavel Hospital:
0141 211 3000

West Dunbartonshire Council:
01389 737000

Police/Fire/Ambulance
Emergency:
999

Police Non Emergency:
101

Police Enquiries Clydebank:
01786 289070

Crime Prevention:
0141 532 3338

Community Safety:
0141 532 3310

Victim Support:
0141 952 2095

Citizens Advice:
0141 435 7590

Employment Services:
0141 800 2700

Housing Benefits:
01389 738 555

Council Tax:
01389 737 444

Anti social
Behaviour Helpline:
01389 772 048

(Mon-Fri 9am-11pm,
Sat-Sun 3pm-11pm)

Refuse Collection
Bulk Uplifts:
01389 737000

Independent
Resource Centre:
0141 951 4040

Dalmuir Library:
0141 952 3532

Dalmuir CE Centre:
0141 531 6300

Clydebank Health Centre:
0141 531 6475

Vale of Leven General:
01389 754 121

Social Work:
01389 737 758

Social Work
out of office hours:
0800 811 505

Dalmuir Park Housing Association

Beardmore House, 631 Dumbarton Road, Dalmuir, Clydebank G81 4EU
www.dpha.org • Tel 0141 952 2447 • Fax 0141 951 4423

Dalmuir Park is registered charity no. SCO 3347

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