

Performance Review

2015—2016



*Building Sustainable
Communities*





Chairs Message



Welcome to the Fyne Homes Performance Review for 2015-2016

It was my privilege to be elected as Chairman almost 3 years ago and I am very proud of all our achievements during my period of office.

Megan Morrison became our first ever modern apprentice last August and then went on to win the SFHA, Scotland wide, Apprentice Challenge 2016 *{picture: Inside back cover}*. I'm glad to say Megan is now a full time employee of Fyne Homes within our Housing Department.

Our scheme for 8 flats at Kilmun came off site this summer *{Picture: inside front cover}* and our scheme for a further 17 much needed properties at St Cuthbert's, Dunoon comes off site this autumn.

However, the big news is that additional Scottish Government Grant funding has been made available to accelerate social housing construction within Argyll and Bute. We have ambitious plans currently being drawn up to build approximately 100 new properties in various locations in Argyll and Bute over the next 2-3 years so watch this space!

My thanks go out to all the staff and committee members that have worked tirelessly over the last 3 years.

May I wish my successor all the very best for their period in office, continuing to guide this dynamic group into the future and through all the challenges that it will no doubt encounter.

Tom McKay

Tom McKay
Chairman

Performance Against The Charter

As a landlord we have to work towards achieving the standards and outcomes contained in the Scottish Social Housing Charter. This section of the report details our performance as at 31st March 2016 against some of the key areas.

The Scottish Housing Regulator uses the findings from their analysis of the charter results to inform their regulatory activity and level of engagement with landlords and we are pleased to say the Fyne Homes continues to have a low level of engagement. Further information on the Charter can be found at <http://housingcharter.scotland.gov.uk/>

Homes and Rents

Total Number of houses 1,476




Total Rent Due in year £6,010, 470 – Rent Collected £5,912,263 (98.4%)

Average weekly rent increase 1.95%











| No of Apts | Apt Size | Average Weekly Rent | Scottish Average | Difference |
|------------|----------|---------------------|------------------|------------|
| 29 | 1 | £56.75 | £65.94 | 13.9% |
| 534 | 2 | £68.61 | £70.39 | 2.1% |
| 648 | 3 | £79.19 | £71.55 | 10.7% |
| 226 | 4 | £90.29 | £77.60 | 16.4% |
| 35 | 5 | £97.88 | £85.98 | 13.8% |

Tenant Satisfaction

The undernoted results are from our satisfaction survey carried out in March 2014 compared with the Scottish average for 2016. Our next survey will be carried out in 2017 when we would hope to see an improvement in the comparison figures.

| Indicator | Outturn | Scottish Average | Comparison |
|--|---------|------------------|---|
| Tenants satisfied with overall service | 87.8% | 89% |  |
| Tenants who felt we are good at keeping them informed about our services | 88.6% | 90.6% |  |
| Tenants satisfied with the opportunities to participate in our decision making | 73.1% | 81.3% |  |

Quality and Maintenance of our homes







| Indicator | Outturn 2014-15 | Outturn 2015-16 | Trend | Scottish Average | Comparison |
|--|-----------------|-----------------|---|------------------|---|
| Properties meeting the Scottish Housing Quality Standard | 96.4% | 96.4% |  | 92.8% |  |
| Time to complete emergency repairs | 2.7 hours | 2.2 hours |  | 5.1hrs |  |
| Time to complete non emergency repairs | 5.3 days | 6.2 days |  | 7.5 |  |
| Reactive repairs completed "right first time" | 88.7% | 86.7% |  | 91.3% |  |
| Tenants who had repairs or maintenance carried out - satisfaction with the service they received | 85.8% | 85.8% |  | 89.9% |  |

Performance Against The Charter

Neighbourhoods and Community

- 74 cases of anti-social behaviour were reported in the last year compared to 121 last year.
- 100% of these cases were resolved within locally agreed targets compared to the Scottish figure of 86.6%

Value for Money

| Indicator | Outturn 2014-15 | Outturn 2015-16 | Trend | Scottish Average | Comparison |
|---|--------------------|--------------------|---|---------------------|---|
| Rent collected from tenants as a percentage of total rent due | 98.6% | 98.34% |  | 99.5% |  |
| Rent lost through properties being empty during the year | 1.8% | 2.3% |  | 1% |  |
| Average length of time to relet properties during the year | 56.5 days | 56.3 |  | 35.4 |  |

Complaints

Our complaints procedure has two stages:

Stage 1 – Frontline Resolution which aims to resolve your complaint quickly

Stage 2 – Investigation which deals with those which have not been resolved at Stage 1 or are more complex.

The table below details our performance in this area.

| | 2014-15 | | | | 2015-16 | | | |
|--------------------------------------|-----------|-----|-----------|-----|-----------|-----|----------|-----|
| | Stage 1 | | Stage 2 | | Stage 1 | | Stage 2 | |
| Equality related issues | 0 | | 0 | | 0 | | 0 | |
| Other issues | 63 | | 17 | | 17 | | 5 | |
| Total Number of Complaints | 63 | | 17 | | 17 | | 5 | |
| | No. | % | No | % | No | % | No. | % |
| Responded to in full | 63 | 100 | 17 | 100 | 17 | 100 | 5 | 100 |
| Upheld | 54 | 86 | 12 | 71 | 12 | 71 | 3 | 60 |
| Responded to within SPSO timescales* | 57 | 90 | 14 | 82 | 14 | 82 | 5 | 100 |

*Scottish Public Services Ombudsman
Timescales

Stage 1 – 5 working days

Stage 2 – 20 working days



Housing Highlights

Getting involved

This year's focus has been very much around improving tenant participation and trying to encourage our tenants and other customers to get involved and have their say in how the Association operates.

Areasha Whitelaw, an already familiar face to our Bute customers from her days in reception and housing, took on the Tenant Participation role and has been very successful in encouraging our customers to get involved.

From family focussed fun days in Mid Argyll to coffee mornings in Cowal, not to mention special appearances from Santa Claus himself in all our areas of operation, tenants and other customers have been getting involved in a variety of different ways. In fact it was our tenants who told us what they liked and didn't like about our annual reports, which resulted in the content and format you see this year!

If you would like to have the opportunity to get involved, whether it be just to attend our fun events or something a little more serious such as scrutinising our performance or formulating our policies please call or visit your local office for more information.



Getting support

Our housing team pride themselves on providing a rounded service to our tenants and other customers and do much more than just allocate houses. As well as working closely with other services and partners to make sure our customers are supported and advised appropriately on a variety of things we also have our own in house Tenancy Support Officer, Margo Allan.

Margo's role is to focus purely on our customers and their needs, helping with things like benefit reviews, applications and appeals and household budgeting. Margo has wealth of experience in the housing sector and a proven track record in dealing successfully with sensitive, complex and confidential cases. Speaking to someone like Margo can not only benefit you financially but also can reduce stress related to money, tenancy and other worries. If you would like help from Margo, call or visit your local office and we will arrange a convenient time and place to suit you.

Housing Highlights

Lettings

Last year we re-let 191 properties and our biggest area for turnover was Bute. Nearly 87% of the properties we re-let were 1 & 2 bedroom, and we helped a further 11 people move house with a mutual exchange.

| | 0 bed | 1 bed | 2 bed | 3 bed | 4 bed | 5 bed | Totals | Stock | % Turnover |
|-------------------|-------|-------|-------|-------|-------|-------|--------|-------|------------|
| Bute | 4 | 48 | 28 | 3 | 3 | 0 | 86 | 517 | 17 |
| Cowal | 0 | 21 | 15 | 1 | 0 | 0 | 37 | 354 | 10 |
| Kintyre | 0 | 6 | 5 | 8 | 1 | 0 | 20 | 249 | 8 |
| Mid-Argyll | 0 | 5 | 39 | 4 | 0 | 0 | 48 | 357 | 13 |
| Totals | 4 | 80 | 87 | 16 | 4 | 0 | 191 | 1477 | 13 |

Looking to move house? Go online to <http://www.homeargyll.co.uk/> or give us a call on 0345 607 7117 and one of our helpful housing staff will assist you with this and discuss your housing options.

Housing Allocations

We try to offer 50% of our available properties to homeless applicants and to house those applicants within 26 weeks. Sometimes this is not possible because of the high demand and low turnover of houses in some areas, and sometimes it is not required because of low numbers of homeless cases such as on the Isle of Bute.

| Quotas | | | | |
|--------------------------------|---------|---------|---------|--------------------------|
| | 2013/14 | 2014/15 | 2015/16 | Quota as per HOME Argyll |
| Existing association Tenants | 30% | 23% | 19% | 25% |
| Housing list direct Applicants | 57% | 60% | 55% | 25% |
| Homeless Applicants | 13% | 17% | 26% | 50% |


We also work in close partnership with Argyll & Bute Council Housing Services, ACHA, Dunbritton and West Highland Housing Associations to ensure we meet the housing demand wherever possible across Argyll & Bute.

Arrears

Fyne Homes arrears performance continues to be very good and remains well below our target of 2% as well as the peer average. This is because our focus is very much on arrears prevention, and the team's priority is to engage with customers who get into difficulty at the earliest opportunity to try to prevent the arrear from becoming unmanageable for our customers.

Housing Highlights


However we did not collect 2.3% of the rent due because some of our homes were empty compared to the Scottish average of 1.0%, which has an impact of our overall rent collected:

| Rent due collected | | | | |
|--------------------|---------|---------|--|---------------------------|
| 2013/14 | 2014/15 | 2015/16 | Trend | Scottish Averages 2015/16 |
| 98.30% | 98.60% | 98.40% |  | 99.5% |

Voids

Our average time to re-let properties has increased and poses a problem for us, as every property left un-let makes a loss for the Association.

We know from the housing waiting lists that people's preferences have changed over the years and that many people prefer to live in houses rather than flats for example, and we also know that there is an oversupply of housing on Bute which is the area most impacting our performance:

| Average Length of days to re-let homes | | | | | |
|--|---------|---------|---|--------|---------------------------|
| 2013/14 | 2014/15 | 2015/16 | Trend | Target | Scottish Averages 2015/16 |
| 38.2 | 54.03 | 56.30 |  | 28 | 35.4 |

Last year Fyne Homes worked with Fyne Futures to create some 'ready furnished' properties which had been unlet for some time, and also supported the Vulnerable Person Relocation scheme which provided much needed homes for families fleeing areas of conflict. This helped to reduce our number of properties empty at the end of the year to 27 from 45 the previous year.



Completed

Development Highlights

Kilmun

Fyne Homes' staff and Committee were joined by local councillors, contractors, funders and members of the community for the official opening of our latest development at 1- 8 Napier Point, Kilmun on 19th August 2016.

The ribbon cutting ceremony was performed by one of the new tenants Mrs Sandra Lawton and Councillor Len Scoular.



The development provided 8 new affordable, energy efficient homes which were badly needed in the village. The flats were constructed using the Econekt structural system which offers a building solution that is thermally efficient and reduces carbon emissions.

All of the houses have been allocated to members of Kilmun community in accordance with a Local Letting Initiative.

The development which cost £1,008, 000 was been delivered with funding of £510, 000 from the Scottish Government, £322,000 Private Finance from Santander Bank and £176,000 from Argyll and Bute Council via their Strategic Housing Fund. This is the fund which is generated from Council Tax on second homes and it is used to support the Affordable Housing Programme.

On site



St Cuthbert's Dunoon

This development went on site in February 2015 and is expected to be completed by October 2016 providing 17 rented general needs flats which will help to address the demand for affordable homes in the area.

Future opportunities

Spence Court, Dunoon

Planning permission has been obtained to provide 15 x 2 and 3 bedroom family homes and 1 special needs home at this town centre site. Site acquisition will conclude shortly and we anticipate a site start late October, 2016.




We are currently progressing site investigations to a number of potential development sites in Argyll with the hope of delivering more affordable homes in areas of demonstrated demand.

Maintenance Highlights

- **Spent £2,946,190 maintaining and upgrading the housing stock**
- **Issued 3695 works orders**
- **Factored 368 owner's 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 2015/16 the Association carried out 3695 reactive repairs and we achieved the following against our target response times:

| Category | Target Response Time | Out-turn 14/15 | Out-turn 15/16 | Trend |
|-----------|----------------------------|-------------------|-------------------|--|
| Emergency | 95% within 6 hours | 97% | 99% |  |
| Urgent | 95% within 3 working days | 91% | 90% |  |
| Routine | 95% within 10 working days | 89% | 87% |  |

Hanover Telecare, our 24hr repairs services handled 361 emergency calls during the year.

Looking After the Stock

The Association spent **£2,946,190** maintaining and upgrading its housing stock. The table below shows how the money was spent.

| | Total Spend | % of Spend |
|-----------------------------|-------------|------------|
| Reactive | £ 824,559 | 28% |
| Planned/Cyclical | £ 505,905 | 17% |
| Capital Improvements | £1,615,725 | 55% |
| Total | £2,946,190 | 100% |

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 2015/16 our cyclical maintenance works included:

- servicing of all our gas central heating systems and appliances
- electrical safety testing
- painterworks to 20 developments throughout Bute, Cowal, Mid Argyll and Kintyre

Maintenance Highlights

Planned Maintenance and Capital Improvements

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

2015/16 was another busy year with the undernoted planned maintenance/capital improvements being carried out:

Bute

- Kitchen Replacement, Central Heating & Rewiring to 14 properties
- Window Replacements to 26 properties

Mid-Argyll

- Kitchen Replacement, Central Heating & Rewiring to 13 properties
- Central Heating Replacement & Rewiring to 24 properties

Kintyre

- Window Replacements to 17 properties
- Kitchen Replacements, Central Heating & Rewiring to 17 properties

Aids and Adaptations

Funding of £122,534 was received, from the Scottish Government. This enabled us to carry out general adaptations such as level access showers and stairlifts to 54 properties which has allowed tenants to remain in their current homes. Major Adaptation funding for the sum of £70,000 was also received and assisted the delivery of a bedroom/bathroom house extension in Mid-Argyll.



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 2015/16

| 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 |
|----------------|-------------------------------------|------------------------------|-----------------------------|-----------------------------|---------------------------------|
| 879 | 876 | 99.6% | 3 | 0 | 0 |

Maintenance Highlights

Fyne Heat

The delivery of our Climate Challenge Funded project “FyneHEAT” achieved some significant milestones during 2015/16.

- Fyne Homes tenants switching energy suppliers made savings of £80,896.
- 13 tonnes CO2E saved by turning off lights.
- 74 tonnes CO2E saved by switching appliances off at the socket.
- Replacing 988 light bulbs with LED bulbs made savings of £17,362 (557 tonnes CO2E)
- 274 Energy Monitors Distributed
- 12 Energy Saving Advice Sessions held throughout Argyll & Bute.

Unfortunately our bid for FyneHEAT Phase 2 funding was unsuccessful for 2016/17 however we continue to deliver energy advice and tackle Fuel Poverty through our dedicated Energy Advisor.

Our Power Community Benefit Society

The Association is registered as a member of Our Power Community Benefit Society.

Through their non profit making subsidiary, Our Power Energy, we will in the future be able to offer our tenants access to a more competitive rate for their energy prices with expected savings of up to ten percent on their household utility bills compared to standard commercial tariffs.

Initially our empty properties and new build stock coming off site will be transferred to Our Power Energy and new tenants will have the opportunity to remain with Our Power or choose and alternative energy supplier. Our void and new build stock energy supplier will transfer over to Our Power in Spring 2017.

Energy Efficient Standard for Social Housing (EESH)

2015 saw the end of the Scottish Government’s Scottish Housing Quality Standard which was set up to measure the housing quality in Scotland. 96.4% of our stock met this standard

The SHQS has been replaced by EESH which aims to improve the energy efficiency of social housing in Scotland by 2020. The EESH is based on minimum Energy Performance Certificate (EPC) energy efficiency ratings using SAP 2009 methodology.

Currently 84% of our properties meet the EESH 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.

Management Committee 2015-16

| | | | |
|------------|---------------------------------|-------------|------------------------------------|
| D Anderson | | T McKay | <i>Chairman</i> |
| I Dunn | <i>Secretary</i> | J McMillan | <i>Convener Staffing Committee</i> |
| T Harrison | | L Scoullar | |
| H Kirk | | P Wallace | <i>Vice Chairman</i> |
| M Lang | | D Wilkinson | |
| A Mack | | D Williams | |
| P Lingard | <i>Convenor Audit Committee</i> | | |
| S MacLeod | | | |

At our AGM in September 2015, we were delighted to welcome two new members to the Management Committee, Dave Wilkinson and Don Williams. However, I Dunn and A Mack will not be standing for election this year's AGM and we would like to thank them both for their commitment and support. We currently have 12 elected members with a few vacancies to fill.

Six people took out membership of Fyne Homes during the year; however 16 shares were cancelled for various reasons leaving us with an active membership of 130 at the end of March 2016.

The Association encourages 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.

IT Developments

Human Resources Management System

Last year we reported that the Association had invested in a new Human Resources Management System which we have christened Y.E.A.R. It holds all the information we require for our staff and Committee members.

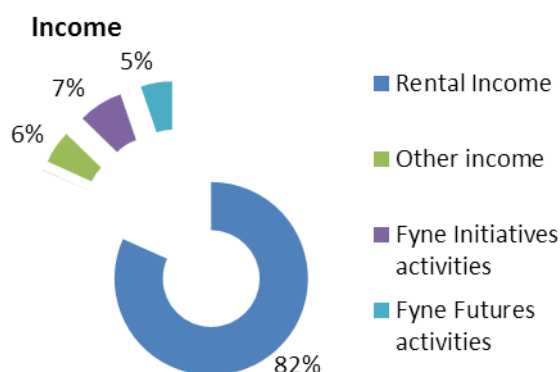
We are pleased to say that the system has been fully implemented and was rolled out to all staff in February 2016. This has considerably streamlined our administration processes in this area as staff are able to complete timesheets, request holidays and update certain aspects of their personal information. It also allows their line managers to access real time information in relation to their team.



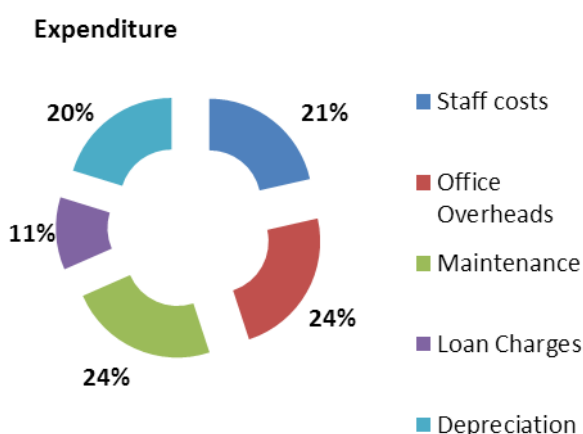
Financial Highlights

Extracts from the group accounts for the year ended 31st March 2016

- **Fyne Homes Properties are now valued at £49 million**
- **Long Term loans now total £19.3 million**
- **Funding received from Scottish Government and Argyll & Bute Council for 2015/16 was £1.6 million**
- **Total reserves at the year-end are £25 million**



| Income | restated 2014/15 | 2015/16 |
|-----------------------------|---------------------|--------------|
| | £,000 | £,000 |
| Rental Income | 5,822 | 6,004 |
| Investment Income | 7 | 3 |
| Other income | 272 | 406 |
| Fyne Initiatives activities | 259 | 549 |
| Fyne Futures activities | 429 | 385 |
| Total | 6,789 | 7,347 |



| Expenditure | restated 2014/15 | 2015/16 |
|------------------|---------------------|--------------|
| | £,000 | £,000 |
| Staff costs | 1,560 | 1,429 |
| Office Overheads | 1,265 | 1,567 |
| Maintenance | 1,498 | 1,564 |
| Loan Charges | 696 | 758 |
| Depreciation | 990 | 1,347 |
| Total | 6,009 | 6,665 |

| Surplus/(deficit) for year | 780 | 682 |
|-------------------------------|-----|-----|
|-------------------------------|-----|-----|

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

Clydesdale Bank
17 High Street
Rothesay

Solicitors

T C Young
7 West George Street
Glasgow

Finance Details

Group Statement of Financial Position as at 31st March 2016

(Formerly Balance Sheet)

Fixed Assets

| | | |
|---|------------------|-------------|
| Housing Properties at cost or valuation | £48,933,549 | |
| Less Depreciation | <u>1,490,315</u> | £47,443,234 |

Other Fixed Assets

| | | |
|-----------------------------|--------------|-------------|
| Heritable Properties | £ 219,670 | |
| Commercial Properties | 65,500 | |
| Fixtures & Fittings | 5,392 | |
| Computer & Office Equipment | 137,278 | |
| Motor Vans | 49,815 | |
| Land & Buildings | 260,774 | |
| Investment Property | 355,000 | |
| Kintyre Wind Project | 571,246 | |
| Plant & Machinery | - | |
| Other Equipment | <u>2,675</u> | |
| | | £ 1,667,350 |

Current Assets

| | | |
|-----------------------------|------------------|-------------|
| Stock | £ 579,589 | |
| Debtors and Prepaid Charges | 816,781 | |
| Cash and Bank Balances | <u>1,242,221</u> | £ 2,638,591 |

Current Liabilities

| | | |
|-------------------------------|--------------------|--------------------|
| Creditors and Accrued Charges | <u>£ 3,406,909</u> | <u>£ (768,318)</u> |
| | | £48,342,266 |

Long Term Loans/Liabilities

| | | |
|------------------------------|------------------|--------------|
| Abbey National Treasury | £ 5,326,653 | |
| Bank of Scotland | 2,196,659 | |
| Clydesdale Bank | 532,049 | |
| Dunfermline BS (Nationwide) | 546,908 | |
| Royal Bank of Scotland | 8,251,545 | |
| Airdrie Savings Bank | 549,939 | |
| Scotwest Credit Union | 293,312 | |
| Argyll & Bute Council | 729,205 | |
| SHAPS deficit repayment plan | 1,042,252 | |
| Deferred Capital Grants | <u>3,307,892</u> | (22,775,414) |

Retirement Benefit Pension Scheme Deficit

| | |
|-------------------|----------------------|
| <u>(548,000)</u> | <u>(£23,323,414)</u> |
| | <u>£ 25,018,852</u> |

Represented by:

| | |
|------------------|--------------------|
| Share Capital | 130 |
| General Reserves | <u>25,018,722</u> |
| | <u>£25,018,852</u> |

View From Fyne Futures

Fyne Futures continues to grow from strength to strength. The last financial year 2015/16 saw many successful changes managed by the core team. We have continued to drive quality and excellence across all parts of the business.

In delivering our charitable aims we have supported 32 unemployed people with volunteering opportunities and work-based training roles. Many of them left to positive destinations which included moving into further education, self-employment and full time work.

We have undertaken many projects over this year –

- 360° Food Chain
- Master Composter Training Accreditation
- Business Planning for in vessel composting solution
- New Life to old things
- Elected to receive the funding from Zero Waste Scotland for Zero Waste Towns
- ZWB Launch event
- Schools Recycling Infrastructure {*Short listed for the innovative design of the recycling facility*}



Further to the successful accreditation of **Bute Produce** in training delivery for the Certificate in Practical Horticulture for Royal Botanic Gardens Edinburgh, our focus for this year was to engage participants for the training courses. In addition to the RGBE Certificate we were able to offer courses in Master Composter, Grow Your Own Workshops and Seed Saving. These courses will form the basis for the sustainability of the training centre as we move forward.



ReStyle, one of the first re-use outlets in Scotland to achieve Revolve accreditation, has delivered excellent customer service over the year. Over 798 households purchased quality pre-loved furniture. 985 items at 19,733kg were diverted from landfill back into the community. This is a 24% increase on the diversion from landfill on previous year.



During the year **Recycling** has piloted 3 additional kerb side collections. Pots, tubs and trays along with a pilot for textile collections and food waste collections. The results of the trials were very encouraging and showed that participating households increased recycling. The food waste pilot was extremely well received and 100% of the participant feedback was a willingness to continue this collection stream. We are now exploring the options of how to progress follow the completion for the Food Waste Pilot.

View From Fyne Futures



Car Bute has maintained a steady performance. The community car club has continued to broaden its membership base which now includes individuals, community organisations, and businesses. Car Bute has also become an asset for the tourism sector on the island with visitors joining as temporary members to access our wonderful island beyond Rothesay. The fleet has been updated to ensure members have access to fuel-efficient reliable vehicles. A total of 20,415 miles were driven by 176 members. Our staff has had the advantage of attending Fuel Efficient Driving sessions. In addition to our

Hybrid car we were granted a more fuel efficient vehicle to replace an older vehicle.

There was much to celebrate at the financial year end and much to look forward to for 2015/16. To keep up to date with us check out our website www.fynefutures.org.uk ; follow us on Twitter <https://twitter.com/TZCB> and like us on Facebook:

<https://www.facebook.com/ButeProduce1>

<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>

Fyne Homes Wider Community Activities

Fyne Homes delivering community benefits

The Fyne Group recognise that strengthening communities is an important aspect of our work. We value the significant contribution made by partner organisations across the operational area in tackling issues and improving the quality of life for many of our tenants. On that basis we take a proactive approach to working in partnership to develop and deliver

project activities that respond to local community priorities.

We recognise that opportunities for employment and training can provide benefits to individuals, the community as a whole and is a priority for many communities. We also recognise that some of our more vulnerable tenants require additional support. We have been able to secure resources from the Scottish Government and a number of other funders to take forward projects which respond to these challenges and deliver social, environmental and economic benefits for our area.



Fyne Homes Wider Community Activities

Employment, Training and Community Benefit

Over the past year we have supported employment and training opportunities working in partnership with community enterprises across the area. This approach has assisted local organisations (such as South Kintyre Development Trust and Calum's Cabin) to deliver their charitable objectives and add value to their work with additional staff resource, whilst at the same time providing quality employment and work based experience for 32 people.

In addition we have supported employment, training and volunteering opportunities across a network of community gardens in the area. This has assisted local organisations to deliver therapeutic and environmental benefits.

A 'Vital Spark' to tackle a range of issues and aspirations

Fyne Homes has supported the 'Vital Spark' social enterprise start-up programme which is being delivered in Rothesay, Campbeltown and Dunoon, by Firstport in partnership with Inspiralba. Participants on the programme benefit from one to one business support, learning sessions, networking and access to workspace in the hubs. They are also able to bid for start-up funding to take their enterprise ideas forward.

To date 10 new social enterprises have been established, securing just under £34k in start up support for their enterprise development. These social enterprises tackle a range of issues and deliver local solutions. Examples include; 'Inspired by Autism' in Dunoon, 'Triple Aspect Puppet Theatre' in Rothesay and 'Wee Toon Environmental Solutions' in Campbeltown. A further 15 participants are being supported in round 2 of the programme.



Assisting older people to remain active and independent



Fyne Homes has assisted 2 local organisation to provide social meeting spaces for older people in South Kintyre as well as a range of activities to engage with older people. This has included support with transport to assist older people with mobility barriers to participate. Shopperaide and the Monday Senior Citizens Group have organised activities including; bingo, memory books, crafts, pampering and general discussions. In addition a number of sessions have been supported with input from Physio, NHS Advocacy, Police Services, Welfare / Benefits advice and Health

and Wellbeing activities. These activities have had a range of benefits for older people including; boosting confidence, reducing loneliness and isolation, improving health and wellbeing and remaining actively involved in the community.

sfha

Scottish Federation of
Housing Associations



APPRENTICE
CHALLENGE



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

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Dunoon

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Industrial Estate

Sandbank

Dunoon

PA23 8QD

Campbeltown

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Campbeltown

Argyll

PA28 6LE

Lochgilphead

Smiddy House
Smiddy 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