

Performance Review

2018-
2019



Various Fyne Homes staff
visit the new turbines



Peter Wallace
Chairman

Chairs Message



Welcome to the Fyne Homes Group performance review for 2018-2019, which I hope you will find interesting and informative.

It has been a great privilege to have been the Fyne Homes Chairman over the last 3 years.

May 2019 marks the 40th Anniversary of the Fyne Homes Group.

Since the organisation held its first public meeting in 1979 as Isle of Bute Housing Association Limited, Fyne Homes now provides housing for almost 1600 households in Bute, Cowal, Mid Argyll, Kintyre and Isle of Gigha.

The Fyne Homes Group is committed not only to provide housing but is focused on doing this in the most environmentally and socially responsible way, creating energy efficient housing, recycling and renewable initiatives and contracting frameworks to ensure businesses get maximum benefit from Fyne Homes' activity in the area.

We are very proud of what we have achieved over the last 40 years.

From very small beginnings we now employ 63 staff, some of whom have been with us for over 30 years!

I would like to take the opportunity to thank all staff and Committee members who have contributed in any shape or form to our successes over the years.

Finally, may I wish my successor all the very best for their term in office.

I hope you enjoy reading this review.

Peter Wallace

Housing Highlights

Tenant Participation (TP) – Getting involved

We were delighted to win runner up for the **'Tenant Participation Champion: Organisation of the Year'** award, by the Tenant Participation Advisory Service (TPAS).

Our TP Officer Craig Baxter also had the honour of presenting workshops to other Housing Associations as part of our work with TPAS, where he talked about Fyne Homes having a 'whole organisation approach' to TP, with all Staff and Committee involved and invested in putting our tenants at the heart of everything we do.



Dogs Trust team Ellie & Jillian with 'Tilly', Fyne Homes 150th dog to be seen for a free health check in partnership with Dogs Trust..



Craig Baxter with Megan Morrison & Kora Nicholson attending the TPAS awards



Rent Consultation prize draw winners Mr & Mrs Christie with Business Services Director Sharon Cole.



Nostalgia Café guest, Author Myra Duffy with Pupils from Rothesay Joint Campus

This coming year we have been selected to take part in the Scottish Government funded 'Next Steps Programme', which involves working with industry experts The Tenant Information Service (TIS) on an audit and complete review of TP.

There are lots of opportunities for you to participate in Fyne Homes decision making. To get involved go to <https://fynehomes.org.uk/get-involved/> for more information .

Housing Highlights

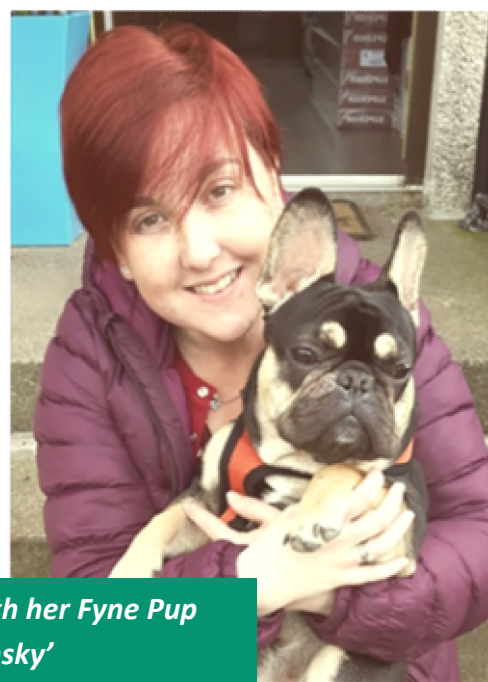
Housing and tenancy support

This year our housing management team said farewell to our colleague and friend Claire McAllister, after almost 20 years of service. We also welcomed Louise Anderson into our Fyne Family, as Housing Officer for Kintyre.

2018/19 was a very busy year for Housing Management, with 260 houses being allocated across Argyll & Bute as well as the introduction of Universal Credit, which presented challenges for both tenants and staff.



The Housing Team say a fond farewell to Claire



Louise with her Fyne Pup 'Rockatansky'

We continue to offer help and advice from dedicated Housing, Income and Admin Officers as well as energy and benefits advice from our specialist staff; and if we can't help you we will help you to find someone who can, so please get in touch on 0345 607 7117 or postmaster@fynehomes.co.uk or via <https://fynehomes.org.uk/>

Welfare and benefits support

Margo Allan, our dedicated welfare and benefits support officer, helped just under 200 new clients last year with advice and support, as well as working with existing cases. As part of the support given, Margo made 322 separate benefits applications on behalf of her clients, and was successful with 309 of those, giving a very respectable 96% success rate. One of her clients said of Margo:

"At a time when I was in greatest need of assistance, I was extremely grateful to Margo for her professional and helpful advice. In addition to her assistance in helping me complete relevant paperwork, Margo kept in touch, phoning on several occasions to check with me on progress made. She has a pleasant and friendly personality- in short, Margo is a gem."

Going forward into next year our focus remains very much on supporting as many people as possible through the changes brought on by Universal Credit.

Voids

Housing Highlights

Having an empty property incurs revenue loss for the Association, and so matching available housing stock to our applicant's needs and preferences remains a high priority, and is improving year on year:

Average Length of days to re-let homes				
2016/17	2017/18	2018/19	Target	Scottish Averages 2018/19
46.4	42.23	33.9	28	31.9

Next year we plan to review our Void Policy and related procedures, to ensure where possible we are working uniformly but creatively when managing our void stock.

To see the latest properties available take a look at <http://www.homeargyll.co.uk>

Lettings

Last year we let 260 properties and facilitated 12 mutual exchanges, with our highest turnover being in Bute and Cowal:

	0 bed	1 bed	2 bed	3 bed	4 bed	5 bed	Totals	Stock	% Turnover
Bute	12	54	26	1	1	0	94	528	18%
Cowal	0	36	27	9	0	0	72	405	18%
Kintyre	0	10	13	11	1	0	35	248	14%
Mid-Argyll	0	20	35	4	0	0	59	426	14%
Totals	12	120	101	25	2	0	260	1607	16%

Next year's focus is on turning our properties around quickly, whilst continuing to ensure we make allocations in line with our policy and legislation.

Housing Allocations

We have a local arrangement that where possible we will offer 50% of our vacant properties to homeless applicants, aiming to house these applicants within 26 weeks. This is not always achievable where there are areas of low turnover or where there are small numbers of homeless applicants, such as in Bute:

Quotas				
	2016/17	2017/18	2018/19	Quota as per HOME Argyll
Existing association Tenants	22%	24%	25%	25%
Housing list direct Applicants	50%	52%	53%	25%
Homeless Applicants	28%	24%	22%	50%

Going forward we will continue to work as part of the HOME Argyll Partnership, providing a common housing register for anyone applying to live in Argyll & Bute, and focussing on housing homeless as a priority where possible.

Technical Services Highlights

Maintenance Highlights

- Spent £2,647,245 maintaining and upgrading the housing stock
- Issued 3904 works orders
- Factored 361 owners' properties

Performance in Reactive Maintenance

Our reactive Maintenance Service covers the day to day repairs that are reported to our office by tenants. These repairs are split according to priority into Emergency, Urgent and Routine. During 2018/19 the Association carried out 3904 reactive repairs and we achieved the following against our target response times:

Category	Target Response Time	Out-turn 17/18	Out-turn 18/19
Emergency	95% within 6 hours	96%	98%
Urgent	95% within 3 working days	86%	86%
Routine	95% within 10 working days	85%	84%

Hanover Telecare, our 24hr repairs service handled 390 emergency calls during the year.

Looking After the Stock

The Association spent **£2,647,245** maintaining and upgrading its housing stock. The table below shows how the money was spent.

	Total Spend
Reactive	£ 1,120,454
Planned/Cyclical	£ 574,276
Capital Improvements	£ 952,515
Total	£ 2,647,245

Gas Safety

The Association has a legal obligation to ensure that we carry out gas safety inspections and services annually in all of our tenanted properties that have gas appliances/central heating systems.

Gas Safety Inspections 2018/19

No of services	Services completed within 12 months	% completed within 12 months	Services up to 30 days late	Services up to 90 days late	Services more than 90 days late
895	895	100%	0	0	0

Technical Services Highlights

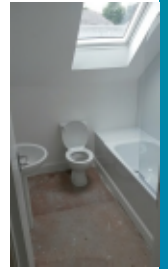
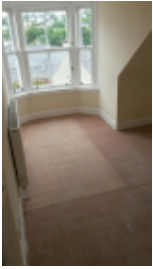
Capital Improvements

Capital improvement works involve the replacement or improvement of components within our properties.

2018/19 was another busy year with the undernoted capital improvements being carried out.

Bute

- Kitchen Replacements & Rewiring to 8 properties.
- Kitchen Replacements, Central Heating & Rewiring to 4 properties.
- Flat amalgamation at 18 Columshell Street (2 x 1-bedroom flat to 1 x 3-bedroom flat).



Cowal

- Kitchen Replacements & Rewiring to 20 properties.

Mid-Argyll

- Kitchen Replacements, Central Heating & Rewiring to 20 properties.

Kintyre

- Kitchen Replacements, Central Heating & Rewiring to 13 properties.



Cyclical Maintenance

In order to ensure that the components and materials within our properties do not deteriorate we carry out a cyclical maintenance programme on a regular basis.

In 2018/19 our cyclical maintenance works included:

- servicing of all our gas central heating systems and appliances
- electrical safety testing
- painterworks to 23 developments throughout Bute, Cowal, Mid Argyll and Kintyre



Aids & Adaptations

Funding of £66,000 was received from the Scottish Government. This enabled us to carry out general adaptations such as level access showers and stairlifts to 20 properties which has allowed tenants to remain in their current homes.

Technical Services Highlights

Energy Efficiency Standard for Social Housing (ESSH)

Currently 85.8% of Fyne Homes housing stock meets the ESSH requirements and we aim to improve on this by continuing to invest in our properties to ensure our residents benefit from having energy efficient homes and reduced energy requirements.

FyneHEAT

What did FyneHEAT want to do?

- Reduce energy use and carbon emissions by providing our tenants with energy efficiency advice at drop-in sessions and energy efficiency advice in the homes of our tenants.
- Reduce fuel poverty by helping tenants to switch suppliers and/or get a better deal for their energy costs.
- Reduce the amount of food, paper and cardboard waste going to landfill from Gigha Primary school.
- Reuse and recycle marine plastic waste from a shoreline on the Isle of Gigha.

How did we do it?

- FyneHEAT held 31 tenant drop in events - Attended by 274 tenants!
- Attended 11 Nostalgia Cafés - Attended by 108 tenants
- 6 Rent Consultations - Attended by 39 tenants
- Attended 8 Dogs Trust Events attended by 89 dogs!
- Held 7 tenant Surgeries with TP & Benefits Advice people
- Attended 4 Universal Credit Advice days
- We distributed 3 Newsletters reaching out to all 1561 tenants x 3
- We made 156 home visits
- We saved tenants over £38,361 by switching energy supplier, using LED bulbs & warm home discount.
- Saved Fyne Homes over £12,000 by switching their landlord supplies.

Gigha Primary School Pupils

- Turned 176.8kgs of food waste into compost
- Diverted 340 kgs of paper & cardboard from landfill and composted it
- Took 457 items of Plastic waste from their beach and have saved 49.66kgs from landfill by recycling and re-using by making plastic spools for us in the 3D printer



Recognition

FyneHEAT was runner –up in the TPAS Scotland “Best Practice in Developing Communities - Housing and Fabric” category. The judges said this was in recognition



of the impressive work Karen Hilton and her FyneHEAT team have delivered in Fyne Homes locations across Argyll & Bute. The team has helped tenants save money on their fuel bills, switch suppliers, and reduce carbon emissions through energy efficiency advice. This was a huge achievement for FyneHEAT, as other nominees were all large Councils with many, many tenants and South Lanarkshire Council was the overall winner in the category.

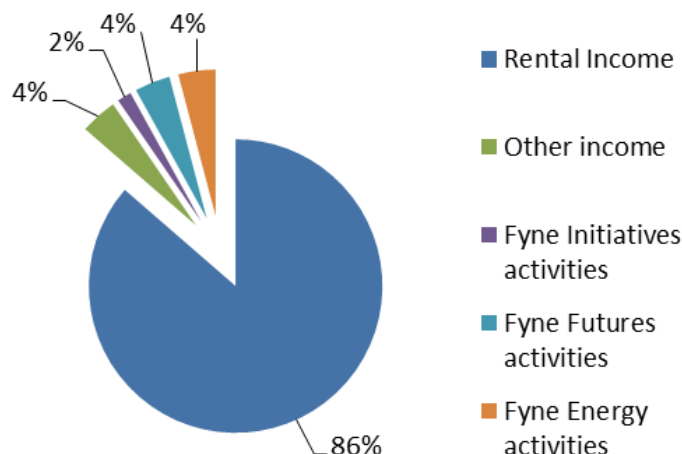


Financial Highlights

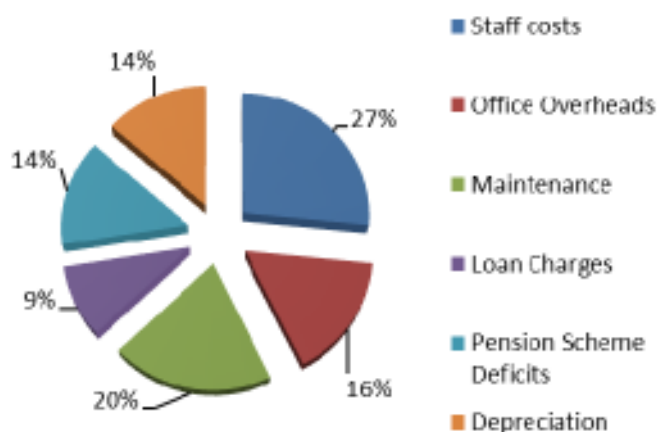
Extracts from the group accounts for the year ended 31st March 2019

- **Fyne Homes Properties are now valued at £57.8 million**
- **Long Term loans now total £29.8 million**
- **Funding received from Scottish Government and Argyll & Bute Council for 2018/19 was £1.98 million**
- **Total reserves at the year-end are £25.9 million**

Income



Expenditure



Income	2017/18	2018/19
	£,000	£,000
Rental Income	6,519	7,007
Investment Income	1	0
Other income	273	329
Fyne Initiatives activities	95	126
Fyne Futures activities	266	317
Fyne Energy Activities	0	333
Total	7,144	8,112

Expenditure	2017/18	2018/19
	£,000	£,000
Staff costs	1,912	2,230
Office Overheads	1,160	1,353
Maintenance	1,828	1,695
Loan Charges	696	799
Depreciation	1,031	1,174
Pension Scheme Deficits	0	1,136
Total	6,627	8,387

	2017/18	2018/19
Surplus/(deficit) for year	519	(275)

Full copies of the audited accounts are available on our website or from any of our offices.

Auditors

Scott Moncrieff
25 Bothwell Street
Glasgow

Bankers

Bank of Scotland
36/42 Montague Street
Rothesay

Solicitors

T C Young
7 West George Street
Glasgow

Performance against the Scottish Social

As a landlord we have to work towards achieving the standards and outcomes contained in the Scottish Social Housing Charter. This section of our report details our performance as at 31st March 2019 against some of the key areas.

If you wish further information on our performance, please contact us. You can also find out more about our performance and compare it with other landlords using the tools on the Scottish Housing Regulators website www.scottishhousingregulator.gov.uk

Further information on the Charter can be found at <http://housingcharter.scotland.gov.uk/>

Homes and Rents

Total Number of houses 1,560

No of Apts	Apt Size	Average Weekly Rent	Scottish Average	Difference
28	1	£64.25	£70.22	-8.5%
562	2	£76.46	£76.10	0.5%
698	3	£88.68	£77.70	14.1%
237	4	£100.89	£84.44	19.5%
35	5	£114.13	£93.49	22.1%

We are aware the rents in our larger properties are higher than average and next year we plan to undertake a review of our rent attribute points calculation

	2016/17	2017/18	2018/19
Total Rent Due	£6,220,622	£6,427,121	£6,859,414
Total Rent Collected	£6.09,909	£6,277,478	£6,664,447
Percentage Collected	98.03%	97.67%	97.16%
Average Rent Increase	2.1%	3.9%	3.3%

Tenant Satisfaction

The undernoted results are from our satisfaction survey carried out in March 2017 which should be borne in mind when comparing with the Scottish Average. These surveys are carried out every 3 years with the next one being scheduled for 2020. Since our last survey was carried out in 2017 Fyne Homes has received three national awards from the Tenant Participation Advisory Service (TPAS) for our approach to consultation and participation, and we have also recruited a full time permanent Tenant Participation Officer within housing services. We hope very much to see the investment in TP reflected in our 2020 survey.

Indicator	Outturn 2014	Outturn 2017	Trend	Scottish Average
Tenants satisfied with overall service	87.8%	87.1%	down	90.1%
Tenants who felt we are good at keeping them informed about our services	88.6%	89.3%	up	91.6%
Tenants satisfied with the opportunities to participate in our decision making	73.1%	67.3%	down	86.5%

Housing Charter

Quality and Maintenance of our homes

Indicator	Outturn 2017/18	Outturn 2018/19	Trend	Scottish Average
Properties meeting the Scottish Housing Quality Standard	97.0%	93.8%	down	94.1%
Time to complete emergency repairs	3.4 hrs	2.2hrs	up	3.6hrs
Time to complete non -emergency repairs	5.52 days	6.1days	down	6.6 days
Reactive repairs completed "right first time"	85.94%	86.1%	up	92.5%
Tenants who had repairs or maintenance carried out - satisfaction with the service they received (Last Survey 2017)	84.7%	84.7%	same	91.7%

Neighbourhoods and Community

- 130 cases of anti-social behaviour were reported which was an increase from 99 last year
- 98.5% of these cases were resolved within locally agreed targets compared to the Scottish figure of 87.9%

Value for Money

Indicator	Outturn 2017/18	Outturn 2018/19	Trend	Scottish Average
Rent collected from tenants as a percentage of total rent due	98%	97.2%	down	99.1%
Rent lost through properties being empty during the year	1.9%	1.2%	up	0.9%
Average length of time to re-let properties during the year	42.2 days	33.9days	up	31.9 days

Complaints

The table below details our performance in this area. Estate Management Complaints/ Anti-Social Behaviour Complaints are not included unless dissatisfaction had been expressed about how we handled the complaint.

Year	No of complaints received	Stage 1 Minor Complaints	Stage 2 Complex complaints	Complaints upheld	Completed within SPSO*Timescales
2017/18	13	5 (39%)	8 (61%)	9 (69%)	10 (77%)
2018/19	19	9 (47%)	10 (53%)	13 (68%)	18 (95%)

*Scottish Public Services Ombudsman Timescales

Stage 1 – 5 working days

Stage 2 – 20 working days

Development Highlights

Completed

Lochgilphead Phase 4 – Mackintosh Way



Fyne Homes continue to develop the former High School site in Lochgilphead. Phase 4 which consisted of 16 new affordable homes was handed over by MacLeod Construction Ltd in October 2018.

Project Funding:

Scottish Government	- £1,152,000
Argyll & Bute Council (SHF)	- £192,000
Private Finance (Santander)	- £813,600
Total	- £2,157,600

Queens Court



January 2019 saw the handover of 16 family homes at Queens Court, Dunoon. The development, which sits on the former Spence Court site, also includes one special needs home.

Project Funding:

Scottish Government	- £1,264,480
SG Additional for Abnormals	- £295,113
Argyll & Bute Council (SHF)	- £192,000
Private Finance (Santander)	- £813,309
Total	- £2,564,902

Minard Phase 2 (Otter View)



Phase 2 of our Minard development which consists of 4 x 2-bed family homes was delivered by MacLeod Construction Ltd in March 2019.

Project Funding:

Scottish Government	- £ 313,920
Argyll & Bute Council (SHF)	- £ 48,000
Private Finance (Santander)	- £ 205,020
Total	- £ 566,940

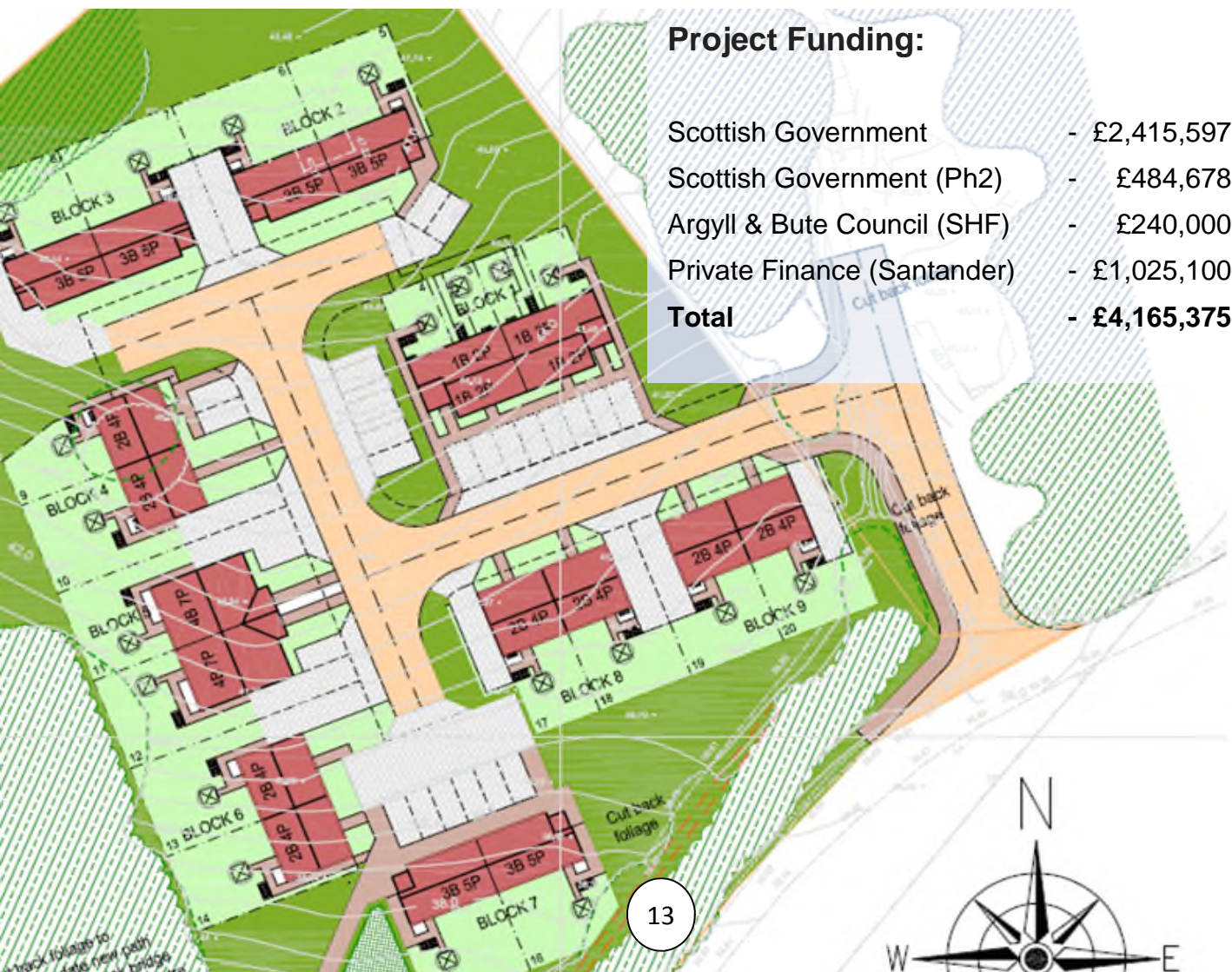
Development Highlights

On Site

Tighnabruaich (Kyles Court)



Fyne Homes is currently on site with this 20 unit contract in Tighnabruaich. Following a competition held with the local Primary School the development has been named Kyles Court and is scheduled to be handed over in March 2020.



Governance—Management Committee 2018-2019

D Anderson	S MacLeod	
T Harrison	T McKay	<i>Convener Staffing Committee</i>
D Herriot	J McMillan	<i>Vice Chairman</i>
H Kirk	L Scoullar	
M Lang	P Wallace	<i>Chairman</i>
P Lingard	D Wilkinson	<i>Secretary</i>
<i>Convenor Audit Committee</i>		

We currently have 12 elected members with 3 vacancies.

During the summer months K Findlay joined the Management Committee as a co-optee and will stand for election at this year's AGM.

There were 2 new Share Members during the year and 13 shares were cancelled for various reasons leaving us with an active membership of 106 at the end of March 2019.

The Association is keen to encourage tenants or residents in our areas of operation who support the aims of the Association and wish to play an active role in the affairs of the Association to become members. Membership is through the purchase of a £1 Share and entitles the member to vote at the AGM and also to stand for election to the Management Committee. Further information is available on our website or from any of our offices.

Business Services Department

The department encompasses Finance, IT and Corporate Services which includes our front facing reception staff and provides support for all other departments as well as the subsidiaries within the Fyne Homes Group.

May 2018 saw the introduction of the new General Data Protection Regulations and we worked closely with our consultants Information Law Solutions to ensure our compliance with the legislation. We continue to work with them in relation to Freedom of Information requirements which have been extended to housing associations and is effective from 11th November 2019.

IT – The association continues to invest in its IT infrastructure with a new network to provide better connectivity between our offices and have upgraded our server and core application to take advantage of new features and functions leading to a better service for our tenants. The association is also implementing a new phone system that will provide significant cost savings over time.

Work on our tenant portal continues as planned and should be available for tenants early next year – this will give tenants access to their own accounts where they can find their tenancy balances and check on repairs. Other work is ongoing to increase the ways our tenants can communicate with us and also offer more payment choices.

Staff Changes in 2018 – 19

Over the year 1st April 2018 to 31st March 2019, Fyne Homes employed a total of 54 people (FTE 48.37).

These numbers reduced by 5 through end of fixed term contracts and one resignation (2.44 FTE).

We had three new starts within the year through a new role created in Campbeltown and replacing staff who were promoted or moved within the organisation.

Three members of staff successfully applied for promoted posts and two others moved into different roles or departments.

Fyne Homes' commitment to ensuring its people are equipped with skills, knowledge and experience to carry out their roles continued with provision of an average of 5.22 days of training per employee as part of the Learning and Development Plan. Highlights from the year include;

- All employees have received introductory and departmental specific training on the new General Data Protection Regulations 2018
- All employees participating in Health and Safety refreshers covering; *Working Safely, Identifying Hazards & Risk Control, Manual Handling, Slips & Trips, Lone Working, Mobile Phones & Driving, Driver Safety Awareness, See it, Sort It, Report It* – all have been completed at an approximate cost of £5.00 per module per head
- Accredited training and qualification being undertaken by 2 employees
- All Housing customer facing staff undertaking training on Universal Credit prior to its rollout in September
- Continued professional development undertaken by a number of employees through attendance at events and conferences designed for the housing and professional specialisms.

LONG SERVICE Awards 2018/2019

Sharon Cole

30 Years

Caroline Thorburn

20 Years

Deirdre Duncan

20 Years



View from Fyne Futures

Fyne Futures Ltd volunteer board supported by staff undertook a strategic review of the charity and enterprises during 2018/2019. This was an in depth look at performance and futures direction. A clear strategy emerged and is expected to develop during 2019/2020.

In delivering our charitable aims our core team of 14 people have delivered a high standard of low carbon goods and services across our 4 enterprises despite challenging economic conditions.

We undertook projects connected to food poverty and unemployment –

Bute Carbon Free Food which had significant achievements
Over 500 participants took part in a wide range of experiences.
42 volunteers took part in horticultural work parties.
905m² of disused or derelict land was brought into food production.
Over 427kg of Bute Carbon Free Food was grown and harvested.
An estimated 131.91t CO₂e was saved during the year.

People and Communities – employability and training project

12 people were supported with wage-based training opportunities, with a value of circa £49,500 economic benefit. Vulnerable adults with a range of barriers to work, including mental health issues, received just under 7,000 hours of learning events, workshops and on-job training.

We have supported other local organisations with resources to enable improved amenity, curriculum for excellence in education from primary to further education and economic regeneration through community effort –

- Bute in Bloom
- Bute Island Alliance
- Achievement Bute
- Rothesay Joint Campus
- St Andrews Primary School
- North Bute Primary School

We have supported social enterprises across Europe by hosting visits from social entrepreneurs from Eastern Europe, North America, Australasia and Scotland.



View from Fyne Futures



Bute Produce delivered a full programme of horticultural training events:

- Grow Your Own workshops
- Seed Saving
- Master Composter

Royal Botanic Gardens Edinburgh accredited Certificate in Practical Horticulture

ReStyle – our retail outlet in Montague Street continues to do well. During 2018/2019 a new system was installed improving inventory, logistics and customer service. 778 items of furniture were processed with 741 items sold at affordable prices to our community, diverting 15,905 kg away from landfill.



Recycling – overall tonnes of materials levelled out across the categories, with drop in paper/cardboard weight, whilst other materials continue to increase. Significant challenges were faced due to ageing plant and fleet. However the recycling team have maintained 100% collection service performance and overcame these challenges.

Car Bute saw a slight growth in revenue year on year and achieved 27% gross profit. The growth has come from annual resident members which is very encouraging. We continue to welcome visitors who account for 49% of usage.



Despite a challenging year economically, Fyne Futures has had a very successful year in delivering on our social and environmental objectives. We have been shortlisted by Social Enterprise Scotland for Environmental Social Enterprise of the Year.

To keep up to date with us check out our website www.fyefutures.org.uk ; follow us on Twitter <https://twitter.com/TZCB> and like us on Facebook:

<https://www.facebook.com/ButeProduce>

<https://www.facebook.com/CarBute>

<https://www.facebook.com/pages/Bute-Reduce-Re-use-Re-cycle>

<https://www.facebook.com/pages/Towards-Zero-Carbon-Bute>

Our subsidiary company, Fyne Energy Ltd, was incorporated on 1st April 2016, however the wind turbine story started long before that.....

In 2006, yes 13 years ago, Fyne Homes were building affordable houses on the island of Gigha and were inspired by the 3 turbines built by the Local Trust for community benefit.

In 2007, 7 housing associations took part in a Scottish Government inspired pilot to see if windfarms could be developed for the benefit of local communities rather than for commercial gain – only Berwickshire HA and Fyne Homes managed to achieve the dream!

There were many obstacles to overcome, e.g. location, Planning Permission, an endangered/protected species of goose, changes in Government funding legislation, to name but a few. However, these were eventually all resolved.

In January 2018, construction of our 3 turbine development at Auchadaduie, Glenbarr, Kintyre finally commenced.

We are glad to announce that the first turbine started turning on 4th December 2018 and the last one on 14th January 2019.

Haggis', 'Neeps' and 'Tatties', as they have been affectionately christened by the local community, are now all up and running in one of the windiest locations in Scotland and Mr Paul Wheelhouse, the Minister for Energy, Connectivity and the Islands performed the opening ceremony on 20th February 2019.



Fyne Homes – Supporting Active, Engaged Communities

Our tenants and our communities are at the heart of our work and as such, our place based approach ensures that our community has a pivotal role in the ownership and management of our housing assets. This applies across our operational structure with our management committee drawn from our community membership and through the outreach and engagement work which informs our priorities.



We are conscious that in order to deliver quality housing we need to support active, engaged communities and as such have a proven track record in partnership with a range of community based organisations and the wider community to identify and respond to key challenges which affect our area.

We operate as community anchor organisation, providing a lead on collaborative projects which respond to priorities identified for the area through our engagement with community planning work. This is particularly important as many of our local based organisations are small and focussed on a specific theme (such as older people, young people or the environment). It is therefore important to provide an umbrella of support to assist these smaller organisations to deliver effective solutions with a neighbourhood approach which results in stronger and more resilient communities across the whole area.

Over the past year we have secured funding through Scottish Government People and Communities to support Active Older People in partnership with Shopperaide a Kintyre based charity. Support is provided for older people to engage in activities to counteract social isolation. To date more than 200 people have engaged with the project activities which are supported by a team of staff assisted by 90+ volunteers. Activities delivered include 'Memory Books', Craft sessions, games, and hosting information sessions working with a range of partners, including; NHS, Local Police and Housing Services. These different aspects of the project assist older people to remain active and engaged, enabling them to maintain independent living.

Scottish Government People and Communities funding has also supported employment and training opportunities with a range of social enterprises. Over the past year this has included provides support for 24 placements with a range of social enterprises, covering a range of skills sets that can provide an inclusive and supportive environment to build confidence and skills, as well as making a valued contribution to the local community. This has provided wage support for unemployed people who had faced barriers to employment to access employability opportunities, gain skills and confidence through working with social enterprises delivering a range of community benefits. This has included environmental projects, support for older people, support for young people with health issues, community spaces and community development activities. 8 local organisations have been supported to deliver a range of social, environmental and economic benefits for their local areas.





Telephone : 0345 6077117

Calls may be recorded for training and quality purposes

Fax: 01700 505267 • E-mail: postmaster@fynehomes.co.uk • Web: www.fynehomes.org.uk

Rothsay—Head Office

Fyne Homes Ltd
81 Victoria Street
Rothsay
Isle of Bute
PA20 0AP

Dunoon

78 B John Street
Dunoon
Argyll
PA23 7NS

Campbeltown

42 Ralston Road
Campbeltown
Argyll
PA28 6LE

Lochgilphead

Smiddy House
Smithy Lane
Lochgilphead
Argyll
PA31 8TA

Fyne Homes Limited. Registered Office: 81 Victoria Street, Rothsay, Isle of Bute, PA20 0AP
Registered Social Landlord (REG. No. 321) ; Registered Scottish Charity No. SC 009152 ;

Property Factor Registered Number PF000155

Registered society under the Co-operative and Community Benefit Societies Act 2014 (REG. No. 1454 R[S])
Incorporating: William Woodhouse Strain Housing Association and Bute Housing Association